

January 26, 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 – January 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 January 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, 11b, and 13b   |  |
| 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<br>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<br>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<br>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<br>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<br>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<br>Line 29.a + 29.b   |
| 29.a                                |   | Number of Residential Accounts Classified as Written-Off  | CCAE Query<br>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<br>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<br>Line 30.a + 30.b   |
| 30.a                                |   | Dollar Value of Residential Accounts Classified as Written-Off  | CCAE Query<br>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<br>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<br>Line 31.a + 31.b   |
| 31.a                                |   | Dollar Value of Residential write-off recoveries  | CCAE Query<br>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<br>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<br>Line 30 minus line 31.   |
| 32.a                                |   | Dollar Value of Residential NET A/R Write-Offs  | CCAE Query<br>Line 30.a minus line 31.a  |
| 32.b                                |   | Dollar Value of Commercial and Industrial NET A/R Write-Offs  | CCAE Query<br>Line 30.b minus line 31.b  |
| <b>Low Income Discount Rate</b>     |   |   |  |
| 33                                  |   | Number of Low-Income Accounts   | Calculated<br>Line 33.a + 33.b   |
| 33.a                                |   | Number of Accounts (no rider)   | CCAE Query<br>Number of accounts on a low-income rate and having NO active rider   |
| 33.b                                |   | Number of Accounts (with rider)   | CCAE Query<br>Number of accounts BOTH on a low-income rate and having an active rider  |
| 34                                  |   | Percent of customers on the low-income discount   | Calculated<br>Line 33 divided by line 1.a  |
| 35                                  |   | Total receipts  | CCAE Query<br>All payments posted to low income accounts during the reporting month  |
| 36                                  |   | Total receipts paid by LIHEAP   | Calculated<br>Line 36.a + 36.b   |
| 36.a                                |   | Total receipts paid by Regular LIHEAP   | CCAE Query<br>Subset of line 35 with a source code of Regular LIHEAP   |
| 36.b                                |   | Total receipts paid by Crisis LIHEAP  | CCAE Query<br>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<br>Number of accounts coded low income to which a LIHEAP payment posted during the reporting month  |
| 38                                  |   | Total billed  | CCAE Query<br>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<br>Line 39.a + 39.b   |
| 39.a                                |   | Number of accounts reported above that have an active DPA   | CCAE Query<br>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<br>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<br>Line 40.a + 40.b   |
| 40.a                                |   | Dollar value of accounts reported above that have an active DPA   | CCAE Query<br>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<br>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<br>Line 41.a + 41.b   |
| 41.a                                |   | Number of accounts reported above that have an active DPA   | CCAE Query<br>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<br>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<br>Line 42.a + 42.b   |
| 42.a                                |   | Dollar value of accounts reported above that have an active DPA   | CCAE Query<br>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<br>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<br>Line 43.a + 43.b   |
| 43.a                                |   | Number of accounts reported above that have an active DPA   | CCAE Query<br>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<br>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<br>Line 44.a + 44.b   |
| 44.a                                |   | Dollar value of accounts reported above that have an active DPA   | CCAE Query<br>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<br>Dollar value of total A/R on accounts reported in line 43.b  |
| 45                                  |   | Total Number of low-income delinquent accounts  | Calculated<br>Line 45.a + 45.b   |
| 45.a                                |   | Number of accounts reported above that have an active DPA   | Calculated<br>Sum of lines 39.a, 41.a and 43.a   |
| 45.b                                |   | Number of accounts reported above without an active DPA   | Calculated<br>Sum of lines 39.b, 41.b and 43.b   |
| 46                                  |   | Total Dollar Value of low-income delinquent accounts  | Calculated<br>Line 46.a + 46.b   |
| 46.a                                |   | Dollar value of accounts reported above that have an active DPA   | Calculated<br>Sum of lines 40.a, 42.a and 44.a   |
| 46.b                                |   | Dollar value of accounts reported above without an active DPA   | Calculated<br>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<br>Subset of line 21 attributable to low-income accounts  |
| 48                                  |   | Number of low-income Service Disconnections for Non-Payment   | CCAE Query<br>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<br>Line 48 divided by line 33   |
| <b>Restorations</b>                 |   |   |  |
| 50                                  |   | Number of low-income Service Restorations for non-payment   | CCAE Query<br>Subset of line 22 attributable to low-income accounts  |
| 51                                  |   | Average duration of low-income service disconnection for restored accounts                                  | CCAE Query<br>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<br>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<br>Subset of line 30 associated with low-income accounts  |
| 54                                  |   | Dollar Value of low-income write-off recoveries   | CCAE Query<br>Subset of line 31 associated with low-income accounts  |
| 55                                  |   | Dollar value of NET low-income A/R Write-Offs   | Calculated<br>Line 53 minus line 54.   |
| <b>Arrearage Management Program</b> |   |   |  |
| 56                                  |   | Number of Accounts (total enrollees in the program)   | Pat Murray / Damaris Dominguez<br>Number of accounts actively on AMP at time of query  |
| 57                                  |   | Percent of low-income customers enrolled on the AMP   | Calculated<br>Line 56 divided by line 33   |
| 58                                  |   | Total receipts paid by enrollees  | Pat Murray / Damaris Dominguez<br>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<br>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<br>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<br>Line 61.a + 61.b   |
| 61.a                                |   | Number of newly enrolled customers: not associated with service restoration                                 | Pat Murray / Damaris Dominguez<br>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<br>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<br>Line 62.a + 62.b   |
| 62.a                                |   | Number of customers exited the program by default   | Pat Murray / Damaris Dominguez<br>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<br>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<br>Line 63.a + 63.b   |
| 63.a                                |   | Number of customers successfully completing a 12-month program with remaining arrears                       | Pat Murray / Damaris Dominguez<br>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<br>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<br>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<br>Total A/R on the accounts reported in line 63  |
| 66                                  |   | Number of AMP program participants receiving LIHEAP   | Pat Murray / Damaris Dominguez<br>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<br>Line 66 divided by line 56   |

|   | Jan-20       |              | Feb-20       |              | Mar-20       |              | Apr-20       |              | May-20       |              | Jun-20       |              | Jul-20       |              | Aug-20       |             | Sep-20       |             | Oct-20       |              | Nov-20       |              | Dec-20       |              | Jan-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)        | 450,512      | 257,018      | 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      |          |     |
| 1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts                  | 442,083      | 251,969      | 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      |          |     |
| 1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts                   | 8,429        | 5,049        | 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 Total Billed, does not include ESCO   | \$60,515,378 | \$46,331,683 | \$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 |          |     |
| 3 Average active residential account bill (line 2 / line 1.a)                                       | \$136.89     | \$183.88     | \$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     |          |     |
| 4 Total Receipts  | \$24,069,568 | \$16,046,379 | \$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  |          |     |
| 5 Total Number of Accounts Protected through SPECIAL PROTECTIONS                                    | 6,731        | 4,283        | 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 Number of Standard Accounts Protected   | 4,008        | 2,569        | 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        |          |     |
| 6.a Elderly   | 1,060        | 753          | 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          |          |     |
| 6.b Infant  | 329          | 222          | 307          | 216          | 297          | 198          | 297          | 198          | 303          | 196          | 278          | 178          | 278          | 180          | 289          | 188         | 309          | 198         | 328          | 205          | 337          | 214          | 338          | 218          | 328          | 232          |          |     |
| 6.c Handicapped   | 287          | 165          | 293          | 175          | 283          | 151          | 304          | 163          | 309          | 178          | 297          | 163          | 303          | 167          | 454          | 256         | 320          | 171         | 327          | 164          | 348          | 179          | 359          | 181          | 352          | 189          |          |     |
| 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            | 13           | 5            | 19           | 9            | 41           | 20           | 51           | 28           | 62           | 36           | 69           | 43           | 73           | 44          | 74           | 44          | 74           | 44           | 79           | 48           | 79           | 49           | 77           | 49           |          |     |
| 6.f Seriously ill   | 2,319        | 1,424        | 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        |          |     |
| 7 Number of Low-Income Accounts Protected   | 2,723        | 1,714        | 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        | 1,793       | 2,650        | 1,725       | 2,489        | 1,660        | 2,420        | 1,631        | 2,418        | 1,587        | 2,512        | 1,553        |          |     |
| 7.a Elderly   | 727          | 463          | 764          | 496          | 783          | 517          | 780          | 512          | 783          | 509          | 790          | 518          | 786          | 526          | 796          | 527         | 754          | 503         | 718          | 488          | 706          | 483          | 716          | 484          | 749          | 479          |          |     |
| 7.b Infant  | 326          | 272          | 325          | 261          | 291          | 241          | 296          | 241          | 286          | 234          | 306          | 244          | 293          | 236          | 270          | 222         | 243          | 201         | 217          | 189          | 204          | 178          | 198          | 167          | 204          | 151          |          |     |
| 7.c Handicapped   | 319          | 168          | 347          | 177          | 309          | 177          | 319          | 187          | 324          | 198          | 328          | 190          | 325          | 190          | 476          | 272         | 295          | 175         | 276          | 170          | 271          | 165          | 268          | 168          | 276          | 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            | 1            | 1            | 2            | 2            | 5            | 2            | 10           | 2            | 14           | 4            | 17           | 5            | 16           | 5           | 16           | 7           | 15           | 7            | 22           | 11           | 25           | 13           | 32           | 16           |          |     |
| 7.f Seriously ill   | 1,350        | 810          | 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          |          |     |
| <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        | 36,027       | 23,551       | 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       |          |     |
| 8.a Number of accounts reported above that have an active DPA                                       | 1,163        | 901          | 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          |          |     |
| 8.b Number of accounts reported above without an active DPA   | 34,864       | 22,650       | 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       |          |     |
| 9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill  | \$11,168,730 | \$7,488,350  | \$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 | \$14,033,811 | \$2,363,416  | \$11,774,119 | \$2,691,538  | \$11,988,818 | \$4,837,773  | \$12,422,343 | \$6,929,839  |          |     |
| 9.a Dollar Value of accounts reported above that have an active DPA                                 | \$1,872,662  | \$898,110    | \$2,264,948  | \$1,184,432  | \$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    |          |     |
| 9.b Dollar Value of accounts reported above without an active DPA                                   | \$9,296,069  | \$6,590,240  | \$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 | \$2,020,668 | \$12,469,701 | \$2,087,220  | \$10,365,277 | \$2,424,745  | \$10,712,549 | \$4,470,167  | \$10,932,122 | \$6,337,135  |          |     |
| 10 Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill       | 14,539       | 8,187        | 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        |          |     |
| 10.a Number of accounts reported above that have an active DPA                                      | 1,604        | 847          | 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          |          |     |
| 10.b Number of accounts reported above without an active DPA  | 12,935       | 7,340        | 12,862       | 8,338        | 17,209       | 11,044       | 18,739       | 12,681       | 15,238       | 10,116       | 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        |          |     |
| 11 Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill | \$5,360,947  | \$2,682,279  | \$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  |          |     |
| 11.a Dollar Value of accounts reported above that have an active DPA                                | \$1,275,983  | \$474,936    | \$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    |          |     |
| 11.b Dollar Value of accounts reported above without an active DPA                                  | \$4,084,964  | \$2,207,343  | \$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  |          |     |
| 12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill         | 45,751       | 26,071       | 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       |          |     |
| 12.a Number of accounts reported above that have an active DPA                                      | 9,990        | 4,210        | 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        |          |     |
| 12.b Number of accounts reported above without an active DPA  | 35,761       | 21,861       | 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       |          |     |
| 13 Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill   | \$32,392,338 | \$19,090,697 | \$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 | \$45,30      |             |              |             |              |              |              |              |              |              |              |              |          |     |

|                          | Jan-20      |             | Feb-20      |             | Mar-20      |             | Apr-20      |             | May-20      |             | Jun-20      |             | Jul-20      |           | Aug-20      |           | Sep-20      |           | Oct-20      |           | Nov-20      |             | Dec-20      |             | Jan-21      |             |      |
|--------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|-------------|-------------|-------------|-------------|-------------|------|
|                          | Electric    | Gas         | Electric    | Gas         | Electric    | Gas         | Electric    | Gas         | Electric    | Gas         | Electric    | Gas         | Electric    | Gas       | Electric    | Gas       | Electric    | Gas       | Electric    | Gas       | Electric    | Gas         | Electric    | Gas         | Electric    | Gas         |      |
| Restorations             |             |             |             |             |             |             |             |             |             |             |             |             |             |           |             |           |             |           |             |           |             |             |             |             |             |             |      |
| 26                       | 0           | 0           | 8           | 36          | 8           | 29          | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0         | 0           | 0         | 0           | 0         | 0           | 0         | 0           | 0           | 0           | 0           | 0           | 0           |      |
| 26.a                     | 0           | 0           | 8           | 36          | 8           | 29          | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0         | 0           | 0         | 0           | 0         | 0           | 0         | 0           | 0           | 0           | 0           | 0           | 0           |      |
| 26.b                     | 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                       |             |             |             |             |             |             |             |             |             |             |             |             |             |           |             |           |             |           |             |           |             |             |             |             |             |             |      |
| 27.a                     | \$0         | \$0         | \$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         |      |
| 27.b                     | \$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                       | 0.0         | 0.0         | 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         |      |
| Write-Offs               |             |             |             |             |             |             |             |             |             |             |             |             |             |           |             |           |             |           |             |           |             |             |             |             |             |             |      |
| 29                       | 2,148       | 1,319       | 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       |      |
| 29.a                     | 2,008       | 1,250       | 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       |      |
| 29.b                     | 140         | 69          | 188         | 62          | 204         | 66          | 181         | 70          | 117         | 60          | 248         | 135         | 127         | 66        | 121         | 61        | 136         | 93        | 100         | 62        | 98          | 46          | 142         | 43          | 160         | 90          |      |
| 30                       | \$1,404,211 | \$907,733   | \$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   |      |
| 30.a                     | \$1,154,054 | \$838,478   | \$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   |      |
| 30.b                     | \$250,157   | \$69,255    | \$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    |      |
| 31                       | \$387,609   | \$280,127   | \$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   |      |
| 31.a                     | \$358,716   | \$268,097   | \$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   |      |
| 31.b                     | \$28,893    | \$12,031    | \$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    |      |
| 32                       | \$1,016,602 | \$627,606   | \$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   |      |
| 32.a                     | \$795,338   | \$570,382   | \$803,676   | \$511,067   | \$209,295   | \$143,091   | \$420,203   | \$488,442   | \$129,186   | \$102,971   | \$962,057   | \$831,390   | \$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   |      |
| 32.b                     | \$221,264   | \$57,224    | \$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    |      |
| Low Income Discount Rate |             |             |             |             |             |             |             |             |             |             |             |             |             |           |             |           |             |           |             |           |             |             |             |             |             |             |      |
| 33                       | 31,501      | 17,884      | 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      |      |
| 33.a                     | 27,466      | 15,197      | 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      |      |
| 33.b                     | 4,035       | 2,687       | 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       |      |
| 34                       | 7.1%        | 7.1%        | 7.5%        | 7.7%        | 7.7%        | 8.2%        | 7.7%        | 8.4%        | 7.7%        | 8.4%        | 7.9%        | 8.6%        | 7.8%        | 8.5%      | 7.6%        | 8.4%      | 7.4%        | 8.3%      | 7.1%        | 8.0%      | 6.9%        | 7.9%        | 6.9%        | 7.9%        | 6.9%        | 7.3%        | 7.7% |
| 35                       | \$2,734,193 | \$1,207,038 | \$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 |      |
| 36                       | \$47,805    | \$0         | \$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 |      |
| 36.a                     | \$37,712    | \$0         | \$350,386   | \$2,050,830 | \$50,925    | \$365,245   | \$50,072    | \$264,525   | \$54,535    | \$406,785   | \$27,664    | \$78,573    | \$42,544    | \$103,210 | \$11,469    | \$37,625  | \$33,670    | \$269,430 | \$961       | \$1,184   | \$0         | \$0         | \$0         | \$0         | \$407,223   | \$1,356,262 |      |
| 36.b                     | \$10,093    | \$0         | \$19,216    | \$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     |      |
| 37                       | 133         | 0           | 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       |      |
| 38                       | \$3,011,570 | \$2,567,352 | \$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 |      |
| Delinquency              |             |             |             |             |             |             |             |             |             |             |             |             |             |           |             |           |             |           |             |           |             |             |             |             |             |             |      |
| 39                       | 3,184       | 1,730       | 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       |      |
| 39.a                     | 252         | 136         | 255         | 125         | 153         | 106         | 161         | 85          | 136         | 68          | 118         | 33          | 130         | 21        | 165         | 20        | 162         | 18        | 120         | 18        | 87          | 17          | 88          | 39          | 102         | 57          |      |
| 39.b                     | 2,932       | 1,594       | 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       |      |
| 40                       | \$267,289   | \$193,973   | \$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   |      |
| 40.a                     | \$42,039    | \$19,609    | \$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    |      |
| 40.b                     | \$225,250   | \$174,364   | \$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    |      |
| 41                       | 3,064       | 1,759       | 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         |      |
| 41.a                     | 260         | 152         | 367         | 175         | 354         | 212         | 252         | 141         | 233         | 139         | 224         | 121         | 189         | 67        | 175         | 35        | 243         | 28        | 236         | 24        | 171         | 35          | 121         | 28          | 175         | 67          |      |
| 41.b                     | 2,804       | 1,607       | 1,545       | 979         | 1,775       | 928         | 1,427       | 855         | 1,370       | 767         | 1,238       | 727         | 1,073       | 566       | 1,202       | 488       | 1,506       | 474       | 1,557       | 429       | 1,445       | 489         | 962         | 474         | 1,032       | 670         |      |
| 42                       | \$243,814   | \$184,793   | \$400,417   | \$251,183   | \$438,575   | \$301,716   | \$339,734   | \$246,177   | \$280,664   | \$189,352   | \$232,237   | \$142,295   | \$216,769   | \$78,072  | \$229,476   | \$43,506  | \$367,830   | \$36,809  | \$332,289   | \$28,865  | \$242,023   | \$37,770    | \$169,894   | \$54,166    | \$233,683   | \$114,983   |      |
| 42.a                     | \$42,204    | \$21,049    | \$93,470    | \$68,963    | \$106,277   | \$65,415    | \$58,447    | \$42,271    | \$56,852    | \$41,542    | \$46,019    | \$28,215    | \$42,345    | \$8,838   | \$32,776    | \$4,479   | \$71,860    | \$5,931   | \$59,890    | \$4,819   | \$35,960    | \$3,376     | \$26,361    | \$5,145     | \$44,808    | \$11,987    |      |
| 42.b                     | \$201,610   | \$163,745   | \$306,947   | \$282,219   | \$332,297   | \$236,301   | \$281,287   | \$203,906   | \$223,812   | \$147,810   | \$186,217   | \$114,080   | \$174,424   | \$69,234  | \$196,700   | \$39,027  | \$295,970   | \$30,878  | \$272,399   | \$24,046  | \$206,064   | \$34,394    | \$143,533   | \$49,021    | \$188,875   | \$102,997   |      |
| 43                       | 11,687      | 6,009       | 10,019      | 4,853       | 10,270      | 4,571       | 10,536      | 5,060       | 10,276      | 4,944       | 10,361      | 5,446       | 10,140      | 5,736     | 9,774       | 5,789     | 9,334       | 5,445     | 9,056       | 5,230     | 9,316       | 5,230       | 9,762       | 5,155       |             |             |      |



Certificate of Service

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Joanne M. Scanlon

February 26, 2021  
Date

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

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| <p>Clean Economy Development, LLC<br/> c/o Julian Dash</p>   | <p><a href="mailto:jdash@cleaneconomydevelopment.com">jdash@cleaneconomydevelopment.com</a>;</p>  |                     |
| <p>ISM Solar Development, LLC<br/> c/o Michael Lucini</p>  | <p><a href="mailto:mlucini@ismgroup.com">mlucini@ismgroup.com</a>;</p>  | <p>401.435.7900</p> |
| <p>Heartwood Group, Inc.<br/> c/o Fred Unger</p>   | <p><a href="mailto:unger@hrtwd.com">unger@hrtwd.com</a>;</p>  | <p>401.861.1650</p> |
| <p><b>Energy Consumers Alliance of NE</b><br/> James Rhodes<br/> Rhodes Consulting</p>   | <p><a href="mailto:jamie.rhodes@gmail.com">jamie.rhodes@gmail.com</a>;</p>  | <p>401-225-3441</p> |



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|                                     | Jan-20  |     | Feb-20   |     | Mar-20   |     | Apr-20   |     | May-20   |     | Jun-20   |     | Jul-20   |     | Aug-20   |     | Sep-20   |     | Oct-20   |     | Nov-20   |     | Dec-20   |     | Jan-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.  
 UPDATE: Effective 10/1/2020, collection agencies are working all referrals.

1,857    1,235    1,539    1,032    1,510    944    1,819    1,055    2,183    1,291    1,593    984