

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  
Low-Income Monthly Reports – February 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 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.

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

<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.

Monthly Utility Credit and Collections Reporting

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
		<b>General Residential</b>		
1		Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	Calculated	Line 1.a + 1.b
1.a	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	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 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.
1.b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	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 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.
2		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
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		Total Number of Accounts Protected through SPECIAL PROTECTIONS	Calculated	Sum of lines 6 and 7
6		Number of Standard Accounts Protected	Calculated	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	CCAE Query	Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
6.c		Handicapped	CCAE Query	Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.
6.d		Welfare	CCAE Query	Number of standard 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.
6.e		Unemployed	CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
6.f		Seriously ill	CCAE Query	Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f
7.a		Elderly	CCAE Query	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)
7.c		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.
7.d		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.
7.e		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
7.f		Seriously ill	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
		<b>Delinquency (Includes Active and Pending final accounts)</b>		
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		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
8.b		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
9		Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 9.a + 9.b
9.a		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	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		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 10.a + 10.b
10.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
10.b		Number of accounts reported above without an active DPA	CCAE Query	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	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
12		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b
12.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
12.b		Number of accounts reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA
13		Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	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		Dollar value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA
14		Total Number of delinquent accounts	Calculated	Line 14.a + 14.b
14.a		Number of accounts reported above that have an active DPA	Calculated	Sum of lines 8.a, 10, a, and 12.a
14.b		Number of accounts reported above without an active DPA	Calculated	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		Dollar Value of accounts reported above that have an active DPA	Calculated	Sum of lines 9.a, 11, a, and 13.a
15.b		Dollar Value of accounts reported above without an active DPA	Calculated	Sum of lines 9.b, 11, b, and 13.b
16		Total Dollar Value of current accounts	CCAE Query	Dollar value of accounts with oldest arrears aged less than 30 days
17		Total Active and Pending Final A/R	Calculated	Line 15 + 16
		<b>Collection Agencies</b>		
18		Number of cases referred to collection agencies	Coll Agency Performance Report	Count of unique residential account numbers referred to tier 1 collection agencies
		<b>Payment Plans</b>		
19	DKT 1725 line 7	Number of new payments plans, not including AMP	CCAE Query	Count of non-AMP payment plans with a start date in the reporting month
20	DKT 1725 line 8	Number of payment plans defaulted	CCAE Query	Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month
21		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 Rule" payment plans
21.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
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 the plan 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 the plan was authorized by the Division.
21.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)
22		Number of new budget plans, not including AMP	CCAE Query	Count of budget plans with a start date in the reporting month
		<b>Shut-Offs</b>		
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 an action date in the reporting month. Does NOT include disconnect notice updates.
24	DKT 1725 line 1	Number of Service Disconnections for non-payment	CCAE Query	Count of collection activities of type "CONP" on residential accounts
24.a	DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report	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
24.b	DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report	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.c	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		Ratio of service disconnections for nonpayment to total Residential Customers	Calculated	Line 24.c divided by line 1.a
25	DKT 1725 line 4	Average balance of Service Disconnections for non-payment	CCAE Query	Sum of balances at time of disconnections divided by the number of disconnections
25.a	Terminations and Reconnects Report	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.b	Terminations and Reconnects Report	Average balance of Service Disconnections for non-payment 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
26		Number of Service Restorations within 7 days of termination	Calculated	Line 26.a + 26.b
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

Monthly Utility Credit and Collections Reporting

OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
26.b	Credit and Collections Activity Report line 9, Terminations and Reconnects Report	Number of Service Restorations within 7 days of termination 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
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
<b>Write-Offs</b>			
29		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		Number of Commercial and Industrial Classified as Written-Off	CCAE Query Number of accounts that moved from final to write-off status in the reporting month
30	DKT 1725 row 10 had res and com combined	Dollar Value of Accounts Classified as Written-Off	Calculated Line 30.a + 30.b
30.a		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 Industrial 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		Dollar Value of Residential write-off recoveries	CCAE Query Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
31.b		Dollar Value of Commercial and Industrial write-off recoveries	CCAE Query 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		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 Industrial NET A/R Write-Offs	CCAE Query Line 30.b minus line 31.b
<b>Low Income Discount Rate</b>			
33		Number of Low-Income Accounts	Calculated Line 33.a + 33.b
33.a		Number of Accounts (no rider)	CCAE Query Number of accounts on a low-income rate and having NO active rider
33.b		Number of Accounts (with rider)	CCAE Query Number of accounts BOTH on a low-income rate and having an active rider
34		Percent of customers on the low-income discount	Calculated Line 33 divided by line 1.a
35		Total receipts	CCAE Query All payments posted to low income accounts during the reporting month
36		Total receipts paid by LIHEAP	Calculated Line 36.a + 36.b
36.a		Total receipts paid by Regular LIHEAP	CCAE Query Subset of line 35 with a source code of Regular LIHEAP
36.b		Total receipts paid by Crisis LIHEAP	CCAE Query Subset of line 35 with a source code of Crisis LIHEAP
37		Total number of customers receiving a LIHEAP payment for the month	CCAE Query 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
<b>Delinquency</b>			
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		Number of accounts reported above that have an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 30-59 days having NO active DPA
40		Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated Line 40.a + 40.b
40.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 39.a
40.b		Dollar value of accounts reported above without an active DPA	CCAE Query 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		Number of accounts reported above that have an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 60-89 days HAVING an active DPA
41.b		Number of accounts reported above without an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 60-89 days having NO active DPA
42		Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	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	CCAE Query Dollar value of total A/R on accounts reported in line 41.b
43		Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated Line 43.a + 43.b
43.a		Number of accounts reported above that have an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged 90 or older days HAVING an active DPA
43.b		Number of accounts reported above without an active DPA	CCAE Query Accounts on a low-income rate with oldest debts 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		Dollar value of accounts reported above that have an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 43.a
44.b		Dollar value of accounts reported above without an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 43.b
45		Total Number of low-income delinquent accounts	Calculated Line 45.a + 45.b
45.a		Number of accounts reported above that have an active DPA	Calculated Sum of lines 39.a, 41.a and 43.a
45.b		Number of accounts reported above without an active DPA	Calculated Sum of lines 39.b, 41.b and 43.b
46		Total Dollar Value of low-income delinquent accounts	Calculated Line 46.a + 46.b
46.a		Dollar value of accounts reported above that have an active DPA	Calculated 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
<b>Shut-Offs</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	CCAE Query Subset of line 22 attributable to low-income accounts
49		Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	Calculated Line 48 divided by line 33
<b>Restorations</b>			
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	CCAE Query Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
<b>Write-Off</b>			
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		Dollar Value of low income accounts classified as written-off	CCAE Query Subset of line 30 associated with low-income accounts
54		Dollar Value of low-income write-off recoveries	CCAE Query Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs	Calculated Line 53 minus line 54.
<b>Arrearage Management Program</b>			
56		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		Total receipts paid by enrollees	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.
59		Total receipts paid by LIHEAP	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.
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		Number of newly enrolled customers	Calculated Line 61.a + 61.b
61.a		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
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.a + 62.b
62.a		Number of customers exited the program by default	Pat Murray / Damaris Dominguez Number of AMP agreements with an end date in the reporting month and a status of defaulted
62.b		Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez 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 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
64		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	Pat Murray / Damaris Dominguez Subset of line 55 having arrears aged 60 days or greater
65		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
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-20		Mar-20		Apr-20		May-20		Jun-20		Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20		Jan-21		Feb-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	Electric	Gas	
<b>General Residential</b>																													
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	\$10,158,138	\$48,236,571	\$19,110,382	\$54,340,468	\$31,760,159	\$64,163,258	\$49,221,266	\$60,141,524	\$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	\$4,256,816	\$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	216	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	175	283	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
6.e Unemployed	13	5	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	1,361	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	1,781	2,831	1,820	2,816	1,812	2,796	1,783	2,889	1,838	2,851	1,828	2,755	1,723	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	496	783	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	261	291	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	177	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.d Welfare	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			
7.e Unemployed	1	1	2	2	5	2	10	2	14	4	17	5	16	5	16	7	15	7	22	11	25	13	32	16	32	16			
7.f Seriously ill	1,394	846	1,446	883	1,416	870	1,393	840	1,451	882	1,430	871	1,197	767	1,342	839	1,263	806	1,217	794	1,211	755	1,251	748	1,237	738			
<b>Delinquency (Includes Active and Pending final accounts)</b>																													
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	43,126	26,761	40,244	24,810	33,613	20,124	29,030	16,427	31,190	17,175	29,406	13,897	34,494	14,182	39,849	15,244	33,776	15,357	32,661	17,412	33,299	19,310	27,355	16,918	30,194	20,625			
8.a Number of accounts reported above that have an active DPA	1,367	1,003	983	704	760	487	667	379	633	301	554	149	729	104	835	103	548	114	421	112	463	243	573	438	747	626			
8.b Number of accounts reported above without an active DPA	41,759	25,758	39,261	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			
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$13,361,510	\$9,318,838	\$12,446,164	\$9,242,991	\$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	\$2,257,557	\$18,360,674	\$2,245,111	\$14,093,811	\$2,363,416	\$11,774,119	\$2,691,538	\$11,982,818	\$4,837,773	\$12,422,343	\$6,929,839	\$14,629,968	\$10,238,040			
9.a Dollar Value of accounts reported above that have an active DPA	\$2,264,948	\$1,844,432	\$1,846,778	\$1,076,772	\$1,177,428	\$665,341	\$1,104,655	\$598,070	\$1,135,033	\$568,614	\$1,105,198	\$316,233	\$1,341,534	\$235,865	\$1,664,097	\$224,443	\$1,564,110	\$276,195	\$1,408,842	\$266,793	\$1,270,268	\$367,606	\$1,490,221	\$592,704	\$1,602,731	\$820,248			
9.b Dollar Value of accounts reported above without an active DPA	\$11,096,562	\$8,134,406	\$10,599,386	\$8,166,219	\$10,410,828	\$7,628,395	\$9,704,856	\$6,468,507	\$8,992,885	\$5,452,722	\$8,709,940	\$2,509,192	\$12,579,786	\$2,021,692	\$16,696,578	\$2,021,668	\$12,469,701	\$2,087,220	\$10,365,277	\$2,424,745	\$10,712,549	\$4,700,167	\$10,932,122	\$6,337,135	\$13,027,237	\$9,417,793			
10 Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	14,835	9,692	19,293	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	1,354	2,084	1,523	1,203	883	1,053	698	954	567	825	375	777	223	1,033	161	1,300	192	968	230	699	215	858	404	902	606			
10.b Number of accounts reported above without an active DPA	12,862	8,338	17,209	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	\$4,060,081	\$7,932,080	\$5,515,932	\$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	\$2,171,804	\$8,454,034	\$1,641,106	\$11,467,502	\$1,520,503	\$9,919,551	\$1,754,804	\$7,448,439	\$1,754,075	\$7,391,100	\$2,902,276	\$8,011,310	\$4,263,198			
11.a Dollar Value of accounts reported above that have an active DPA	\$1,493,685	\$711,974	\$1,699,767	\$882,187	\$996,693	\$599,415	\$930,370	\$554,762	\$983,842	\$564,952	\$985,245	\$503,916	\$910,031	\$275,062	\$1,068,621	\$208,281	\$1,662,583	\$207,490	\$1,558,143	\$248,020	\$1,030,234	\$191,243	\$1,096,768	\$315,314	\$1,111,955	\$436,805			
11.b Dollar Value of accounts reported above without an active DPA	\$4,775,391	\$3,348,106	\$6,232,313	\$4,633,745	\$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	\$1,896,741	\$7,385,413	\$1,432,825	\$9,804,918	\$1,313,013	\$8,361,407	\$1,506,784	\$6,418,204	\$1,562,833	\$6,294,332	\$2,586,962	\$6,899,355	\$3,826,392			
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	42,900	23,843	43,679	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	59,292	33,053	58,431	32,635			
12.a Number of accounts reported above that have an active DPA	9,372	3,851	8,667	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	\$4														

	Feb-20		Mar-20		Apr-20		May-20		Jun-20		Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20		Jan-21		Feb-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	Electric	Gas
Restorations																												
26	Number of Service Restorations within 7 days of termination		8	36	8	29	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		8	36	8	29	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	0
27	Average balance of of service restorations		\$977	\$1,442	\$633	\$2,154	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
27.a	Average balance of of service restorations on accounts with NO special protection		\$977	\$1,442	\$633	\$2,154	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$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	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
28	Average duration of service disconnection for Service Restorations within 7 days of termination		1.0	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	0.0	0.0	0.0
Write-Offs																												
29	Number of Accounts Classified as Written-Off		1,738	1,102	1,479	854	1,572	1,169	1,132	733	2,643	1,733	1,503	1,044	1,556	946	1,831	1,235	1,859	1,181	1,384	843	1,775	1,152	1,778	1,099	1,585	878
29.a	Number of Residential Accounts Classified as Written-Off		1,550	1,040	1,275	788	1,391	1,099	1,015	673	2,395	1,598	1,376	978	1,435	885	1,695	1,142	1,759	1,119	1,286	797	1,633	1,109	1,618	1,009	1,399	811
29.b	Number of Commercial and Industrial Classified as Written-Off		188	62	204	66	181	70	117	60	248	135	127	66	121	61	136	93	100	62	98	46	142	43	160	90	186	67
30	Dollar Value of Accounts Classified as Written-Off		\$1,566,865	\$874,146	\$1,007,628	\$607,826	\$1,033,307	\$832,185	\$731,439	\$469,103	\$1,567,556	\$1,192,575	\$922,616	\$748,581	\$719,811	\$492,963	\$725,776	\$648,204	\$878,972	\$578,165	\$879,835	\$678,315	\$1,025,199	\$607,649	\$1,310,709	\$628,819	\$1,189,148	\$570,781
30.a	Dollar Value of Residential Accounts Classified as Written-Off		\$1,277,667	\$805,112	\$718,702	\$536,043	\$852,973	\$791,167	\$560,979	\$423,782	\$1,345,311	\$1,102,646	\$834,028	\$710,284	\$561,473	\$463,218	\$644,570	\$599,242	\$801,018	\$552,904	\$799,656	\$413,294	\$914,144	\$590,357	\$1,079,077	\$551,386	\$965,055	\$493,298
30.b	Dollar Value of Commercial and Industrial Classified as Written-Off		\$289,197	\$69,034	\$288,926	\$71,783	\$180,335	\$41,018	\$170,460	\$45,321	\$222,245	\$89,929	\$88,588	\$38,297	\$158,338	\$29,745	\$81,205	\$48,962	\$77,954	\$25,261	\$80,179	\$265,021	\$111,054	\$17,292	\$231,632	\$77,434	\$224,094	\$77,483
31	Dollar Value of write-off recoveries		\$505,076	\$315,250	\$547,551	\$398,955	\$446,798	\$309,389	\$466,034	\$326,993	\$392,916	\$274,979	\$334,778	\$255,803	\$318,825	\$208,944	\$291,612	\$246,137	\$654,358	\$382,132	\$444,220	\$299,886	\$376,754	\$273,450	\$468,971	\$305,140	\$455,691	\$291,862
31.a	Dollar Value of Residential write-off recoveries		\$473,991	\$294,045	\$509,407	\$392,952	\$432,770	\$302,725	\$431,793	\$320,811	\$383,253	\$271,256	\$316,605	\$251,985	\$300,664	\$200,931	\$272,372	\$240,290	\$600,263	\$357,033	\$392,472	\$265,836	\$355,360	\$262,612	\$409,161	\$290,538	\$406,233	\$271,922
31.b	Dollar Value of Commercial and Industrial write-off recoveries		\$31,084	\$21,204	\$38,143	\$6,004	\$14,028	\$6,664	\$34,241	\$6,182	\$9,663	\$3,723	\$18,172	\$3,818	\$18,161	\$8,012	\$19,240	\$5,848	\$54,095	\$25,099	\$51,748	\$34,050	\$21,394	\$10,838	\$59,810	\$14,602	\$49,458	\$19,941
32	Dollar value of NET A/R Write-Offs		\$1,061,789	\$558,896	\$460,078	\$208,870	\$586,510	\$522,796	\$265,405	\$142,110	\$1,174,640	\$917,595	\$587,838	\$492,778	\$400,986	\$284,019	\$434,164	\$402,067	\$224,615	\$196,033	\$435,615	\$378,429	\$648,445	\$334,199	\$841,738	\$323,679	\$733,457	\$278,919
32.a	Dollar Value of Residential NET A/R Write-Offs		\$803,676	\$511,067	\$209,295	\$143,091	\$420,203	\$488,442	\$129,186	\$102,971	\$962,057	\$831,399	\$517,423	\$458,298	\$260,809	\$262,286	\$372,199	\$358,952	\$200,755	\$195,871	\$407,184	\$147,458	\$558,784	\$327,745	\$669,916	\$260,848	\$558,822	\$221,376
32.b	Dollar Value of Commercial and Industrial NET A/R Write-Offs		\$258,113	\$47,829	\$250,783	\$65,779	\$166,307	\$34,355	\$136,219	\$39,139	\$212,582	\$86,205	\$70,416	\$34,480	\$140,177	\$21,733	\$61,965	\$43,115	\$23,859	\$162	\$28,431	\$230,971	\$89,661	\$6,454	\$171,822	\$62,831	\$174,636	\$57,543
Low Income Discount Rate																												
33	Number of Low-Income Accounts		33,157	19,425	33,935	20,538	34,195	21,092	34,194	21,110	34,854	21,498	34,347	21,390	33,480	21,072	32,795	20,816	31,256	20,207	30,649	19,959	30,811	19,400	32,451	19,427	32,487	19,556
33.a	Number of Accounts (no rider)		28,899	16,591	29,520	17,608	29,601	18,083	29,602	18,101	30,252	18,486	29,789	18,396	28,471	17,787	27,883	17,600	26,493	17,075	25,953	16,854	26,079	16,285	27,644	16,304	27,658	16,406
33.b	Number of Accounts (with rider)		4,258	2,834	4,415	2,930	4,594	3,009	4,592	3,009	4,602	3,012	4,558	2,994	5,009	3,285	4,912	3,216	4,763	3,132	4,696	3,105	4,732	3,115	4,807	3,123	4,829	3,150
34	Percent of customers on the low-income discount		7.5%	7.7%	7.7%	8.2%	7.7%	8.4%	7.7%	8.4%	7.7%	8.4%	7.8%	8.5%	7.6%	8.4%	7.4%	8.3%	7.1%	8.0%	6.9%	7.9%	6.9%	7.7%	7.3%	7.7%	7.3%	7.8%
35	Total receipts		\$2,850,175	\$2,975,964	\$2,388,841	\$1,094,511	\$2,387,671	\$946,873	\$2,411,400	\$1,060,288	\$2,421,779	\$682,793	\$2,574,392	\$563,204	\$2,762,975	\$402,143	\$2,086,773	\$434,409	\$2,452,765	\$334,669	\$1,903,886	\$343,525	\$2,261,723	\$478,351	\$2,738,408	\$2,160,054	\$2,389,031	\$1,549,180
36	Total receipts paid by LIHEAP		\$469,602	\$2,157,484	\$61,591	\$379,556	\$67,935	\$281,120	\$70,629	\$427,398	\$36,228	\$81,579	\$52,985	\$111,080	\$14,649	\$40,953	\$39,413	\$275,463	\$1,697	\$1,519	\$0	\$0	\$0	\$0	\$410,715	\$1,357,357	\$114,242	\$706,698
36.a	Total receipts paid by Regular LIHEAP		\$350,386	\$2,050,830	\$50,925	\$365,245	\$50,074	\$264,525	\$54,535	\$406,785	\$27,664	\$78,573	\$42,544	\$103,210	\$11,469	\$37,625	\$33,670	\$269,430	\$861	\$1,184	\$0	\$0	\$0	\$0	\$407,223	\$1,356,262	\$113,737	\$706,486
36.b	Total receipts paid by Crisis LIHEAP		\$119,216	\$106,654	\$10,666	\$14,311	\$17,863	\$16,595	\$16,094	\$20,613	\$8,564	\$3,006	\$10,441	\$7,870	\$3,180	\$3,328	\$5,743	\$6,033	\$836	\$335	\$0	\$0	\$0	\$0	\$3,492	\$1,095	\$505	\$212
37	Total number of customers receiving a LIHEAP payment for the month		1,750	7,903	226	1,382	219	1,011	305	1,550	107	305	150	391	39	146	149	995	5	5	0	0	0	0	1,288	3,549	326	1,864
38	Total billed		\$2,507,299	\$2,168,793	\$2,553,585	\$2,274,444	\$2,490,755	\$1,987,731	\$2,338,159	\$1,665,886	\$2,320,559	\$787,016	\$3,271,171	\$604,188	\$4,143,790	\$596,537	\$2,882,931	\$612,997	\$2,272,532	\$670,844	\$2,427,344	\$1,275,122	\$2,573,186	\$1,925,675	\$3,226,105	\$3,033,407	\$3,099,629	\$3,149,092
Delinquency																												
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	1,159	2,784	1,253	2,664	1,092	2,475	910	2,457	776	3,164	868	3,349	822	2,860	907	2,318	950	2,199	1,271	2,106	1,413	2,693	1,712
39.a	Number of accounts reported above that have an active DPA		255	125	153	106	161	85	136	68	118	33	130	21	165	20	162	18	120	18	87	17	88	39	102	57	156	85
39.b	Number of accounts reported above without an active DPA		3,002	1,432	2,623	1,053	2,623	1,168	2,528	1,024	2,357	877	2,327	755	2,999	848	3,187	804	2,740	889	2,231	933	2,111	1,232	2,004	1,356	2,537	1,627
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill		\$290,456	\$188,915	\$230,123	\$118,373	\$221,363	\$138,536	\$165,173	\$76,500	\$167,307	\$56,658	\$160,464	\$38,134	\$236,724	\$29,754	\$276,948	\$21,528	\$178,680	\$25,865	\$122,747	\$28,934	\$152,269	\$63,851	\$155,329	\$105,364	\$212,033	\$188,760
40.a	Dollar value of accounts reported above that have an active DPA		\$45,354	\$20,052	\$18,362	\$12,685	\$28,120	\$24,137	\$14,857	\$8,423	\$13,440	\$5,314	\$12,979	\$1,210	\$26,136	\$5,042	\$20,516	\$3,434	\$12,666	\$1,000	\$7,499	\$2,149	\$8,803	\$3,133	\$14,668	\$11,262	\$21,806	\$14,020
40.b	Dollar value of accounts reported above without an active DPA		\$245,102	\$168,864	\$211,761	\$105,688	\$193,242	\$114,399	\$150,316	\$68,078	\$153,867	\$51,343	\$147,485	\$36,924	\$210,589	\$24,713	\$256,432	\$18,094	\$166,014	\$24,865	\$115,247	\$26,786	\$143,466	\$60,718	\$140,661	\$94,102	\$190,227	\$174,740
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill		1,912	1,154	2,129	1,140	1,679	996	1,603	906	1,462	848	1,262	633	1,377	523	1,749	502	1,793	453	1,616	524	1,083	502	1,207	737	1,286	847
41.a	Number of accounts reported above that have an active DPA		367	175	354	212	252	141	233	139	224	121	189	67	175	35	243	28	236	24	171	35	121	28	175	67	206	91
41.b	Number of accounts reported above without an active DPA		1,545	979	1,775	928	1,427	855	1,370	767																		

	Feb-20		Mar-20		Apr-20		May-20		Jun-20		Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20		Jan-21		Feb-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
<b>Arrearage Management Program</b>																										
56	Number of Accounts (total enrollees in the program)																									
57	Percent of low-income customers enrolled on the AMP																									
58	Total receipts paid by enrollees																									
59	Total receipts paid by LIHEAP																									
60	Total billed to program participants, includes both arrears payment and current bill																									
61	Number of newly enrolled customers																									
61.a	Number of newly enrolled customers: not associated with service restoration																									
61.b	Number of newly enrolled customers: associated with service restoration																									
62	Number of customers exited the program																									
62.a	Number of customers exited the program by default																									
62.b	Number of customers exited the program by cancellation																									
63	Number of customers successfully completing a 12-month program																									
63.a	Number of customers successfully completing a 12-month program with remaining arrears																									
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears																									
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill																									
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days																									
66	Number of AMP program participants receiving LIHEAP																									
67	Percent of AMP customers receiving LIHEAP payments																									

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

**National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST)  
Combined Service list updated 12/2/2020**

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