

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

<u>Low-Income Monthly Reports – July 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 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.

	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	1 450,789 255,914		451,263 256,508	451,451 256,		446,147 253,231	445,530 252,978	446,541 253,050 447,254 253,1	
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,586 251,145	442,729 250,987	7 442,774 251,040	443,019 251,318	443,233 251,752	443,418 251,		444,005 252,076	443,907 252,156	443,880 251,704 443,555 251,1	
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,	-,,	2,142 1,155	1,623 822	2,661 1,346 3,699 1,9	-,,,
2 Total Billed, does not include ESCO	\$66,637,948 \$8,914,138 \$150.56 \$35.49	\$81,419,546 \$8,764,246 \$183.90 \$34.92	5 \$57,646,292 \$8,223,757 2 \$130.19 \$32.76	\$46,990,900 \$10,158,138 \$106.07 \$40.42	\$\\$48,236,571 \\$19,110,382 \\$108.83 \\$75.91	\$54,340,468 \$31,760, \$122.55 \$126		\$60,141,524 \$53,519,803 \$135.45 \$212.32	\$54,325,617 \$44,562,716 \$122.38 \$176.73	\$46,440,903 \$30,682,408 \$39,599,983 \$19,467,2 \$104.62 \$121.90 \$89.28 \$77	
3 Average active residential account bill (line 2 / line 1.a) 4 Total Receipts	\$26,856,555 \$3,662,258	\$32,309,978 \$4,405,906		\$31.216.648 \$4.256.816	\$26.382.637 \$3.597.632	\$21,425,509 \$14,285,		\$31,867,443 \$15,709,197	\$38.204.769 \$16.573.378	\$25,463,124 \$16,975,416 \$23,512,011 \$11,558,4	
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,		6,591 4,128	6,210 3,854	6.004 3.708 5.974 3.6	
6 Number of Standard Accounts Protected	3,975 2,459	4,012 2,457	7 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 2,2	
6.a Elderly	1,108 754	1,136 757	7 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 7	81 1,085 745 1,075 738
6.b Infant	278 180	289 188	309 198		337 214	338	218 328 232	320 229	101 65	1 1 0	0 0 0 0
6.c Handicapped	303 167	454 256	5 320 171	327 164	348 179	359	181 352 189	342 187	351 194	517 299 383 2	02 385 211 310 174
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 2,217 1,314	73 44 2,060 1,211	4 74 44 1 2.248 1.320	74 44 2,292 1,332	79 48 2 2,310 1,327	79 2,294 1.:	49 77 49 347 2.231 1.340	77 49 2.231 1.337	75 49 2,240 1,317	85 52 89 2,006 1,161 2,099 1,2	59 82 53 80 52 1,726 1,003 1,824 1,038
6.f Seriously ill 7 Number of Low-Income Accounts Protected	2,851 1,828	2,755 1,793	3 2,650 1,725	2,489 1,660	2,310 1,327	2,418 1,	-,,	2,493 1,532	2,299 1,437	2,000 1,101 2,099 1,2	
7.a Elderly	786 526	796 527	7 754 503	718 488	706 483		484 749 479	746 473	739 474		72 814 510 782 491
7.b Infant	293 236	270 222	2 243 201	217 189	204 178		167 204 151	203 146	62 46	0 0 0	0 0 0 0 0
7.c Handicapped	325 190	476 272	2 295 175	276 170	271 165	268	168 276 159	275 159	271 158	412 261 320 1	.80 450 270 377 210
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
7.e Unemployed	17 5	16 5	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 7	44 1,388 853 1,440 913
Delinquency (Includes Active and Pending final accounts) Number of delinquent accounts with eldest arrows aged 20 EQ Days after issuance of a hill	29.406 13.897	34.494 14.182	39.849 15.244	33.776 15.357	32.661 17.412	33.299 19.3	310 27.355 16.918	30.194 20.625	33.962 22.773	27.079 17.156 24.228 13.9	110 28.234 15.032 32.136 15.565
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill 8.a Number of accounts reported above that have an active DPA	29,406 13,897 554 149	729 104	2 39,849 15,244 1 835 103	548 114	421 117	33,299 19,: 463	243 573 438	30,194 20,625 747 626	33,962 22,773 598 519	27,079 17,156 24,228 13,5 562 432 538 3	28,234 15,032 32,136 15,565 441 566 266 811 208
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,	2.15	29,447 19,999	33,364 22,254	26,517 16,724 23,690 13,5	300 200 811 200
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	7 \$18,360,674 \$2,245,111	\$14,033,811 \$2,363,416	. , . , , . , , , , ,	\$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 \$6,717,1	94 \$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		\$1,564,110 \$276,195	\$1,408,842 \$266,793	\$1,270,268 \$367,		\$1,602,731 \$820,248	\$1,588,658 \$980,911	\$1,526,548 \$895,958 \$1,575,668 \$889,0	
9.b Dollar Value of accounts reported above without an active DPA	\$8,709,940 \$2,509,192	\$12,579,786 \$2,021,692	2 \$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 \$5,828,1	79 \$6,624,665 \$3,711,072 \$7,214,799 \$2,085,804
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	13,290 7,998	13,083 6,374	4 14,980 6,005	18,172 5,817	16,270 6,289	13,008 6,3	250 11,313 6,299	11,110 6,911	14,855 10,418	12,262 9,719 10,461 8,0	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 7	51 991 610 1,005 446
10.b Number of accounts reported above without an active DPA	12,465 7,623	12,306 6,151 \$6.564.096 \$2,171.804	1 13,947 5,844	16,872 5,625 \$11,467,502 \$1,520,503	15,302 6,059	12,309 6,0	,	10,208 6,305	13,768 9,564 \$10,986.871 \$7.676.620	11,342 8,934 9,537 7,3 \$9,798,658 \$8,129,223 \$8,671,905 \$6,951,2	2,000 2,000
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill Dollar Value of accounts reported above that have an active DPA	\$6,395,682 \$3,945,837 \$985,245 \$503,916	\$6,564,096 \$2,171,804 \$910.031 \$275.062	\$8,454,034 \$1,641,106 \$1,068,621 \$208,281	\$1,467,502 \$1,520,503	\$9,919,551 \$1,754,804 \$1,558,143 \$248,020	\$7,448,439 \$1,754,0 \$1,030,234 \$191.0		\$8,011,310 \$4,263,198 \$1,111,955 \$436,805	\$10,986,871 \$7,676,620 \$1,508.825 \$771,376	\$9,798,658 \$8,129,223 \$8,671,905 \$6,951,2 \$1,417,915 \$874,555 \$1,611,568 \$1,071,0	
11.b Dollar Value of accounts reported above without an active DPA	\$5,410,437 \$3,441,922	\$5,654,065 \$1,896,741	1 \$7,385,413 \$1,432,825	\$9.804.918 \$1.313.013	\$8.361.407 \$1.506.784	\$6,418,204 \$1,562		\$6,899,355 \$3,826,392	\$9,478,047 \$6,905,244	\$8,380,742 \$7,254,669 \$7,060,337 \$5,880,1	7-7-107-107-107-107-107-107-107-107-107-
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 35,4	89 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	7 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 5,3	22 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 30,1	.67 36,186 25,303 28,388 21,525
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,	, ,, ,	\$65,034,104 \$29,594,246	1 / - / - / - / /	\$70,377,931 \$35,266,765 \$73,820,951 \$39,316,8	Ţ: 1,0: 1,0: 1,0: 1,0: 1,0: 1,0: 1,0: 1,0
13.a Dollar value of accounts reported on above that have an active DPA	\$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,		\$6,028,424 \$1,973,248	1.7,	\$7,688,784 \$2,657,364 \$10,387,063 \$4,481,5	
13.b Dollar value of accounts reported above without an active DPA	\$37,688,591 \$25,944,128 94.258 57.920	\$40,142,761 \$27,644,000 99.481 58.039	0 \$42,115,820 \$27,436,682 9 106.218 57.782	\$45,780,570 \$26,707,671 106.596 57.074	\$50,932,552 \$26,576,088 109,348 59,725	\$56,866,033 \$27,277,5 109.517 61.3		\$59,005,680 \$27,620,997 99,735 60,171	\$60,247,539 \$29,262,475 106.054 65.904	\$62,689,147 \$32,609,400 \$63,433,888 \$34,835,2 96.505 60.966 91.584 57.4	+
14 Total Number of delinquent accounts 14.a Number of accounts reported above that have an active DPA	94,258 57,920 8.684 4.771	8,159 4,324	7.889 3.960	106,596 57,074 9,310 4,355	109,348 59,725 10,192 4,612	9,242 4,		99,735 60,171 9.047 4.243	9.080 4.453	96,505 60,966 91,584 57,4 9,282 4,753 11,496 6,4	
14.b Number of accounts reported above without an active DPA	85,574 53,149		,		99,156 55,113			90,688 55,928	-, ,	87,223 56,213 80,088 51,0	.,
15 Total Dollar Value of delinguent accounts	\$59,414,372 \$35,771,999	\$65,787,770 \$35,031,813			\$79,470,867 \$33,980,439			\$87,675,382 \$44,095,483		\$92,891,258 \$53,457,760 \$92,642,540 \$52,985,2	
15.a Dollar Value of accounts reported above that have an active DPA	\$7,605,404 \$3,876,757	\$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	\$8,743,111 \$3,230,301	\$9,604,366 \$3,872,178	\$10,633,248 \$4,427,877 \$13,574,298 \$6,441,6	78 \$25,733,189 \$12,664,367 \$35,136,075 \$16,853,976
15.b Dollar Value of accounts reported above without an active DPA	\$51,808,969 \$31,895,242	\$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 \$33,310,9	+··/////////////-	\$78,932,271 \$40,865,182	\$83,103,405 \$47,661,443	\$82,258,010 \$49,029,883 \$79,068,242 \$46,543,6	
16 Total Dollar Value of current accounts	\$54,167,851 \$7,573,494	\$61,691,717 \$7,379,461	1 \$46,511,817 \$7,236,024		\$35,686,158 \$13,877,421	\$39,649,051 \$22,749,		\$47,544,174 \$37,517,649		\$32,802,844 \$18,779,898 \$30,578,323 \$13,471,1	
17 Total Active and Pending Final A/R	\$113,582,223 \$43,345,493	\$127,479,487 \$42,411,271	\$120,050,941 \$41,160,592	\$114,105,263 \$42,451,649	\$115,157,026 \$47,857,860	\$122,187,750 \$58,925,	106 \$131,132,934 \$72,999,997	\$135,219,556 \$81,613,132	\$128,875,609 \$77,941,177	\$125,694,102 \$72,237,658 \$123,220,864 \$66,456,4	22 \$124,838,113 \$60,215,417 \$135,739,986 \$56,096,773
Collection Agencies Number of cases referred to collection agencies	0 0	0 0	0 0	2,071 1,334	2,059 1,259	2,035 1,:	145 1.711 980	1.358 846	1,650 1,232	1,558 1,009 1,647 1,0	1,583 1,049 1,887 1,128
18 Number of cases referred to collection agencies Payment Plans	0 0	J (J 0	2,071 1,554	2,000 1,200	2,033 1,	1,711 900	1,550 640	1,050 1,252	1,000 1,000 1,047 1,0	1,000 1,000 1,000
19 Number of new payments plans, not including AMP	2,309 1,307	1,800 790	2,642 1,037	3,672 1,513	3,138 1,296	2,557 1,:	192 2,724 1,471	2,126 1,393	2,756 1,762	2,410 1,591 4,251 2,8	16 12,224 7,537 7,930 4,637
20 Number of payment plans defaulted	1,414 823	2,119 1,112	, , , , , , , , , , , , , , , , , , , ,	1,807 840	2,067 975	2,981 1,	, ,	2,082 1,081		7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 -	90 2,916 1,731 4,089 2,553
21 Number of active payment agreements	6,705 3,845	5,909 3,302	5,882 3,046	7,548 3,657	8,212 3,800	7,609 3,		7,974 3,905	8,129 4,199	8,419 4,486 9,934 5,7	25 16,349 9,733 21,850 12,887
21.a Number of Active Step-plan agreements	2,059 1,263	1,686 1,004		1,683 867	1,658 797	2,131	689 1,440 686	1,429 732	1,369 743	1,288 734 1,680 1,0	
21.b Number of Company issued non-Step plans	4,451 2,490				6,458 2,953			6,485 3,147		7,079 3,734 8,205 4,6	
21.c Number of regulatory order non-Step plans	74 21	65 14	59 12	50 12	46 12	43	13 38 10	34 8	33 9	34 8 31	6 34 8 44 17
21.d Number of Commission sanctioned "October Rule" payment plans	121 71 1.049 407	94 58 1,055 344	8 68 49 4 1,003 415	59 43 1,173 601	50 38 1,002 517	37 887	23 32 22 558 1.130 870	26 18 925 737	22 14 955 723	18 10 18 904 701 695	10 12 7 11 6 13 1,583 795 1,116 481
22 Number of new budget plans, not including AMP Shut-Offs	1,049 407	1,000 344	1,003 415	1,1/3 601	1,002 51/	00/	330 1,130 870	323 /3/	300 /23	204 \n1 022 7	1,005 /30 1,110 481
23 Number of Accounts Sent Notice of Disconnection for non-payment	0 0	0 (0 0	0 0	0 0	0	0 0 0	0 0	0 0	0 0 60.623 40.9	70 49.536 34.926 38.987 26.630
24 Number of 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 1,531 757
24.a 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 1,531 757
24.b Number of Service Disconnections for non-payment 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
24.c Number of Service Disconnections for non-payment in excess of \$1000	0 0	0 (0 0	0 0	0 0	0	0 0 0	0 0	0 0	0 0 0	0 0 0 1,270 621
24.d Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.0%	0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0	.0% 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0% 0.0% 0.	0% 0.0% 0.0% 0.3% 0.3%
25 Average balance of Service Disconnections for non-payment	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 60	\$0 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0 \$0	\$0 \$0 \$0 \$2,904 \$2,838
25.a Average balance 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 \$0	\$0 \$0 \$0 \$0	\$0 \$0	\$0 \$0 \$0 \$0 \$0 \$0	\$0 \$0 \$0 \$2,904 \$2,838 \$0 \$0 \$0 \$0 \$0
25.b Average balance of Service Disconnections for non-payment on accounts WITH a special protection	şu şt	ŞU ŞI	ο ŞU ŞU	ŞU ŞU	, şu şt	ŞU	30 \$0 \$0	\$U \$U	ŞU ŞU	50 50 50	20 20 20 20 50

		Jul-2	0	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 Ga	s E	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric (ias E	Electric Gas
	Restorations																				1017 511
26	Number of Service Restorations within 7 days of termination	0	0	0	0	0	0	0	0	0 0	0	0	0 0	0	0 0	0	0	0	0	0	1,247 511
26.a	Number of Service Restorations within 7 days of termination 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	1,247 511
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	Ü	0	U	0	0 0	0	0	0 0	0	0	0 0	0	0 0	0	U	0	0	- 0	0 0
27.a	Average balance of of service restorations	\$0	ćn	\$0	ćo	\$0 \$1	50	ćo	\$0	50 50	ćo	\$0	0 00	ćo	\$0 \$0	\$0	ćo	ėn ė	50	ćo	\$2.199 \$2.341
27.a 27.b	Average balance of of service restorations on accounts with NO special protection Average balance of of service restorations on accounts WITH a special protection	\$0	\$0 \$n	\$0	\$0	\$0 \$1	0 \$0	\$0 \$0	\$0	50 50	\$0 \$0	\$0	\$0 \$0 \$0 \$0	30 \$0	\$0 \$0	\$0	\$0 \$0	\$0 \$	50 \$0	\$0	\$2,199 \$2,341
29	Average duration of service disconnection for Service Restorations within 7 days of termination	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	, JO	0.0 0.0	0.0	0.0	0.0 0.	0.0	0.0	1.0 1.0
28	Write-Offs	0.0	0.0	0.0	0.0	0.0 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	1.0 1.0
29	Number of Accounts Classified as Written-Off	1.503	1.044	1.556	946	1.831 1.23	1.859	1.181	1.384 8	1.775	1.152	1.778 1.0	99 1.585	878	1.401 839	1.366	920	1.280 84	1.534	914	1.208 791
29.a	Number of Residential Accounts Classified as Written-Off	1,376	978	1,435	885	1,695 1,14	2 1,759	1,119	1.286 75	7 1.633	1,109	1.618 1.0	09 1,399	811	1,294 788	1,228	865	1,171 78	1,421	852	1.101 738
29.b	Number of Commercial and Industrisal Classified as Written-Off	127	66	121	61	136 9:	3 100	62	98	16 142	43	160	90 186	67	107 51	138	55	109 5	7 113	62	107 53
30	Dollar Value of Accounts Classified as Written-Off	\$922,616	\$748,581	\$719,811 \$49	2,963	\$725,776 \$648,20	4 \$878,972	\$578,165	\$879,835 \$678,33	15 \$1,025,199	\$607,649	\$1,310,709 \$628,8	19 \$1,189,148	\$570,781	\$936,569 \$499,859	\$999,195	\$653,142	\$1,312,923 \$668,50	\$1,490,229 \$8	352,736 \$	\$1,243,056 \$870,339
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$834,028	\$710,284	\$561,473 \$46	3,218	\$644,570 \$599,24	\$801,018	\$552,904	\$799,656 \$413,25	94 \$914,144	\$590,357	\$1,079,077 \$551,3	\$965,055	\$493,298	\$800,963 \$455,988	\$814,122	\$607,553	\$942,343 \$597,47	\$1,351,050 \$8	808,671 \$	\$1,067,770 \$761,869
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$88,588	\$38,297	\$158,338 \$2	9,745	\$81,205 \$48,96	\$77,954	\$25,261	\$80,179 \$265,03	\$111,054	\$17,292	\$231,632 \$77,4	\$224,094	\$77,483	\$135,606 \$43,871	\$185,074	\$45,588	\$370,580 \$71,02	\$139,179	44,065	\$175,286 \$108,470
31	Dollar Value of write-off recoveries	\$334,778	\$255,803	\$318,825 \$20	8,944	\$291,612 \$246,13	7 \$654,358	\$382,132	\$444,220 \$299,8	\$376,754	\$273,450	\$468,971 \$305,1	40 \$455,691	\$291,862	\$615,812 \$414,571	\$461,466	\$361,230	\$463,087 \$333,95	7 \$585,560 \$3	866,803	\$490,734 \$282,156
31.a	Dollar Value of Residential write-off recoveries	\$316,605	\$251,985	\$300,664 \$20	0,931	\$272,372 \$240,29	\$600,263	\$357,033	\$392,472 \$265,83	\$355,360	\$262,612	\$409,161 \$290,5	\$406,233	\$271,922	\$591,337 \$405,880	\$439,929	\$345,741	\$364,360 \$306,02	\$544,611 \$3	339,598	\$382,345 \$262,755
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	\$18,172	\$3,818		8,012	\$19,240 \$5,84	\$54,095	\$25,099	\$51,748 \$34,0	\$21,394	\$10,838		, , , , , ,	\$19,941	\$24,475 \$8,691		\$15,490	\$98,727 \$27,93		27,205	\$108,388 \$19,401
32	Dollar value of NET A/R Write-Offs	\$587,838	\$492,778		4,019	\$434,164 \$402,06	7 \$224,615	7-00,000	\$435,615 \$378,43	70.0,	\$334,199	\$841,738 \$323,6	7.00,.0.	\$278,919	\$320,757 \$85,288		\$291,911	\$849,835 \$334,54	700.70.0 7	185,933	\$752,322 \$588,183
32.a	Dollar Value of Residential NET A/R Write-Offs	\$517,423	\$458,298	\$200,005 \$20	2,286	\$372,199 \$358,95	2 \$200,755	Ψ133,071	\$407,184 \$147,4	φ550,701	Ψ3L7,7 13	\$669,916 \$260,8	10 9550,022	QLL1,570	\$209,626 \$50,109	φ57 1,135	\$261,813	\$577,983 \$291,45	\$000,105 \$	169,073	\$685,425 \$499,115
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$70,416	\$34,480	\$140,177 \$2	1,733	\$61,965 \$43,11	\$23,859	\$162	\$28,431 \$230,9	71 \$89,661	\$6,454	\$171,822 \$62,8	\$174,636	\$57,543	\$111,131 \$35,180	\$163,536	\$30,099	\$271,852 \$43,09	\$98,230	16,860	\$66,897 \$89,069
	Low Income Discount Rate																				
33	Number of Low-Income Accounts	34,347	21,390		1,072	32,795 20,810			30,649 19,99	_	-, -,		_		31,980 19,874	32,174	20,162	32,602 20,73		20,611	37,749 24,711
33.a	Number of Accounts (no rider)	29,789	18,396	,	7,787	27,883 17,60	,		25,953 16,8		16,285		,		27,069 16,650	27,171	16,906	27,450 17,38	,	17,823	32,440 21,234
33.b	Number of Accounts (with rider)	4,558	2,994 8 5%	-,	3,285	4,912 3,21	6 4,763		4,696 3,10 6.9% 7.9	.,	3,115 7.7%	4,807 3,1 7 3% 7	.,		4,911 3,224	5,003	3,256	5,152 3,34 7.4% 8.3°	4,244	2,788	5,309 3,477
34	Percent of customers on the low-income discount	7.8% \$2,574,392	\$563,204		8.4% 2,143 \$	7.4% 8.39 62,086,773 \$434,40			51,903,886 \$343,53	70	7.770	7.570 7.1	70 7.570		7.2% 7.9% \$3,080,091 \$1,947,544	7.2% \$1,532,230	8.0% \$966,749	7.4% 8.3° \$1,367,568 \$769,98	7.2% \$1,879,513 \$4	8.2%	8.5% 9.9% \$4,256,619 \$1,102,849
35	Total receipts	\$2,574,392	\$111.080		0.953	\$39,413 \$275,46	3 \$2,452,765	\$334,669	\$1,903,886 \$343,5.	50 \$2,261,723	\$478,351	\$2,738,408 \$2,160,0			\$1,947,544		\$501,900	\$1,367,568 \$769,98		71,565	\$4,256,619 \$1,102,849
36.a	Total receipts paid by LIHEAP	\$52,985 \$42.544	\$111,080		7,625	\$39,413 \$275,46	7-,00	\$1,519	\$0 \$0	50 50	\$0	\$410,715 \$1,357,3		,	\$157,202 \$700,600	,	\$501,900	\$155,096 \$811,87		571,328	\$42,687 \$268,545
36.b	Total receipts paid by Regular LIHEAP Total receipts paid by Crisic LIHEAP	\$10.441	\$7.870		3,328	\$5,743 \$6,03	3 \$836	\$335	\$0	50 50	\$0	\$3,492 \$1,0		\$212	\$7,312 \$3,064	\$100,030 \$	\$813	\$7,544 \$4,95	\$1,869	\$237	\$4,320 \$3,764
37	Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	150	37,870	30,180	146	149 99	5 5	 	, , , , , , , , , , , , , , , , , , ,	0 00	0,	1.288 3.5		1.864	443 1,819	318	1.326	444 2,11	1 95	190	135 689
38	Total billed	\$3,271,171	\$604,188	\$4,143,790 \$59	6,537 \$	2,882,931 \$612,99	7 \$2,272,532	\$670,844	\$2,427,344 \$1,275,13	22 \$2,573,186	\$1 925 675	\$3,226,105 \$3,033,4		-,	\$2,788,107 \$2,689,610	\$2,422,732 \$1	-,	\$2,013,093 \$1,217,26	\$2,487,143	799,373 \$	\$3,308,160 \$667,269
50	Delinquency	ψ0,2,1,1,1	Ģ00 1,100	\$ 1,1 10,7 50 \$55	σ,557 φ	2,002,551	,	\$676,611	ψ <u>υ</u> , ιυν μο τη το τη το	ψ2,575,100	\$2,323,073	ψ5,220,105 ψ5,050,1	\$1 \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	Ç0,113,03E	<i>\$2,700,107 \$2,000,010</i>	ψ <u>ε</u> , ιεε, νσε ψε	.,5 10,720	\$2,010,030 \$1,217,20	,	33,373	75/500/100
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	2,457	776	3,164	868	3,349 82	2 2,860	907	2,318 9	50 2,199	1,271	2,106 1,4	13 2,693	1,712	2,148 1,406	2,648	1,494	2,286 1,05	2,706	1,174	2,956 1,226
39.a	Number of accounts reported above that have an active DPA	130	21	165	20	162 1	8 120		87	17 88	39	102	57 156		124 69	138	86	102 6	104	35	179 48
39.b	Number of accounts reported above without an active DPA	2,327	755	2,999	848	3,187 80	4 2,740	889	2,231 9:	33 2,111	1,232	2,004 1,3	56 2,537	1,627	2,024 1,337	2,510	1,408	2,184 99	2,602	1,139	2,777 1,178
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$160,464	\$38,134	\$236,724 \$2	9,754	\$276,948 \$21,52	\$178,680	\$25,865	\$122,747 \$28,93	\$152,269	\$63,851	\$155,329 \$105,3	\$212,033	\$188,760	\$198,904 \$161,579	\$213,331	\$187,009	\$147,610 \$70,67	1 \$187,945	89,550	\$248,711 \$89,467
40.a	Dollar value of accounts reported above that have an active DPA	\$12,979	\$1,210	\$26,136	5,042	\$20,516 \$3,43	4 \$12,666	\$1,000	\$7,499 \$2,14	19 \$8,803	\$3,133	\$14,668 \$11,2	\$21,806	\$14,020	\$17,599 \$9,757	\$25,896	\$11,523	\$14,191 \$6,06	\$14,396	\$3,198	\$24,542 \$22,829
40.b	Dollar value of accounts reported above without an active DPA	\$147,485	\$36,924	\$210,589 \$2	4,713	\$256,432 \$18,09	\$166,014	\$24,865	\$115,247 \$26,78	\$143,466	\$60,718	\$140,661 \$94,1	\$190,227	\$174,740	\$181,305 \$151,822	\$187,435	\$175,486	\$133,420 \$64,60	\$173,549	86,352	\$224,169 \$66,639
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,262	633	1,377	523	1,749 50	2 1,793	453	1,616 5:	24 1,083	502	1,207 7	37 1,286	847	1,375 1,141	1,242	1,113	1,215 95	1,368	864	1,162 711
41.a	Number of accounts reported above that have an active DPA	189	67	175	35	243 2	8 236		171	35 121	28	1,3	57 206		204 118	81	100	193 15	207	125	243 104
41.b	Number of accounts reported above without an active DPA	1,073	566	1,202	488	1,506 47	-,		1,445 4			1,002	-,		1,171 1,023	1,161	1,013	1,022 80	1,101	739	919 607
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$216,769	\$78,072		3,506	\$367,830 \$36,809			\$242,023 \$37,7		1 - 7				\$302,254 \$349,482		\$118,512	\$211,044 \$188,80		146,744	\$206,652 \$105,940
42.a	Dollar value of accounts reported above that have an active DPA	\$42,345	\$8,838		4,479	\$71,860 \$5,93			\$35,960 \$3,3		\$5,145	1 / 1 /-		\$29,826	\$54,614 \$39,594		\$10,442	\$45,610 \$39,57		27,078	\$56,749 \$28,007
42.b	Dollar value of accounts reported above without an active DPA	\$174,424 10 140	\$69,234 5,736	7-00).00 70	9,027 5.789	\$295,970 \$30,873 9 334 5 44	7-1-7000	\$24,046 5,230	\$206,064 \$34,39 9.316 5.29	7	\$49,021 5.155	\$188,875 \$102,9 9 806 4 7	7-00/.0.	\$168,730 4,616	\$247,640 \$309,889 9.235 4.712	\$160,434 \$	\$108,069	\$165,434 \$149,22 9.653 5.24	7-00/ 7	7 836	\$149,902 \$77,932 11,536 7,676
43 43.a	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	2,625	1,103	9,774 2.102	5,789	9,334 5,44 1,900 83	3 2.014	5,230	2.023	78 1.884	5,155	1,996 5	3,7 11	4,616	9,235 4,712 2,059 625	2,646	996	9,653 5,24 2,901 1.16	12,331	2,679	6.136 7,676
43.a 43.b	Number of accounts reported above that have an active DPA	7.515	4 633		4 837	7 434 4 61	2 7.042	4 389	7 293 4 4	, , , , , , , , , , , , , , , , , , , ,	4 524	7 810 4 1	1,555	4 057	7 176 4 087	2,646 8 103	5 010	6.752 4.07	5 7,327	5 157	5,136 3,510
44	Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$13 689 776	\$6 940 677	\$13.825.006 \$6.76	1,007	3,840,235 \$6,211,15		1,505	\$13.284.741 \$5.850.9		1,52.1	7,010 1,1			\$14,839,573 \$6,612,236	0,105	3,010	\$16,224,552 \$7,554,14	\$22.699.759 \$12.0	3,13,	5,400 4,166 521.681.361 \$11.707.243
44.a	Dollar value of accounts reported above that have an active DPA	\$3,002,172	\$1,276,127	\$2,479.637 \$1.08	-, -	2,376,462 \$898,01	3 \$2,469,901	1-77	\$2,381,826 \$791,0	3 \$2.150.639	\$603,594			\$627,028	\$2,738,290 \$758,423		,165,129	\$3,973,469 \$1,426,63	5 \$7,682,613 \$3,4		\$9,908,626 \$4,561,908
44.b	Dollar value of accounts reported above without an active DPA	\$10,687,605	\$5,664,549	\$11,345,369 \$5,68	5,001 Y	1,463,772 \$5,313,14			\$10,902,915 \$5,059,9	91 \$11,533,587		\$ \$12,019,724 \$4,965,8			\$12,101,283 \$5,853,813		,338,137	\$12,251,082 \$6,127,50	5 \$15,017,146 \$8,5		11,772,735 \$7,145,335
45	Total Number of low-income delinquent accounts	13,859	7,145		7,180	14,432 6,76	9 13,709	6,590	13,250 6,70	13,044	6,928	3 13,119 6,8		7,175	12,758 7,259	14,639	8,613	13,154 7,25	16,405	9,874	15,654 9,613
45.a	Number of accounts reported above that have an active DPA	2,944	1,191		1,007	2,305 879	9 2,370	883	2,281 8:	30 2,093	698	2,273 6	-, -		2,387 812	2,865	1,182	3,196 1,38	5,315	2,839	6,558 3,662
45.b	Number of accounts reported above without an active DPA	10,915	5,954	11,873	6,173	12,127 5,89	0 11,339	5,707	10,969 5,8	74 10,951	6,230	10,846 6,2		6,440	10,371 6,447	11,774	7,431	9,958 5,86	11,090	7,035	9,096 5,951
46	Total Dollar Value of low-income delinquent accounts	\$14,067,009	\$7,056,883	\$14,291,207 \$6,84		4,485,013 \$6,269,49	6 \$13 <u>,</u> 959,554	\$5,983,206	\$13,649,511 \$5,917,69	99 \$14,006,389		\$14,743,580 \$5,754,9	29 \$15,375,485	\$6,353,152	\$15,340,731 \$7,123,297	\$16,307,513 \$7	,808,787	\$16,583,206 \$7,813,61	\$23,130,548 \$12,3	320,982 \$2	522,136,723 \$11,902,650
46.a	Dollar value of accounts reported above that have an active DPA	70,00.,.00	\$1,286,176	\$2,538,549 \$1,09	-, 7	2,468,839 \$907,37	8 \$2,542,457	70-0,-00	\$2,425,285 \$796,53	28 \$2,185,803	\$611,872	\$2,394,320 \$592,0	7-/0 :0/-0:	\$670,875	\$2,810,503 \$807,773	\$3,516,136 \$1	,,	\$4,033,270 \$1,472,27	\$7,754,105 \$3,5		\$9,989,917 \$4,612,744
46.b	Dollar value of accounts reported above without an active DPA	\$11,009,513	\$5,770,707	\$11,752,658 \$5,75	0,416 \$1	2,016,174 \$5,362,11	8 \$11,417,097	\$5,057,946	\$11,224,226 \$5,121,1	71 \$11,820,586	\$5,164,312	\$12,349,260 \$5,162,9	29 \$12,829,248	\$5,682,278	\$12,530,228 \$6,315,524	\$12,791,377 \$6	,621,692	\$12,549,936 \$6,341,33	\$15,376,442 \$8,7	95,488 \$1	12,146,806 \$7,289,906
	Shut-Offs Shut-Offs																				
47	Number of low-income Accounts Sent Notice of Disconnection	0	0	0	0	0	0 0	0	0	0 0	0	0	0 0	0	0 0	0	0	0	0	0	5,633 4,220
48	Number of low-income Service Disconnections for Non-Payment	0	0	0	0	0	0 0	0	0	0 0	0	0	0 0	0	0 0	0	0	0	0	0	58 32
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%	6 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	6 0.0%	0.0%	0.2% 0.1%
	Restorations								_	-											40
50	Number of low-income Service Restorations for non-payment	0	0	0	U	0	0	0	0	0 0	0	0	0 0	0	0 0	0	0	U	0	0	49 20
51	Average duration of low-income service disconnection for restored accounts Write-Off	0	0	0	U	0	0	0	U	0 0	0	U	0 0	0	0 0	U	U	U	0	U	2 3
E2	Wite on	116	70	106	61	116 6	0 141	0.4	128	59 121	70	126	36 133	67	00 00	102	72	113 7	138	77	105 60
52	Number of low-income accounts Classified as Written-Off Dellar Value of low income accounts classified as written off	116 \$87 763	\$76,173		9,509	\$82.973 \$53.03	0 \$123,130	\$82,644	\$129,508 \$63,14		\$75,268	136 \$ \$135,862 \$81,4		\$77,016	\$94,692 \$55,256	102 \$116.030	568 333	\$121,556 \$76,14		86,823	\$143,811 \$62,415
54	Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	\$61,594	\$35.642		9,509	\$43,885 \$48,92	\$123,130 4 \$124.969		\$129,508 \$63,14		\$75,268	\$ \$135,862 \$81,4 8 \$74,850 \$38,9	10 9150,102		\$129,433 \$58,863	9110,000	\$70.501	\$90,050 \$42,08	, VLIL,000 ,	71,111	\$73,132 \$25,966
55	Dollar value of NET low-income A/R Write-Offs	\$26,169	\$40,532	,	9,868	\$39,088 \$4,10		,	\$62,629 \$32,2		\$43,345			,	-\$34,741 -\$3,607	\$30,704	-\$2,169	\$31,506 \$34,06	,	515,711	\$70,679 \$36,449
	DONAL VALUE OF THE HOW INCOME BY IN WINCE OND	720,103	y 10,532	Y20,010 Y	-,000	+33,000 94,10	71,033	φυυ, τ υυ	YUL,ULU YUL,Z	7,5,000	γ τυ,υ 1 υ	. 701,012 742,4	7,0,043	y 10,733	75., 75,007	Ç55,704	Y=,100	752,555 754,00	¥35,320 ,		T. 0,073 930,743

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		Jul-2		Aug-2		Sep-	20	Oct-2	20	Nov-20	0	Dec-2	0	Jan-2		Feb-21		Mar-2:	1	Apr-21	1	May-		Jun-2 Flectric		Jul-21	
	A	Electric	Gas	Electric	Gas	Electric	Gas																				
E.C.	Arrearage Management Program	4.720	740	4.542	647	4 222	550	4.440	464	4.004	422	4.027	200	1.012	265	4.004	245	4.047	250	1.012	250	1.100	440	4 402	624	4.567	720
56	Number of Accounts (total enrollees in the program)	1,729	/48	1,513	617	1,332	558	1,149	464	1,091	422	1,037	388	1,043	365	1,004	345	1,047	350	1,043	359	1,189	440	1,493	634	1,567	/30
57	Percent of low-income customers enrolled on the AMP	5.0%	3.5%	4.5%	2.9%	4.1%	2.7%	3.7%	2.3%	3.6%	2.1%	3.4%	2.0%	3.2%	1.9%	3.1%	1.8%	3.3%	1.8%	3.2%	1.8%	3.6%	2.1%	4.7%	3.1%	4.2%	3.0%
58	Total receipts paid by enrollees	\$175,766	\$47,126	\$162,726	\$43,260	\$156,985	\$38,052	\$132,737	\$30,746	\$124,409	\$24,825	\$126,115	\$24,140	\$107,258	\$23,717	\$112,465	\$22,421	\$131,439	\$28,206	\$120,460	\$29,354	\$114,770	\$28,481	\$188,470	\$39,659	\$294,065	\$48,360
59	Total receipts paid by LIHEAP	\$11,284	\$12,390	\$4,936	\$6,198	\$11,458	\$29,620	\$0	\$0	\$0	\$0	\$0	\$0	\$15,769	\$23,493	\$4,686	\$9,775	\$17,719	\$18,296	\$10,682	\$29,259	\$14,900	\$29,402	\$936	\$7,678	\$7,763	\$25,262
60	Total billed to program participants, includes both arrears payment and current bill	\$557,442	\$196,236	\$515,476	\$197,220	\$519,523	\$181,162	\$431,561	\$171,062	\$446,524	\$133,140	\$417,650	\$112,082	\$436,843	\$113,080	\$447,426	\$104,183	\$521,426	\$102,983	\$509,446	\$121,550	\$622,894	\$203,576	\$1,012,133	\$298,075	\$1,208,276	\$354,604
61	Number of newly enrolled customers	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152
61.a	Number of newly enrolled customers: not associated with service restoration	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152
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	104	45	268	156	238	92	244	97	163	78	134	54	134	50	137	58	157	64	105	38	105	48	186	118	121	54
62.a	Number of customers exited the program by default	45	25	233	147	180	66	193	79	134	68	106	43	98	41	98	38	96	34	70	27	62	27	79	40	78	28
62.b	Number of customers exited the program by cancellation	59	20	35	9	58	26	51	18	29	10	28	11	36	9	39	20	61	30	35	11	43	21	107	78	43	26
63	Number of customers successfully completing a 12-month program	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18
63.a	Number of customers successfully completing a 12-month program with remaining arrears	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	1,473	607	1,222	491	1,090	419	1,012	368	950	331	885	298	872	271	890	271	937	289	1,048	355	1,074	370	1,290	555	1,438	684
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$2,332,116	\$893,786	\$2,040,340	\$746,723	\$1,879,947	\$653,612	\$1,676,734	\$576,314	\$1,632,315	\$530,333	\$1,496,934	\$474,086	\$1,587,353	\$487,885	\$1,679,085	\$510,379	\$1,761,972	\$529,811	\$1,924,781	\$621,940	\$1,975,452	\$643,062	\$2,623,857	\$919,228	\$3,056,928	\$1,145,003
66	Number of AMP program participants receiving LIHEAP	13	16	5	8	12	38	0	0	0	0	0	0	18	31	6	14	20	24	15	40	16	39	1	10	10	34
67	Percent of AMP customers receiving LIHEAP payments	0.8%	2.1%	0.3%	1.3%	0.9%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	8.5%	0.6%	4.1%	1.9%	6.9%	1.4%	11.1%	1.3%	8.9%	0.1%	1.6%	0.6%	4.7%

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

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

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