

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

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

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² 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.

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

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

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
		General Residential		
		Number of Residential Accounts, includes discount rate and AMP accounts (Active and	Calculated	Line 1.a + 1.b
		Final)	Calculated	Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the order of the order
	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
a	Report line 1			Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM
b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
	Credit and Collections Activity	Total Billed, does not include ESCO	Page Center Rpt (NECO RP 82)	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges
	Report line 2	Average active residential account bill (line 2 / line 1.a)	Calculated	Line 2 divided by Line 1.a
		Total Receipts	PageCenter Rpt CN778	All payments for Active and Non-Active Accounts- 60/40 allocation
		Total Number of Accounts Protected through SPECIAL PROTECTIONS Number of Standard Accounts Protected	Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f
a		Elderly	CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
b		Infant	CCAE Query	Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant) Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note
Ξ		Handicapped	CCAE Query	that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is
d		Welfare	CCAE Query	not used in practice, as all welfare is by definition low income.
9		Unemployed	CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
		Seriously ill	CCAE Query Calculated	Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
		Number of Low-Income Accounts Protected Elderly	CCAE Query	Sum of lines 7.a through 7.f Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
		Infant	CCAE Query	Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant) Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). No
		Handicapped	CCAE Query	that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.
		Welfare	CCAE Query	Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is not used in practice, as all welfare is by definition low income.
		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
		Seriously ill	CCAE Query	
		Delinquency (Includes Active and Pending final accounts)		Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a	Calculated	Line 8.a + 8.b
		bill Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
		Number of accounts reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
		Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 9.a + 9.b
		Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	Calculated	Line 10.a + 10.b
a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA
b		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of	CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		a bill	Calculated	Line 11.a + 11.b
a b		Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b
a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA
.b		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA
_		bill	Calculated	Line 13.a + 13.b
a b		Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA
a		Total Number of delinquent accounts Number of accounts reported above that have an active DPA	Calculated Calculated	Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a
b		Number of accounts reported above without an active DPA	Calculated	Sum of lines 8.b, 10.b, and 12.b
a		Total Dollar Value of delinquent accounts Dollar Value of accounts reported above that have an active DPA	Calculated Calculated	Line 15.a + 15.b Sum of lines 9.a, 11, a, and 13.a
b		Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts	Calculated CCAE Query	Sum of lines 9.b, 11b, and 13b Dollar value of accounts with oldest arrears aged less than 30 days
		Total Active and Pending Final A/R	Calculated	Une 15 + 16
		Collection Agencies Number of cases referred to collection agencies	Coll Agency Performance Report	Count of unique residential account numbers refered to tier 1 collection agencies
	DIFF 4 TOP 1	Payment Plans		
	DKT 1725 line 7 DKT 1725 line 8	Number of new payments plans, not including AMP Number of payment plans defaulted	CCAE Query CCAE Query	Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month
		Number of active payment agreements	CCAE Query	The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rupayment plans
a		Number of Active Step-plan agreements	CCAE Query	Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2
b		Number of Company issued non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the pla was authorized by the Division
c		Number of regulatory order non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the pla was authorized by the Division
d		Number of Commission sanctioned "October Rule" payment plans	CCAE Query	Count of active non-AMP temporary service restoration payment plans whose terms were most recently outlined in Orders 23697 (and 23786)
			0015 0	Count of budget plans with a start date in the reporting month
		Number of new budget plans, not including AMP Shut-Offs	CCAE Query	
	DKT 1725 line 6; Credit and Collections Activity Report line	Shut-Offs	CCAE Query CCAE Query	
	Collections Activity Report line 5 DKT 1725 line 1	Shut-Offs		Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT include
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line	Shut-Offs Number of Accounts Sent Notice of Disconnection for non-payment	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates. Count of collection activities of type "CONP" on residential accounts
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and	Shut-Offs Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates.
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates. Count of collection activities of type "CONP" on residential accounts
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and	Shut-Offs Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates. Count of collection activities of type "CONP" on residential accounts
a	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WITH a special protection	CCAE Query CCAE Query CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WITH a special protection as listed on lines 5 and 6
a b	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and	Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6
a b c	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4	Number of Service Disconnections for non-payment on accounts WiTH a special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WiTH a special protection Number of Service Disconnections for non-payment on accounts WiTH a special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of Service disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment to total Residential Customers	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WITH a special protection as listed on lines 5 and 6 Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a Sum of balances at time of disconnections divided by the number of disconnects
a b c	Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WITH a special protection as listed on lines 5 and 6 Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a
a b c d	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of service disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment on accounts with NO special	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WITH a special protection as listed on lines 5 and 6 Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a Sum of balances at time of disconnections divided by the number of disconnects
a b c d	Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WiTH a special protection Number of Service Disconnections for non-payment on accounts WiTH a special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment on accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts WiTH a special protection	CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included inconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WITH a special protection as listed on lines 5 and 6 Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect line 24.d divided by line 1.a. Sum of balances at time of disconnections divided by the number of disconnects The average balance of accounts included above with NO a special protection as listed on lines 5 and 6 The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
l.a	Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Report Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment on accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query CCAE Query CCAE Query CCAE Query CCAE Query CAICulated CCAE Query CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WiTH a special protection as listed on lines 5 and 6 Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a Sum of balances at time of disconnections divided by the number of disconnects The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
a b c d	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment on accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection Restorations Number of Service Restorations within 7 days of termination	CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates. Count of collection activities of type "CONP" on residential accounts The number of accounts included above with NO a special protection as listed on lines 5 and 6 The number of accounts included above WITH a special protection as listed on lines 5 and 6 Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect line 24.d divided by line 1.a Sum of balances at time of disconnections divided by the number of disconnects The average balance of accounts included above WITH a special protection as listed on lines 5 and 6 The average balance of accounts included above WITH a special protection as listed on lines 5 and 6

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MIAPPING		BAIAGONEL	GL033ATT
		Number of Service Restorations within 7 days of termination on accounts WITH a special	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b	Report line 9; Terminations and Reconnects Report	protection	ed a garry	The number of decounts included above 11111 o special protection of state of times of the open of the number of th
27	Terminations and Reconnects	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Report	Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report	Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28		Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
29		Write-Offs Number of Accounts Classified as Written-Off	Calculated	Line 29.a + 29.b
29.a		Number of Residential Accounts Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
29.b	DKT 1725 row 10 had res and	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query Calculated	Number of accounts that moved from final to write-off status in the reporting month Line 30.a + 30.b
30 30.a	com combined	Dollar Value of Accounts Classified as Written-Off Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	DUT ATOM	Dollar Value of Commercial and Industrisal Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined	Dollar Value of write-off recoveries	Calculated	Line 31.a + 31.b
31.a 31.b		Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
32.a	com combined	Dollar Value of Residential NET A/R Write-Offs	CCAE Query	Line 30.a minus line 31.a
32.b		Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	CCAE Query	Line 30.b minus line 31.b
33 33.a		Number of Low-Income Accounts Number of Accounts (no rider)	CCAE Query	Line 33.a + 33.b Number of accounts on a low-income rate and having NO active rider
33.b 34		Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider Line 33 divided by line 1.a
35		Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a		Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	Calculated CCAE Query	Line 36.a + 36.b Subset of line 35 with a source code of Regular LIHEAP
36.b 37		Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query	Subset of line 1 attributed to low-income accounts
		Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	Line 39.a + 39.b
39 39.a		issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40		issuance of a bill	Calculated	Line 40.a + 40.b
40.a 40.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 39.a Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b		Number of accounts reported above that have an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after		Accounts on a row-income rate with oldest debits aged between 60-89 days having NO active DPA Line 42.a + 42.b
42 42.a		issuance of a bill Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 41.a
42.b		Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 41.b
43		issuance of a bill	Calculated	Line 43.a + 43.b
43.a 43.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
44		Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45		Total Number of low-income delinquent accounts	Calculated Calculated	Line 45.a + 45.b
45.a 45.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.a, 41.a and 43.a Sum of lines 39.b, 41.b and 43.b
46 46.a		Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b		Dollar value of accounts reported above without an active DPA Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47		Number of low-income Accounts Sent Notice of Disconnection	CCAE Query	Subset of line 21 attributable to low-income accounts
48		Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income	CCAE Query Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49		Residential Customers Restorations		
50		Number of low-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51		Average duration of low-income service disconnection for restored accounts Write-Off	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52		Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53 54 55		Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	CCAE Query CCAE Query	Subset of line 30 associated with low-income accounts Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs Arrearage Management Program	Calculated	Line 53 minus line 54.
56 57		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Calculated	Number of accounts actively on AMP at time of query
58		Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees	Pat Murray / Damaris Dominguez	Line 56 divided by line 33 Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total receipts paid by LIHEAP Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP
50 51		Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers	Calculated	installments. Line 61.a + 61.b
		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
51.a		Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
61.b 62		Number of customers exited the program	Calculated	Line 62.a + 62.b
52.a 52.b		Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63		Number of customers successfully completing a 12-month program	Calculated	Number of AMP agreement with an end date in the reporting month and a status of cancelled Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b		Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
64		issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
65 66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67		Percent of AMP customers receiving LIHEAP payments	Calculated	Line 66 divided by line 56

				A 20	1 1120 1 1120				S 30	0+ 20	No.: 20	lan 21		
		Jan-20 Electric Gas	Feb-20 Electric Gas	Mar-20 Electric Gas	Apr-20 Electric Gas	May-20 Electric Gas	Jun-20 Electric Gas	Jul-20 Electric Gas	Aug-20 Electric Gas	Sep-20 Electric Gas	Oct-20 Electric Gas	Nov-20 Electric Gas	Dec-20 Electric Gas	Jan-21 Electric Gas
	General Residential	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 das
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450.512 257.01	8 450.309 256.8	301 450.316 256.771	450.501 256.6	38 450.479 256.47	3 450,469 256,122	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	442,083 251,96	9 442,291 252,0		,	,	9 442,454 251,248	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 5,04	· · · · · · · · · · · · · · · · · · ·	· ·	· ·	· · · · · · · · · · · · · · · · · · ·	4 8,015 4,874	8,015 4,874	4 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 \$46,331,68	3 \$48,129,743 \$38,915,3	396 \$47,207,027 \$36,163,008	\$46,253,989 \$30,056,8	10 \$43,428,945 \$25,091,76	1 \$44,969,329 \$11,706,749	\$66,637,948 \$8,914,138	8 \$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 \$183.8	8 \$108.82 \$154	.38 \$106.73 \$143.56	\$104.53 \$119.	35 \$98.15 \$99.7	3 \$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 \$16,046,37	9 \$25,677,600 \$18,918,4	100 \$24,450,319 \$16,300,213	\$21,628,692 \$14,419,1	28 \$20,471,432 \$13,647,62	1 \$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 4,28	3 6,706 4,2	49 6,773 4,298	6,790 4,2	96 6,745 4,26	0 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 2,56	9 3,875 2,4	168 3,942 2,478	3,974 2,4	3,949 2,47	7 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 75	3 1,012 7	711 1,057 745	1,057 7-	1,050 74	4 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 22	2 307 2	216 297 198	297 1	98 303 19	6 278 178	278 180	289 188	309 198	328 205	337 214	338 218	328 232
6.c	Handicapped	287 16	5 293 1	75 283 151	. 304 1	309 17	8 297 163	303 167	7 454 256	320 171	327 164	348 179	359 181	352 189
6.d	Welfare	0	0 0	0 0 0	0	0 0	1 0 1	0 1	0 1	0 1	. 0 1	0 1	0 1	0 1
6.e	Unemployed	13	5 13	5 19 9	41	20 51 2	8 62 36	69 43	3 73 44	74 44	74 44	79 48	79 49	77 49
6.f	Seriously ill	2,319 1,42				, , , ,	0 2,202 1,309	2,217 1,314		2,248 1,320		2,310 1,327		2,231 1,340
7	Number of Low-Income Accounts Protected	2,723 1,71			2,816 1,8		3 2,889 1,838	3 2,851 1,828	2,755 1,793	2,650 1,725	2,489 1,660	2,420 1,631	·	2,512 1,553
7.a	Elderly	727 46		96 783 517	780 5	12 783 50	9 790 518	786 526	796 527	754 503	718 488	706 483		749 479
7.0	Infant	326 27		261 291 241			4 306 244	293 236	5 270 222	243 201 295 175	217 189	204 178	198 167 268 168	204 151
7.C	Handicapped Welfare	319 16 0	8 347 1 0 0	0 0 0	319 1	37 324 19 0 0	8 328 190 0 0 0	325 190	0 476 272	295 175 0 0	276 170	271 165	268 168 0 0	276 159 0 0
7.u	Welfare Unemployed	1	1 1	1 2		2 10	2 14 4	1 17 5	5 16 5	16 7	15 7	7 22 11	25 13	32 16
7.E	Seriously ill	1,350 81	1 1 0 1,394 8	1 2 2 346 1,446 883	1,416 8	70 1,393 84	0 1,451 882	1,430 871	1 1,197 767	1,342 839	1,263 806	1,217 794	1,211 755	1,251 748
,.i	Delinquency (Includes Active and Pending final accounts)	1,550 61	1,554	,,,,,,,,, 000	1,710 0	1,575 04	1,751 002	1,750 0/1	1,15/ /0/	1,574 033	1,203 000	1,21/ /34	1,611 /33	1,231 /40
8	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	36.027 23.55	1 43,126 26,7	761 40,244 24,810	33,613 20,1	24 29,030 16,42	7 31,190 17,175	29,406 13,897	7 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 90	-, -,				9 633 301	554 149	729 104	835 103	548 114	421 112	463 243	573 438
8.b	Number of accounts reported above that have an active DPA	34.864 22.65	-,					28.852 13.748		39.014 15.141				26.782 16.480
9	Dollar Value of delinguent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$11.168.730 \$7.488.35	, ,	,,	. ,	,	6 \$10.127.918 \$6.021.336	\$9.815.138 \$2.825.425		\$18.360,674 \$2,245,111	\$14.033.811 \$2.363.416	\$11,774,119 \$2,691,538	\$11.982.818 \$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 \$898,11	0 \$2,264,948 \$1,184,4	1 / 1/ /	\$1,177,428 \$665,3	11 \$1,104,655 \$598,07	0 \$1,135,033 \$568,614	\$1,105,198 \$316,233	3 \$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 \$6,590,24	0 \$11,096,562 \$8,134,4	106 \$10,599,386 \$8,166,219	\$10,410,828 \$7,628,3	95 \$9,704,856 \$6,468,50	7 \$8,992,885 \$5,452,722	\$8,709,940 \$2,509,192	2 \$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 delinguent accounts with oldest arrears aged 60-89 Days after issuance of a bill	14,539 8,18	7 14,835 9,6	592 19,293 12,567	19,942 13,5	16,291 10,71	4 13,600 8,516	13,290 7,998	3 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 84	7 1,973 1,3	354 2,084 1,523	1,203 8	33 1,053 69	8 954 567	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 7,34	0 12,862 8,3	338 17,209 11,044	18,739 12,6	15,238 10,01	6 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 \$2,682,27	9 \$6,269,076 \$4,060,0	081 \$7,932,080 \$5,515,932	\$8,037,428 \$6,259,4	22 \$7,448,856 \$5,542,92	1 \$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 \$474,93	6 \$1,493,685 \$711,9	974 \$1,699,767 \$882,187	\$996,693 \$599,4	15 \$930,370 \$554,76	2 \$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 \$2,207,34	3 \$4,775,391 \$3,348,1	.06 \$6,232,313 \$4,633,745	\$7,040,734 \$5,660,0	07 \$6,518,485 \$4,988,15	9 \$6,151,137 \$4,372,743	\$ \$5,410,437 \$3,441,922	2 \$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 26,07	1 42,900 23,8	43,679 25,491	50,138 30,6	36 53,165 33,99	7 52,257 34,954	51,562 36,025	5 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 4,21	0 9,372 3,8	,	6,287 2,8		0 6,619 3,615	7,305 4,247	7 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 21,86		, , ,	-,	,	7 45,638 31,339	44,257 31,778	.,	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 \$19,090,69	7 \$31,632,079 \$17,944,6				6 \$40,754,032 \$26,819,356	\$43,203,552 \$29,000,736	5 \$45,302,354 \$30,602,450	\$46,724,416 \$30,038,351	\$51,395,635 \$29,577,066	\$57,777,198 \$29,534,097	\$63,107,442 \$29,584,098	\$63,176,302 \$28,822,801
13.a	Dollar value of accounts reported on above that have an active DPA	\$5,409,965 \$2,546,22	3 \$4,990,057 \$2,177,0		φ3,377,001 φ1,011,0	, , , , , , , , , , , , , , , , , , , , , , , , , , , , , , , , , , ,	7 \$4,881,723 \$2,464,172	\$5,514,961 \$3,056,608	\$ \$5,159,593 \$2,958,450	\$4,608,596 \$2,601,669	\$5,615,064 \$2,869,395	\$6,844,646 \$2,958,010	\$6,241,409 \$2,306,102	\$6,301,110 \$2,124,607
13.b	Dollar value of accounts reported above without an active DPA	\$26,982,372 \$16,544,47	1 -7 - 7 - 1 -7 - 7		1 7 - 7 - 7 - 7 - 7 - 7 - 7	1 / / - / - / - / - / - /	9 \$35,872,309 \$24,355,185	\$37,688,591 \$25,944,128	\$ \$40,142,761 \$27,644,000	\$42,115,820 \$27,436,682	\$45,780,570 \$26,707,671	\$50,932,552 \$26,576,088	\$56,866,033 \$27,277,996	\$56,875,192 \$26,698,194
14	Total Number of delinquent accounts	96,317 57,80 12,757 5.95		, , , , , , ,	, ,.	, , .	8 97,047 60,645 7 8.206 4.483	94,258 57,920 8 8,684 4,771	99,481 58,039 1 8,159 4,324	106,218 57,782 7.889 3.960	9,310 4,355	1 109,348 59,725 10.192 4.612	109,517 61,318 9.242 4.020	97,960 56,270 9.375 4.123
14.a 14 h	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	83.560 51.85	, , , , ,	, , , , , , , , , , , , , , , , , , , ,	-, ,	, , , , , , , , , , , , , , , , , , , ,	7 8,206 4,483 1 88.841 56.162	85,584 4,773	-, ,-	98.329 53.822		99.156 55.113	-7 7.	88.585 52.147
15.0	Total Dollar Value of delinguent accounts	\$48.922.014 \$29.261.32		. ,	,,	,	3 \$58.016.929 \$37.778.386	5 \$59.414.372 \$35.771.999		\$73.539.124 \$33.924.568		5 \$79.470.867 \$33.980.439	\$82.538.698 \$36.175.946	\$82,989,745 \$38,654,916
15 2	Dollar Value of accounts reported above that have an active DPA	\$8.558.610 \$3.919.26	9 \$8.748.691 \$4.073.4	1 / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / / /	\$6.151.982 \$3.079.6	1 - / - / - / - / - / - / - / - / - / -	9 \$7.000,599 \$3,597,778	5 \$39,414,372 \$33,771,995 7 \$7.605.404 \$3.876,757	7 \$7,411,158 \$3,469,378	\$7,341,314 \$3,034,393	\$8.841.758 \$3.353.080	\$9,811.631 \$3,472.822	\$8.541.912 \$2.864.950	\$8.888.099 \$3.032.625
15.a 15.b	Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	\$40.363.405 \$25.342.05			1 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 -		5 \$51.016.330 \$34.180.649	\$51.808.969 \$31.895.242	2 \$58.376.612 \$31.562.433	\$66,197,810 \$30,890,175	\$68.055.190 \$30.107.905	\$69.659.236 \$30.507.617	\$73,996,786 \$33,310,996	\$74.101.646 \$35.622.291
16	Total Dollar Value of current accounts	\$46,247,554 \$31,961,59	4 \$39,209,892 \$28,386,4		\$35,407,641 \$21,004,4	1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	4 \$33,698,657 \$8,875,084	\$54,167,851 \$7,573,494	\$61,691,717 \$7,379,461	\$46,511,817 \$7,236,024	\$37,208,315 \$8,990,663	\$ \$35,686,158 \$13,877,421	\$39,649,051 \$22,749,160	\$48,143,189 \$34,345,082
17	Total Active and Pending Final A/R	\$95,169,569 \$61,222,92						\$113,582,223 \$43,345,493		\$120,050,941 \$41,160,592	\$114,105,263 \$42,451,649	1 / / - / - / - /	\$122,187,750 \$58,925,106	\$131,132,934 \$72,999,997
	Collection Agencies													
18	Number of cases referred to collection agencies	1,770 1,09	9 1,495 1,0	1,848 1,271	0	0 0	0 0	0 0	0 0	0 0	2,071 1,334	2,059 1,259	2,035 1,145	1,711 980
	Payment Plans													
19	Number of new payments plans, not including AMP	4,149 2,42				-,,	8 2,626 1,578	3 2,309 1,307	7 1,800 790	2,642 1,037	3,672 1,513	3,138 1,296		2,724 1,471
20	Number of payment plans defaulted	4,251 2,25		.,	4,055 2,3		2 1,742 1,049	1,414 823	2,119 1,112	2,251 1,070	1,807 840	2,067 975	2,981 1,500	2,281 1,160
21	Number of active payment agreements	9,174 4,33			5,950 3,1		1 6,367 3,652	6,705 3,845	5,909 3,302	5,882 3,046	7,548 3,657	8,212 3,800	7,609 3,389	7,761 3,530
21.a	Number of Active Step-plan agreements	5,905 2,90					2 2,101 1,290	2,059 1,263	1,686 1,004	1,459 789	1,683 867	1,658 797	1,494 689	1,440 686
21.b	Number of Company issued non-Step plans	3,106 1,37	,,		2,859 1,4	-,- ,- ,- ,- ,- ,- ,- ,- ,- ,- ,- ,- ,-	7 4,036 2,260	4,451 2,490	,	4,296 2,196	5,756 2,735	6,458 2,953		6,251 2,812
21.c	Number of regulatory order non-Step plans	142 4	3 142	46 104 33	94	83 83 2	8 75 23	3 74 21	1 65 14	59 12	50 12	46 12	43 13	38 10
21.d	Number of Commission sanctioned "October Rule" payment plans	21 1	U 14	8 11 6	235 1	22 195 10	4 155 79	121 71	94 58	68 49	59 43	50 38	37 23	32 22
22	Number of new budget plans, not including AMP	1,842 1,25	8 1,380 8	383 1,105 718	601 3	765 43	911 427	1,049 407	1,055 344	1,003 415	1,173 601	1,002 517	887 558	1,130 870
22	Shut-Offs Number of Accounts Sent Notice of Disconnection for non-payment	35.614 24.06	0 25,445 18,9	962 32,433 24,029	0	0 0	0 0 0		0 0	0 0	0 1	0 0	0 0	0 0
2.4		35,614 24,06	· · · · · · · · · · · · · · · · · · ·	. , , ,	0	-	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
24.a	Number of Service Disconnections for non-payment	0	0 10 0 10	52 11 51 52 11 51	. 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
24.a 24.b	Number of Service Disconnections for non-payment on accounts with NO special protection	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
24.b 24.c	Number of Service Disconnections for non-payment on accounts WITH a special protection Number of Service Disconnections for non-payment in excess of \$1000	0	0 6	32 7 47		0 0	0 0	0 0	0 0	0 0	0 (0 0	0 0	0 0
24.0 24.d	Ratio of service disconnections for non-payment in excess of \$1000 Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.09	ŭ .			ŭ v		0.0% 0.0%			· · · · · · · · · · · · · · · · · · ·	0.0% 0.0%	ů	0.0% 0.0%
25	Average balance of Service Disconnections for non-payment	\$0 \$	0 \$1,864 \$1,7			50 \$0 \$	0.0% 0.0% 0 \$0 \$0	\$ 0.0% 0.0%	\$ 0.0% 0.0% 0 \$0 \$0	\$0 \$0	\$0.0% 0.0%	\$0.0% 0.0%	\$0.0% 0.0%	\$0 \$0
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0 \$	0 \$1,864 \$1,7		·	\$0 \$0 \$	0 \$0 \$0	\$0 \$0	50 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
25.b	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$0 \$	0 \$0	\$0 \$0 \$0		50 \$0 \$	0 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0		\$0 \$0		\$0 \$0
						T				, , , , , , , , , , , , , , , , , , ,				7.

		Jan-20 Feb-20 Mar-20 Electric Gas Electric Gas Elect		Apr-20	· · · · · · · · · · · · · · · · · · ·		Jun-20 Jul-20 Electric Gas Electric Gas		Sep-20	Oct-20	Nov-20	Dec-20 Electric Gas	Jan-21	
Restora	rations	Electric Gas	Electric Gas	Electric das	Electric Gas	Electric Gas	Electric Gas	Electric das	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas
	er of Service Restorations within 7 days of termination	0	0 8 36	8 29	0	0 0 0	0 0	0 (0 0	0 (0 0	0 0	0 0	0 0
	er of Service Restorations within 7 days of termination on accounts with NO special protection	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
	er 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
	ge balance of of service restorations													
27.a Average	ge balance of of service restorations on accounts with NO special protection	\$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	\$0 \$0
27.b Average	ge 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	\$0 \$0
	ge duration of service disconnection for Service Restorations within 7 days of termination	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
Write-C		2442					2.610	1 500			1000			1 550
	er of Accounts Classified as Written-Off er of Residential Accounts Classified as Written-Off	2,148 1,31 2.008 1.25	9 1,738 1,102 0 1,550 1,040	1,479 854 1,275 788		9 1,132 733 9 1,015 673	2,643 1,733 2,395 1,598	1,503 1,044 1,376 978		1,831 1,235 1,695 1,142	1,859 1,183 2 1,759 1,119	1 1,384 843 9 1,286 797	1,775 1,152 1,633 1,109	1,778 1,099 1,618 1,009
	er of Commercial and Industrisal Classified as Written-Off	140 6	9 188 62	204 66	181 7	0 117 60	2,393 1,398	127 60	6 121 61	136 93	3 100 6	2 98 46	1,033 1,103	160 90
	Value of Accounts Classified as Written-Off	\$1,404.211 \$907.73	3 \$1,566,865 \$874,146	\$1.007.628 \$607.826		5 \$731.439 \$469.103	\$1,567,556 \$1,192,575	\$922,616 \$748,583		\$725,776 \$648,204		5 \$879,835 \$678,315	\$1,025,199 \$607,649	
30.a Dollar V	Value of Residential Accounts Classified as Written-Off	\$1,154,054 \$838,47	8 \$1,277,667 \$805,112	\$718,702 \$536,043		7 \$560,979 \$423,782	\$1,345,311 \$1,102,646	\$834,028 \$710,284	4 \$561,473 \$463,218	\$644,570 \$599,242	2 \$801,018 \$552,904	4 \$799,656 \$413,294	\$914,144 \$590,357	\$1,079,077 \$551,386
30.b Dollar V	Value of Commercial and Industrisal Classified as Written-Off	\$250,157 \$69,25	5 \$289,197 \$69,034	\$288,926 \$71,783	\$180,335 \$41,01	8 \$170,460 \$45,321	\$222,245 \$89,929	\$88,588 \$38,29	7 \$158,338 \$29,745	\$81,205 \$48,962	\$77,954 \$25,26	1 \$80,179 \$265,021	\$111,054 \$17,292	\$231,632 \$77,434
31 Dollar V	Value of write-off recoveries	\$387,609 \$280,12	7 \$505,076 \$315,250	\$547,551 \$398,955	\$446,798 \$309,38	9 \$466,034 \$326,993	\$392,916 \$274,979	\$334,778 \$255,803	3 \$318,825 \$208,944	\$291,612 \$246,137	7 \$654,358 \$382,133	2 \$444,220 \$299,886	\$376,754 \$273,450	\$468,971 \$305,140
31.a Dollar V	Value of Residential write-off recoveries	\$358,716 \$268,09	7 \$473,991 \$294,045	\$509,407 \$392,952		5 \$431,793 \$320,811	\$383,253 \$271,256	\$316,605 \$251,985	\$300,664 \$200,931	\$272,372 \$240,290	\$600,263 \$357,033	3 \$392,472 \$265,836		\$409,161 \$290,538
	Value of Commercial and Industrisal write-off recoveries	\$28,893 \$12,03	1 \$31,084 \$21,204	\$38,143 \$6,004		4 \$34,241 \$6,182	\$9,663 \$3,723	\$18,172 \$3,818	8 \$18,161 \$8,012	\$19,240 \$5,848		9 \$51,748 \$34,050	\$21,394 \$10,838	\$59,810 \$14,602
	value of NET A/R Write-Offs	\$1,016,602 \$627,60		\$460,078 \$208,870		6 \$265,405 \$142,110	\$1,174,640 \$917,595	\$587,838 \$492,778	8 \$400,986 \$284,019	\$434,164 \$402,067	\$224,615 \$196,033	3 \$435,615 \$378,429		\$841,738 \$323,679
	Value of Residential NET A/R Write-Offs	\$795,338 \$570,38	2 \$803,676 \$511,067	\$209,295 \$143,091		2 \$129,186 \$102,971	\$962,057 \$831,390	\$517,423 \$458,298	8 \$260,809 \$262,286	\$372,199 \$358,952	2 \$200,755 \$195,87	1 \$407,184 \$147,458		
	Value of Commercial and Industrisal NET A/R Write-Offs	\$221,264 \$57,22	4 \$258,113 \$47,829	\$250,783 \$65,779	\$166,307 \$34,35	5 \$136,219 \$39,139	\$212,582 \$86,205	\$70,416 \$34,480	0 \$140,177 \$21,733	\$61,965 \$43,115	\$ \$23,859 \$163	2 \$28,431 \$230,971	\$89,661 \$6,454	\$171,822 \$62,831
	er of Low-Income Accounts	31,501 17,88	4 33,157 19,425	33,935 20,538	34,195 21,09	2 34,194 21,110	34,854 21,498	34,347 21,390	0 33,480 21,072	32,795 20,816	31,256 20,20	7 30,649 19,959	30,811 19,400	32,451 19,427
	er of Accounts (no rider)	27,466 15,19		29,520 17,608			30,252 18,486	29,789 18,396	6 28,471 17,787	27,883 17,600		5 25,953 16,854	<u> </u>	27,644 16,304
33.b Number	er of Accounts (with rider)	4,035 2,68	· ·	4,415 2,930	· ·	9 4,592 3,009	4,602 3,012	4,558 2,994	4 5,009 3,285	4,912 3,216	4,763 3,133	2 4,696 3,105	4,732 3,115	4,807 3,123
	nt of customers on the low-income discount	7.1% 7.1		7.7% 8.2%		% 7.7% 8.4%	7.9% 8.6%	7.8% 8.5%						7.3% 7.7%
35 Total re		\$2,734,193 \$1,207,03	1 //	\$2,388,841 \$1,094,511	\$2,387,671 \$946,87	3 \$2,411,400 \$1,060,288	\$2,421,779 \$682,793	\$2,574,392 \$563,204						
	receipts paid by LIHEAP	\$47,805 \$	0 \$469,602 \$2,157,484	\$61,591 \$379,556		0 \$70,629 \$427,398	\$ \$36,228 \$81,579	\$52,985 \$111,080		\$39,413 \$275,463		9 \$0 \$0	\$0 \$0	\$410,715 \$1,357,357
	receipts paid by Regular LIHEAP	\$37,712 \$	0 \$350,386 \$2,050,830	\$50,925 \$365,245		5 \$54,535 \$406,785	\$27,664 \$78,573	\$42,544 \$103,210	0 \$11,469 \$37,625	\$33,670 \$269,430	\$861 \$1,184	4 \$0 \$0	\$0 \$0	\$407,223 \$1,356,262
	receipts paid by Crisis LIHEAP	\$10,093 \$ 133	0 \$119,216 \$106,654 0 1,750 7,903	\$10,666 \$14,311 226 1,382	\$17,863 \$16,59 2 219 1,01	5 \$16,094 \$20,613 1 305 1,550	\$ \$8,564 \$3,006 107 305	\$10,441 \$7,870 150 393	0 \$3,180 \$3,328 1 39 146	\$5,743 \$6,033 149 995	\$836 \$33	5 \$0 \$0 5 0 0	\$0 \$0	\$3,492 \$1,095 1,288 3,549
38 Total bi	number of customers receiving a LIHEAP payment for the month	\$3.011.570 \$2.567.35		\$2,553,585 \$2,274,444		1 \$2,338,159 \$1,665,886	\$2,320,559 \$787,016	\$3,271,171 \$604,188			7 \$2,272,532 \$670,844		\$2,573,186 \$1,925,675	
Delinqu		\$5,011,570 \$2,507,55	2 72,307,233 72,100,733	\$2,555,565 \$2,274,444	72,430,733 71,307,73	1 72,330,133 71,003,000	72,320,333 7101,010	75,271,171 7004,100	5	\$2,002,551 \$012,557	72,272,332 3070,04	72,427,344 71,273,122	\$2,373,100 \$1,323,073	\$3,220,103 \$3,033,407
39	er of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	3,184 1,73	-, - ,				2 2,475 910	2,457 776	-, -,	3,349 822	2 2,860 90	7 2,318 950	2,199 1,271	
	er of accounts reported above that have an active DPA er of accounts reported above without an active DPA	252 13 2.932 1.59	6 255 125 4 3,002 1,432	153 106 2.623 1.053		5 136 68 8 2,528 1,024	118 33 2.357 877	130 2: 2,327 75!	1 165 20 5 2.999 848	162 18 3.187 804	3 120 18 4 2.740 889	8 87 17 9 2,231 933	88 39 3 2,111 1,232	102 57 2.004 1.356
	·	2,932 1,39	4 3,002 1,432	2,025 1,033	2,023 1,10	2,320 1,022	2,557 677	2,321 /3:	2,999 040	3,167 604	2,740 00:	2,231 933	2,111 1,232	2,004 1,550
40 Dollar V	Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$267,289 \$193,97	3 \$290,456 \$188,915	\$230,123 \$118,373	\$221,363 \$138,53	6 \$165,173 \$76,500	\$167,307 \$56,658	\$160,464 \$38,134	4 \$236,724 \$29,754	\$276,948 \$21,528	\$178,680 \$25,869	5 \$122,747 \$28,934	\$152,269 \$63,851	\$155,329 \$105,364
40.a Dollar v	value of accounts reported above that have an active DPA	\$42,039 \$19,60	9 \$45,354 \$20,052	\$18,362 \$12,685	\$28,120 \$24,13	7 \$14,857 \$8,423	\$13,440 \$5,314	\$12,979 \$1,210	\$26,136 \$5,042	\$20,516 \$3,434	\$12,666 \$1,000	0 \$7,499 \$2,149	\$8,803 \$3,133	\$14,668 \$11,262
40.b Dollar v	value of accounts reported above without an active DPA	\$225,250 \$174,36	4 \$245,102 \$168,864	\$211,761 \$105,688	\$193,242 \$114,39	9 \$150,316 \$68,078	\$153,867 \$51,343	\$147,485 \$36,924	4 \$210,589 \$24,713	\$256,432 \$18,094	\$166,014 \$24,865	5 \$115,247 \$26,786	\$143,466 \$60,718	\$140,661 \$94,102
Number	er of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill													
41		3,064 1,75	9 1,912 1,154	2,129 1,140		6 1,603 906	1,462 848	1,262 633	3 1,377 523	1,749 502	2 1,793 453	1,616 524	1,083 502	1,207 737
	er of accounts reported above that have an active DPA er of accounts reported above without an active DPA	260 15 2.804 1.60	2007 170	354 212 1.775 928		1 255 155	224 121 1,238 727	189 67 1,073 566	7 175 35 6 1,202 488	243 28 1.506 474	3 236 24 4 1.557 429	4 171 35 9 1,445 489	962 474	175 67 1,032 670
41.b Number	er of accounts reported above without an active DFA	2,004 1,00	7 1,343 973	1,775 926	1,427 63	1,570 707	1,230 /2/	1,075 300	1,202 400	1,300 474	1,557 42:	1,445 469	902 474	1,032 670
42 Dollar V	Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$243.814 \$184.79	3 \$400.417 \$351.183	\$438.575 \$301.716	\$339,734 \$246,17	7 \$280.664 \$189.352	\$232,237 \$142,295	\$216,769 \$78,077	2 \$229.476 \$43.506	\$367.830 \$36.809	\$332,289 \$28,869	5 \$242,023 \$37,770	\$169.894 \$54.166	\$233,683 \$114,983
42.a Dollar v	value of accounts reported above that have an active DPA	\$42,204 \$21,04	9 \$93,470 \$68,963	\$106,277 \$65,415	\$58,447 \$42,27	1 \$56,852 \$41,542	\$46,019 \$28,215	\$42,345 \$8,838	8 \$32,776 \$4,479	\$71,860 \$5,931	\$59,890 \$4,819	9 \$35,960 \$3,376	\$26,361 \$5,145	\$44,808 \$11,987
42.b Dollar v	value of accounts reported above without an active DPA	\$201,610 \$163,74	5 \$306,947 \$282,219	\$332,297 \$236,301	\$281,287 \$203,90	6 \$223,812 \$147,810	\$186,217 \$114,080	\$174,424 \$69,234	4 \$196,700 \$39,027	\$295,970 \$30,878	\$272,399 \$24,040	6 \$206,064 \$34,394	\$143,533 \$49,021	\$188,875 \$102,997
43 Number	er of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	11,687 6,00	9 10,019 4,853	10,270 4,571	10,536 5,06	0 10,276 4,944	10,361 5,446	10,140 5,736	6 9,774 5,789	9,334 5,445		9,316 5,230	9,762 5,155	9,806 4,733
	er of accounts reported above that have an active DPA	3,506 1,25		2,470 763		5 2,344 862	2,531 1,012	2,625 1,103	3 2,102 952	1,900 833	3 2,014 84:	1 2,023 778	1,884 631	1,996 556
43.b Number	er of accounts reported above without an active DPA	8,181 4,75	8 7,185 3,956	7,800 3,808	8 8,232 4,25	5 7,932 4,082	7,830 4,434	7,515 4,633	3 7,672 4,837	7,434 4,612	7,042 4,389	9 7,293 4,452	7,878 4,524	7,810 4,177
Dollar V	Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$11.640.877 \$5.822.24	8 \$11.916.976 \$6.050.683	\$12,480,099 \$5,930,823	\$ \$12,775,475 \$6,416,25	2 \$12,929,377 \$6,355,983	\$13,649,862 \$6,959,556	\$13,689,776 \$6,940,677	7 \$13,825,006 \$6,769,757	\$13,840,235 \$6,211,159	9 \$13,448,585 \$5,928,470	6 \$13,284,741 \$5,850,995	\$13,684,226 \$5,658,167	\$14,354,569 \$5,534,582
44.a Dollar v	value of accounts reported above that have an active DPA	\$3,150,809 \$1,283,81	. , ,, ,.,,	\$2,586,842 \$1,026,416			\$2,944,309 \$1,247,315	\$3,002,172 \$1,276,127	7 \$2,479,637 \$1,083,081	\$2,376,462 \$898,013	3 \$2,469,901 \$919,44			
	value of accounts reported above without an active DPA	\$8,490,067 \$4,538,43	1 / / / / / / / / / / / / / / /	\$9,893,256 \$4,904,407	7 \$10,324,762 \$5,320,50	3 \$10,369,916 \$5,284,589	\$10,705,552 \$5,712,241	\$10,687,605 \$5,664,549	9 \$11,345,369 \$5,686,676	\$11,463,772 \$5,313,146	1 , , , , , , ,	5 \$10,902,915 \$5,059,991	. , , , ,	\$12,019,724 \$4,965,830
45 Total No	Number of low-income delinquent accounts	17,935 9,49	8 15,188 7,564	15,175 6,870	14,999 7,30	9 14,543 6,942	14,298 7,204	13,859 7,145	5 14,315 7,180	14,432 6,769	13,709 6,590	0 13,250 6,704	13,044 6,928	13,119 6,883
45.a Number	er of accounts reported above that have an active DPA	4,018 1,53	9 3,456 1,197	2,977 1,081		1 2,713 1,069	2,873 1,166	2,944 1,193	1 2,442 1,007	2,305 879	2,370 883	3 2,281 830	2,093 698	2,273 680
	er of accounts reported above without an active DPA	13,917 7,95	9 11,732 6,367	12,198 5,789	12,282 6,27	8 11,830 5,873	11,425 6,038	10,915 5,954	4 11,873 6,173	12,127 5,890	11,339 5,70	7 10,969 5,874	10,951 6,230	10,846 6,203
	Dollar Value of low-income delinquent accounts	\$12,151,981 \$6,201,01 \$3,235,052 \$1,324,47			2 \$13,336,572 \$6,800,96 5 \$2.537,280 \$1.162,15	4 \$13,375,214 \$6,621,835 6 \$2,631,170 \$1,121,358		\$14,067,009 \$7,056,883 \$3,057,496 \$1,286,176		. , , , . , ,	5 \$13,959,554 \$5,983,200 8 \$2,542,457 \$925,260			\$14,743,580 \$5,754,929 \$2,394,320 \$592,000
	value of accounts reported above that have an active DPA value of accounts reported above without an active DPA	1 - 7 7 7	. , , , , , , , , ,			9 \$10,744,044 \$5,500,477				. , , ,		6 \$11,224,226 \$5,121,171		
Shut-Of		38,310,328 34,870,34	4 33,012,034 33,302,384	\$10,437,313 \$3,240,330	710,793,232 73,038,80	3 310,744,044 33,300,477	311,043,037 33,877,004	\$11,009,513 \$5,770,70	7 311,732,038 33,730,410	\$12,010,174 \$3,302,110	3 311,417,037 33,037,340	0 311,224,220 33,121,171	\$11,820,380 \$3,104,312	\$12,349,200 \$3,102,929
	er of low-income Accounts Sent Notice of Disconnection	436 21	7 217 388	269 267	0	0 0 0	0 0	0 (0 0 0	0 0	0 (0 0	0 0	0 0
	er of low-income Service Disconnections for Non-Payment	0	0 0 0	0 0	0	0 0 0	0 0	0 (0 0	0 0	0 0	0 0	0 0	0 0
Ratio of	of low-income service disconnections for nonpayment to total low-income Residential Customers									1				
49		0.0% 0.09	% 0.0% 0.0%	0.0% 0.0%	6 0.0% 0.09	% 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	6 0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%
Restora 50 Number	ations er of low-income Service Restorations for non-payment	0	0 0 0	0 0	0	0 0 0	0 0	0 (0 0 0	0 0	0 0	0 0	0 0	0 0
	ge duration of low-income service disconnection for restored accounts	0	0 0 0	0 0	0	0 0 0	0 0	0 (0 0	0 0	0 0	0 0	0 0	0 0
Write-C											i i			Ů,
52 Number	er of low-income accounts Classified as Written-Off	212 14	9 221 141	169 96	139 10	4 113 52	2 225 146	116 70	0 106 61	116 60	141 84	4 128 69	121 78	136 86
	Value of low income accounts classified as written-off	\$227,619 \$156,73						\$87,763 \$76,173						
I54 Dollar V	Value of low-income write-off recoveries value of NET low-income A/R Write-Offs	\$106,920 \$50,80 \$120,700 \$105,93		\$136,027 \$81,959			\$67,582 \$47,425	\$61,594 \$35,642						\$74,850 \$38,996
				\$107,326 \$11,269	\$95,130 \$77,30	6 \$50,118 -\$7,745	\$162,656 \$96,202	\$26,169 \$40,532	2 \$15,575 \$39,868	\$39,088 \$4,106	-\$1,839 \$53,453	3 \$62,629 \$32,269	• S/S UNX S/13 3/15	\$61,012 \$42,452

Certificate of Service

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

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

Joanne M. Scanlon

<u>February 26, 2021</u>

Date

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

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

		<u></u>																									
		Jan-2	20	Feb-2	.0	Mai	r- 20	Apr-	20	May-2	20	Jun-2	0	Jul-20	0	Aug-2	0	Sep-2	0	Oct-20		Nov-20		Dec-2	:0	Jan-2	.1
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	2,011	1,078	1,867	999	1,852	959	1,844	928	1,734	842	1,674	757	1,729	748	1,513	617	1,332	558	1,149	464	1,091	422	1,037	388	1,043	365
57	Percent of low-income customers enrolled on the AMP	6.4%	6.0%	5.6%	5.1%	5.5%	4.7%	5.4%	4.4%	5.1%	4.0%	4.8%	3.5%	5.0%	3.5%	4.5%	2.9%	4.1%	2.7%	3.7%	2.3%	3.6%	2.1%	3.4%	2.0%	3.2%	1.9%
58	Total receipts paid by enrollees	\$200,070	\$61,467	\$179,985	\$59,886	\$182,036	\$59,682	\$174,911	\$52,282	\$176,446	\$53,142	\$169,987	\$49,822	\$175,766	\$47,126	\$162,726	\$43,260	\$156,985	\$38,052	\$132,737	\$30,746	\$124,409	\$24,825	\$126,115	\$24,140	\$107,258	\$23,717
59	Total receipts paid by LIHEAP	\$36,213	\$25,870	\$74,091	\$253,815	\$7,121	\$26,905	\$4,584	\$28,185	\$10,793	\$50,571	\$3,575	\$3,715	\$11,284	\$12,390	\$4,936	\$6,198	\$11,458	\$29,620	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$319,584	\$122,285	\$333,394	\$121,349	\$314,142	\$100,333	\$264,190	\$96,089	\$293,670	\$133,017	\$523,678	\$204,455	\$557,442	\$196,236	\$515,476	\$197,220	\$519,523	\$181,162	\$431,561	\$171,062	\$446,524	\$133,140	\$417,650	\$112,082	\$436,843	\$113,080
61	Number of newly enrolled customers	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40
61.a	Number of newly enrolled customers: not associated with service restoration	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40
61.b	Number of newly enrolled customers: associated with service restoration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
62	Number of customers exited the program	285	136	249	102	133	73	41	16	71	26	293	157	104	45	268	156	238	92	244	97	163	78	134	54	134	50
62.a	Number of customers exited the program by default	246	123	215	90	103	61	20	10	50	22	261	150	45	25	233	147	180	66	193	79	134	68	106	43	98	41
62.b	Number of customers exited the program by cancellation	39	13	34	12	30	12	21	6	21	4	32	7	59	20	35	9	58	26	51	18	29	10	28	11	36	9
63	Number of customers successfully completing a 12-month program	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13
63.a	Number of customers successfully completing a 12-month program with remaining arrears	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill																										
64	Number of AMP-enfolied definiquent accounts with oldest affects aged 60+ Days after issuance of a bill	1,875	834	1,586	666	1,587	625	1,526	629	1,439	633	1,420	607	1,473	607	1,222	491	1,090	419	1,012	368	950	331	885	298	872	271
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$2,510,229	\$1,225,429	\$2,264,291	\$1,115,584	\$2,242,512	\$1,014,857	\$2,171,163	\$1,017,078	\$2,061,851	\$964,650	\$2,215,844	\$918,765	\$2,332,116	\$893,786	\$2,040,340	\$746,723	\$1,879,947	\$653,612	\$1,676,734	\$576,314	\$1,632,315	\$530,333	\$1,496,934	\$474,086	\$1,587,353	\$487,885
66	Number of AMP program participants receiving LIHEAP	39	33	89	306	9	33	5	34	12	62	4	5	13	16	5	8	12	38	0	0	0	0	0	0	18	31
67	Percent of AMP customers receiving LIHEAP payments	1.9%	3.1%	4.8%	30.6%	0.5%	3.4%	0.3%	3.7%	0.7%	7.4%	0.2%	0.7%	0.8%	2.1%	0.3%	1.3%	0.9%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	8.5%

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