

August 25, 2021

BY ELECTRONIC MAIL

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

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

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for July 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.

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

	Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20		Jan-21		Feb-21		Mar-21		Apr-21		May-21		Jun-21		Jul-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	
General Residential																											
1 Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450,601	256,019	450,744	255,861	450,789	255,914	451,054	256,083	451,263	256,508	451,451	256,621	446,118	253,312	446,147	253,231	445,530	252,978	446,541	253,050	447,254	253,111	446,174	252,108	446,361	252,118	
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,586	251,145	442,729	250,987	442,774	251,040	443,019	251,318	443,233	251,752	443,418	251,858	443,666	251,780	444,005	252,076	443,907	252,156	443,880	251,704	443,555	251,173	443,382	250,805	443,340	250,551	
1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,015	4,874	8,015	4,874	8,015	4,874	8,035	4,765	8,030	4,756	8,033	4,763	2,452	1,532	2,142	1,155	1,623	822	2,661	1,346	3,699	1,938	2,792	1,303	3,021	1,567	
2 Total Billed, does not include ESCO	\$66,637,948	\$8,914,138	\$81,419,546	\$8,764,246	\$57,646,292	\$8,223,757	\$46,990,900	\$10,158,138	\$48,236,571	\$19,110,382	\$54,340,468	\$31,760,159	\$64,163,258	\$49,221,266	\$60,141,524	\$53,519,803	\$54,325,617	\$44,562,716	\$46,440,903	\$30,682,408	\$39,599,983	\$19,467,226	\$50,653,379	\$12,161,569	\$60,791,732	\$8,809,945	
3 Average active residential account bill (line 2 / line 1.a)	\$150.56	\$35.49	\$183.90	\$34.92	\$130.19	\$32.76	\$106.07	\$40.42	\$108.83	\$75.91	\$122.55	\$126.10	\$144.62	\$195.49	\$135.45	\$212.32	\$122.38	\$176.73	\$104.62	\$121.90	\$89.28	\$77.51	\$114.24	\$48.49	\$137.12	\$35.16	
4 Total Receipts	\$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	\$21,425,509	\$14,285,297	\$29,238,679	\$15,350,729	\$31,867,443	\$15,709,197	\$38,204,769	\$16,573,378	\$25,463,124	\$16,975,416	\$23,512,011	\$11,558,430	\$30,415,818	\$7,603,955	\$34,171,505	\$4,659,751	
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,826	4,287	6,767	4,250	6,734	4,232	6,655	4,182	6,666	4,188	6,660	4,185	6,639	4,162	6,591	4,128	6,210	3,854	6,004	3,708	5,974	3,679	5,970	3,670	5,928	3,641	
6 Number of Standard Accounts Protected	3,975	2,459	4,012	2,457	4,084	2,507	4,166	2,522	4,246	2,557	4,242	2,598	4,127	2,609	4,098	2,596	3,911	2,417	3,762	2,310	3,703	2,263	3,278	2,012	3,289	2,002	
6.a Elderly	1,108	754	1,136	757	1,133	773	1,145	776	1,172	788	1,172	802	1,139	798	1,128	793	1,144	792	1,153	797	1,132	781	1,085	745	1,075	738	
6.b Infant	278	180	289	188	309	198	328	205	337	214	338	218	328	232	320	229	101	65	1	0	0	0	0	0	0	0	
6.c Handicapped	303	167	454	256	320	171	327	164	348	179	359	181	352	189	342	187	351	194	517	299	383	202	385	211	310	174	
6.d Welfare	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	
6.e Unemployed	69	43	73	44	74	44	74	44	79	48	79	49	77	49	77	49	75	49	85	52	89	59	82	53	80	52	
6.f Seriously ill	2,217	1,314	2,060	1,211	2,248	1,320	2,292	1,332	2,310	1,327	2,294	1,347	2,231	1,340	2,231	1,337	2,240	1,317	2,006	1,161	2,099	1,221	1,726	1,003	1,824	1,038	
7 Number of Low-Income Accounts Protected	2,851	1,828	2,755	1,793	2,650	1,725	2,489	1,660	2,420	1,631	2,418	1,587	2,420	1,553	2,493	1,532	2,299	1,398	2,271	1,416	2,692	1,658	2,639	1,639			
7.a Elderly	786	526	796	527	754	503	718	488	706	483	716	484	749	479	746	473	739	474	760	482	755	472	814	510	782	491	
7.b Infant	293	236	270	222	243	201	217	189	204	178	198	167	204	151	203	146	62	46	0	0	0	0	0	0	0	0	
7.c Handicapped	325	190	476	272	295	175	276	170	271	165	268	168	276	159	275	159	271	158	412	261	320	180	450	270	377	210	
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	17	5	16	5	16	7	15	7	22	11	25	13	32	16	32	16	34	17	36	20	37	20	40	25	40	25	
7.f Seriously ill	1,430	871	1,197	767	1,342	839	1,263	806	1,217	794	1,211	755	1,251	748	1,237	738	1,193	742	1,034	635	1,159	744	1,388	853	1,440	913	
Delinquent (Includes Active and Pending final accounts)																											
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	29,406	13,897	34,494	14,182	39,849	15,244	33,776	15,357	32,661	17,412	33,299	19,310	27,355	16,918	30,194	20,625	33,962	22,773	27,079	17,156	24,228	13,910	28,234	15,032	32,136	15,565	
8.a Number of accounts reported above that have an active DPA	554	149	729	104	835	103	548	114	421	112	463	243	573	438	747	626	598	519	562	432	538	341	566	266	811	208	
8.b Number of accounts reported above without an active DPA	28,852	13,748	33,765	14,078	39,014	15,141	33,228	15,243	32,240	17,300	32,836	19,067	26,782	16,480	29,447	19,999	33,364	22,254	26,517	16,724	23,690	13,569	27,668	14,766	31,325	15,357	
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$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	\$11,982,818	\$4,837,773	\$12,422,343	\$6,929,839	\$14,629,968	\$10,238,040	\$14,966,478	\$12,474,634	\$12,714,669	\$10,061,772	\$10,149,685	\$6,717,194	\$8,939,102	\$4,856,754	\$10,570,932	\$2,957,489	
9.a Dollar Value of accounts reported above that have an active DPA	\$1,105,198	\$316,233	\$1,341,534	\$235,865	\$1,664,097	\$224,443	\$1,564,110	\$276,195	\$1,408,842	\$266,793	\$1,270,268	\$367,606	\$1,490,221	\$592,704	\$1,602,731	\$820,248	\$1,588,658	\$980,911	\$1,526,548	\$895,958	\$1,575,668	\$889,015	\$2,314,437	\$1,145,681	\$3,356,133	\$871,685	
9.b Dollar Value of accounts reported above without an active DPA	\$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	\$13,027,237	\$9,417,793	\$13,377,820	\$11,493,723	\$11,188,121	\$9,165,814	\$8,574,017	\$5,828,179	\$6,624,665	\$3,711,072	\$7,214,799	\$2,085,804	
10 Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	13,290	7,998	13,083	6,374	14,980	6,005	18,172	5,817	16,270	6,289	13,008	6,250	11,313	6,299	11,110	6,911	14,855	10,418	12,262	9,719	10,461	8,080	9,067	6,175	9,007	5,644	
10.a Number of accounts reported above that have an active DPA	825	375	777	223	1,033	161	1,300	192	968	230	699	215	858	404	902	606	1,087	854	920	785	924	751	991	610	1,005	446	
10.b Number of accounts reported above without an active DPA	12,465	7,623	12,306	6,151	13,947	5,844	16,872	5,625	15,302	6,059	12,309	6,035	10,455	5,895	10,208	6,305	13,768	9,564	11,342	8,934	9,537	7,329	8,076	5,565	8,002	5,198	
11 Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$6,395,682	\$3,945,837	\$6,564,096	\$2,171,804	\$8,454,034	\$1,641,106	\$11,467,502	\$1,520,503	\$9,919,551	\$1,754,804	\$7,448,439	\$1,754,075	\$7,391,100	\$2,902,276	\$8,011,310	\$4,263,198	\$10,986,871	\$7,676,620	\$9,798,658	\$8,129,223	\$8,671,905	\$6,951,239	\$6,927,393	\$4,695,710	\$5,589,913	\$3,163,073	
11.a Dollar Value of accounts reported above that have an active DPA	\$985,245	\$503,916	\$910,031	\$275,062	\$1,068,621	\$208,281	\$1,662,583	\$207,490	\$1,558,143	\$248,020	\$1,030,234	\$191,243	\$1,096,768	\$315,314	\$1,111,955	\$436,805	\$1,508,825	\$771,376	\$1,417,915	\$874,555	\$1,611,568	\$1,071,096	\$2,345,852	\$1,360,730	\$2,544,283	\$1,205,359	
11.b Dollar Value of accounts reported above without an active DPA	\$5,410,437	\$3,441,922	\$5,654,065	\$1,896,741	\$7,385,413	\$1,432,825	\$9,804,918	\$1,313,013	\$8,361,407	\$1,506,784	\$6,418,204	\$1,562,833	\$6,294,332	\$2,586,962	\$6,899,355	\$3,826,392	\$9,478,047	\$6,905,244	\$8,380,742	\$7,254,669	\$7,060,337	\$5,880,143	\$4,581,541	\$3,334,980	\$3,045,629	\$1,957,714	
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	51,562	36,025	51,904	37,483	51,389	36,533	54,648	35,900	60,417	36,024	63,210	35,758	59,292	33,053	58,431	32,635	57,237	32,713	57,164	34,091	56,895	35,489	53,319	35,310	49,698	34,397	
12.a Number of accounts reported above that have an active DPA	7,305	4,247	6,653	3,997	6,021	3,696	7,462	4,049	8,803	4,270	8,080	3,562	7,944	3,281	7,398	3,011	7,395	3,080	7,800	3,536	10,034	5,322	17,133	10,007	21,310	12,872	
12.b Number of accounts reported above without an active DPA	44,257	31,778	45,251	33,486	45,368	32,837	47,186	31,851	51,614	31,754	55,130	32,196	51,348	29,772	51,033	29,624	49,842	29,633	49,364	30,555	46,861	30,167	36,186	25,303	28,388	21,525	
13 Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$43,203,552	\$29,000,736	\$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															

	Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20		Jan-21		Feb-21		Mar-21		Apr-21		May-21		Jun-21		Jul-21			
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Restorations																												
26	Number of Service Restorations within 7 days of termination																											
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection																											
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection																											
27	Average balance of service restorations																											
27.a	Average balance of service restorations on accounts with NO special protection																											
27.b	Average balance of service restorations on accounts WITH a special protection																											
28	Average duration of service disconnection for Service Restorations within 7 days of termination																											
29	Write-Offs																											
29.a	Number of Accounts Classified as Written-Off																											
29.b	Number of Residential Accounts Classified as Written-Off																											
29.c	Number of Commercial and Industrial Classified as Written-Off																											
30	Dollar Value of Accounts Classified as Written-Off																											
30.a	Dollar Value of Residential Accounts Classified as Written-Off																											
30.b	Dollar Value of Commercial and Industrial Classified as Written-Off																											
31	Dollar Value of write-off recoveries																											
31.a	Dollar Value of Residential write-off recoveries																											
31.b	Dollar Value of Commercial and Industrial write-off recoveries																											
32	Dollar value of NET A/R Write-Offs																											
32.a	Dollar Value of Residential NET A/R Write-Offs																											
32.b	Dollar Value of Commercial and Industrial NET A/R Write-Offs																											
33	Low Income Discount Rate																											
33.a	Number of Low-Income Accounts																											
33.b	Number of Accounts (no rider)																											
33.c	Number of Accounts (with rider)																											
34	Percent of customers on the low-income discount																											
35	Total receipts																											
36	Total receipts paid by LIHEAP																											
36.a	Total receipts paid by Regular LIHEAP																											
36.b	Total receipts paid by Crisis LIHEAP																											
37	Total number of customers receiving a LIHEAP payment for the month																											
38	Total billed																											
39	Delinquency																											
39.a	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																											
39.b	Number of accounts reported above that have an active DPA																											
39.c	Number of accounts reported above without an active DPA																											
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																											
40.a	Dollar value of accounts reported above that have an active DPA																											
40.b	Dollar value of accounts reported above without an active DPA																											
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																											
41.a	Number of accounts reported above that have an active DPA																											
41.b	Number of accounts reported above without an active DPA																											
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																											
42.a	Dollar value of accounts reported above that have an active DPA																											
42.b	Dollar value of accounts reported above without an active DPA																											
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																											
43.a	Number of accounts reported above that have an active DPA																											
43.b	Number of accounts reported above without an active DPA																											
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																											
44.a	Dollar value of accounts reported above that have an active DPA																											
44.b	Dollar value of accounts reported above without an active DPA																											
45	Total Number of low-income delinquent accounts																											
45.a	Number of accounts reported above that have an active DPA																											
45.b	Number of accounts reported above without an active DPA																											
46	Total Dollar Value of low-income delinquent accounts																											
46.a	Dollar value of accounts reported above that have an active DPA																											
46.b	Dollar value of accounts reported above without an active DPA																											
47	Shut-Offs																											
47	Number of low-income Accounts Sent Notice of Disconnection																											
48	Number of low-income Service Disconnections for Non-Payment																											
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers																											
50	Restorations																											
50	Number of low-income Service Restorations for non-payment																											
51	Average duration of low-income service disconnection for restored accounts																											
52	Write-Off																											
52	Number of low-income accounts Classified as Written-Off																											
53	Dollar Value of low income accounts classified as written-off																											
54	Dollar Value of low-income write-off recoveries																											
55	Dollar value of NET low-income A/R Write-Offs																											

	Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20		Jan-21		Feb-21		Mar-21		Apr-21		May-21		Jun-21		Jul-21	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)																									
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																									

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

Certificate of Service

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

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

Joanne M. Scanlon

August 25, 2021
Date

**National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST)
Combined Service list updated 8/12/2021**

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