

April 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 – March 2021</u>

Dear Ms. Massaro:

On behalf of National Grid, I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for March 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 sixed of times 3 and 0
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

					T								T									
		Mar-20	Apr-20		May-20	Jun-20		Jul-20	_	Aug-20	_	Sep-20	Oct-20		Nov-20	Dec-2		Jan-21	_	Feb-21		Mar-21
		Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric (Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric G	Gas	Electric	Gas	Electric Gas
	General Residential																					
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450,316 256,7		256,688	450,479 256,473	450,469	256,122	- 7	256,019	450,744	255,861	450,789 255,914	451,054	256,083	451,263 256,50		256,621	-, -	253,312	446,147	253,231	445,530 252,978
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,301 251,8	97 442,478	251,834	442,464 251,599	442,454	251,248	442,586	251,145	442,729	250,987	442,774 251,040	443,019	251,318	443,233 251,75	2 443,418	251,858	443,666 2	251,780	444,005	252,076	443,907 252,156
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,015 4,8	74 8,023	4,854	8,015 4,874	8,015	4,874	8,015	4,874	8,015	4,874	8,015 4,874	8,035	4,765	8,030 4,75	6 8,033	4,763	2,452	1,532	2,142	1,155	1,623 822
2	Total Billed, does not include ESCO	\$47,207,027 \$36,163,0	08 \$46,253,989 \$3	30,056,840	\$43,428,945 \$25,091,761	\$44,969,329 \$3	11,706,749	\$66,637,948 \$8,9	,914,138	\$81,419,546 \$	8,764,246	\$57,646,292 \$8,223,757	\$46,990,900	10,158,138	\$48,236,571 \$19,110,38	2 \$54,340,468	\$31,760,159	\$64,163,258 \$49,2	221,266	\$60,141,524 \$5	3,519,803	\$54,325,617 \$44,562,716
3	Average active residential account bill (line 2 / line 1.a)	\$106.73 \$143.	56 \$104.53	\$119.35	\$98.15 \$99.73	\$101.64	\$46.59	\$150.56	\$35.49	\$183.90	\$34.92	\$130.19 \$32.76	\$106.07	\$40,42	\$108.83 \$75.9	1 \$122.55	\$126.10	\$144.62 \$	\$195.49	\$135.45	\$212.32	\$122.38 \$176.73
	Total Receipts	\$24,450,319 \$16,300,2	13 \$21.628.692 \$1		\$20,471,432 \$13,647,621	\$19.586.462 \$1	13 057 6/1		.662.258		4.405.906	\$33.111.574 \$4.515.215	\$31,216,648		\$26.382.637 \$3.597.63		\$4.285.297	\$39.238.679 \$5.3			5.709.197	\$48,204,769 \$6,573,378
	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6.773 4.2	. , , , ,	4.296	6.745 4.260	6.773	4.250	6.826	4.287	6.767	4 250	6.734 4.232	1 - 7 - 7 - 7	4.182	6.666 4.18	, , , , , , , , , , , , , , , , , , , ,	4.185	6.639	4.162	6.591	4.128	6,210 3,854
	· · · · · · · · · · · · · · · · · · ·	-, - ,		,	-, - ,	-, -	,	-,		-, -	1,200	-, - , -	6,655	, .	-,	-,		-,		-,	, -	
	Number of Standard Accounts Protected	3,942 2,4		2,484	3,949 2,477	3,884	2,412	3,975	2,459	4,012	2,457	4,084 2,507	4,166	2,522	4,246 2,55		2,598	4,127	2,609	4,098	2,596	3,911 2,417
6.a	Elderly	1,057 7	1,057	742	1,050 744	1,045	725	1,108	754	1,136	757	1,133 773	1,145	776	1,172 78	8 1,172	802	1,139	798	1,128	793	1,144 792
6.b	Infant	297 1	98 297	198	303 196	278	178	278	180	289	188	309 198	328	205	337 21	4 338	218	328	232	320	229	101 65
6.c	Handicapped	283 1	51 304	163	309 178	297	163	303	167	454	256	320 171	327	164	348 17	9 359	181	352	189	342	187	351 194
6.d	Welfare	0	0 0	0	0 1	0	1	0	1	0	1	0 1	. 0	1	0	1 0	1	0	1	0	1	0 0
6.0	Unemployed	19	9 41	20	51 28	62	36	69	//3	73	44	74 44	74	44	79 4	8 79	49	77	49	77	49	75 49
6 f	Contample Contam	2.286 1.3		1.361	2.236 1.330		1.309	2.217	1.314	2.060	1,211	2,248 1,320	2,292	1,332	2,310 1,32	0 73	1.347	2.231	1.340	2,231	1.337	2,240 1,317
	Seriously ill	, , .		,	, , ,	, .	,		1,314	-,		, - ,- ,- ,-			,- ,- ,-			, -	,		,	
	Number of Low-Income Accounts Protected	2,831 1,8	2,010	1,812	2,796 1,783	2,889	1,838	2,851	1,828	2,755	1,793	2,650 1,725	2,489	1,660	2,420 1,63		1,587	2,512	1,553	2,493	1,532	2,299 1,437
7.a	Elderly	783 5	17 780	512	783 509	790	518	786	526	796	527	754 503	718	488	706 48	3 716	484	749	479	746	473	739 474
7.b	Infant	291 2	41 296	241	286 234	306	244	293	236	270	222	243 201	217	189	204 17	8 198	167	204	151	203	146	62 46
7.c	Handicapped	309 1	77 319	187	324 198	328	190	325	190	476	272	295 175	276	170	271 16	5 268	168	276	159	275	159	271 158
7.d	Welfare	0	0 0	0	0 0	0	0	0	0	0	n	0 0	0	0	0	0 0	0	0	0	0	0	0 0
7 e	Unemployed	2	2 5	2	10 2	14	1	17	5	16	5	16 7	15	7	22 1	1 25	12	32	16	32	16	34 17
7.C	Seriously ill	1.446 8	3 1,416	870	1.393 840	1.451	882	1.430	071	1.197	767	1.342 839	1,263	806	1.217 79		755	1.251	748	1.237	738	1,193 742
7.1		1,440 8	1,410	8/0	1,535 840	1,451	882	1,430	8/1	1,197	/0/	1,342 839	1,203	800	1,411 /5	4 1,211	/55	1,251	/48	1,23/	/38	1,130 /42
	Delinquency (Includes Active and Pending final accounts)																					
	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	40,244 24,8	_	20,124	29,030 16,427	· ·	17,175	-,	13,897	34,494	14,182	39,849 15,244		15,357	32,661 17,41	_	19,310	,	16,918	30,194	20,625	33,962 22,773
8.a	Number of accounts reported above that have an active DPA	983 7	760	487	667 379	633	301	554	149	729	104	835 103	548	114	421 11	2 463	243	573	438	747	626	598 519
8.b	Number of accounts reported above without an active DPA	39,261 24,1	32,853	19,637	28,363 16,048	30,557	16,874	28,852	13,748	33,765	14,078	39,014 15,141	33,228	15,243	32,240 17,30	0 32,836	19,067	26,782	16,480	29,447	19,999	33,364 22,254
	Dollar Value of delinguent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$12,446,164 \$9,242,9	91 \$11.588.256 \$	8.293.736	\$10.809.510 \$7.066.576	\$10.127.918	\$6.021.336	\$9.815.138 \$2.8	.825.425	\$13.921.320 \$	2.257.557	\$18,360,674 \$2,245,111	\$14.033.811	\$2,363,416	\$11,774,119 \$2,691,53	8 \$11.982.818	\$4.837.773	\$12,422,343 \$6.9	929 839	\$14.629.968 \$1	0 238 040	\$14.966.478 \$12.474.634
9.3	Dollar Value of accounts reported above that have an active DPA	\$1,846,778 \$1,076,7	72 \$1.177.428	\$665,341	\$1.104.655 \$598.070	\$1,135,033	\$568.614	1-77 1 7	316,233	1 -7- 7- 1	\$235,865	\$1,664,097 \$224,443	\$1,564,110	. , ,	\$1,408,842 \$266,79	. , ,	\$367,606	T,, - T -, -	, _ 0, 000	. , ,	\$820,248	\$1,588,658 \$980,911
5.a			. , , .		1 / - /	T-//	1 / -		.509.192	1 /- /					1 //-	. , .,	\$4,470,167				9.417.793	
9.0	Dollar Value of accounts reported above without an active DPA	\$10,599,386 \$8,166,2		7,628,395	\$9,704,856 \$6,468,507	, -, ,	\$5,452,722	1 - 7 7 - 7 - 7	,509,192	1 // 1	2,021,692	\$16,696,578 \$2,020,668	, , , .	, , ,	\$10,365,277 \$2,424,74	, ,	. , ., .	\$10,932,122 \$6,3	,	1 -7- 7 - 1	, ,	1 -7- 7 1 77 -
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	19,293 12,5	57 19,942	13,564	16,291 10,714	13,600	8,516	13,290	7,998	13,083	6,374	14,980 6,005	18,172	5,817	16,270 6,28	9 13,008	6,250	11,313	6,299	11,110	6,911	14,855 10,418
10.a	Number of accounts reported above that have an active DPA	2,084 1,5	23 1,203	883	1,053 698	954	567	825	375	777	223	1,033 161	1,300	192	968 23	0 699	215	858	404	902	606	1,087 854
10.b	Number of accounts reported above without an active DPA	17,209 11,0	14 18,739	12,681	15,238 10,016	12,646	7,949	12,465	7,623	12,306	6,151	13,947 5,844	16,872	5,625	15,302 6,05	9 12,309	6,035	10,455	5,895	10,208	6,305	13,768 9,564
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$7,932,080 \$5,515,9	32 \$8,037,428 \$	6,259,422	\$7,448,856 \$5,542,921	\$7,134,979	\$4,937,694	\$6,395,682 \$3,9	,945,837	\$6,564,096 \$3	2,171,804	\$8,454,034 \$1,641,106	\$11,467,502	\$1,520,503	\$9,919,551 \$1,754,80	4 \$7,448,439	\$1,754,075	\$7,391,100 \$2,9	902,276	\$8,011,310 \$	4,263,198	\$10,986,871 \$7,676,620
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,699,767 \$882.1	\$996,693	\$599,415	\$930,370 \$554,762	\$983.842	\$564.952	\$985,245 \$5	503.916	\$910.031	\$275,062	\$1,068,621 \$208,281	\$1,662,583	\$207.490	\$1,558,143 \$248,02	0 \$1,030,234	\$191,243	\$1.096,768 \$3	315,314	\$1.111.955	\$436.805	\$1,508,825 \$771,376
	Dollar Value of accounts reported above without an active DPA	\$6,232,313 \$4,633,7			\$6,518,485 \$4,988,159	1 / -	\$4.372.743		441.922	\$5,654,065 \$		\$7,385,413 \$1,432,825	\$9,804,918	,	\$8,361,407 \$1,506,78		\$1.562.833	\$6,294,332 \$2,5		1 / /	3.826.392	\$9,478,047 \$6,905,244
		43,679 25,4		30.686	+-//	52,257	34,954	1-7 -7 - 1-7	36.025	51.904	37,483	51,389 36,533	54,648	35.900	60,417 36,02	1 .7 .7 .	35,758	1 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 -	33.053	58,431	32,635	57,237 32,713
	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill		_	,		,			00,000	. ,				00,000	,				00/000			
	Number of accounts reported above that have an active DPA	8,667 3,8	11 6,287	2,873	6,087 3,090	6,619	3,615	7,305	4,247	6,653	3,997	6,021 3,696	7,462	4,049	8,803 4,27		3,562	7,944	3,281	7,398	3,011	7,395 3,080
12.b	Number of accounts reported above without an active DPA	35,012 21,6	43,851	27,813	47,078 30,907	45,638	31,339	44,257	31,778	45,251	33,486	45,368 32,837	47,186	31,851	51,614 31,75	4 55,130	32,196	51,348	29,772	51,033	29,624	49,842 29,633
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$32,965,511 \$19,299,3	58 \$36,984,938 \$2	22,553,802	\$39,608,745 \$25,134,446	\$40,754,032 \$2	26,819,356	\$43,203,552 \$29,0	,000,736	\$45,302,354 \$30	0,602,450	\$46,724,416 \$30,038,351	\$51,395,635	29,577,066	\$57,777,198 \$29,534,09	7 \$63,107,442	\$29,584,098	\$63,176,302 \$28,8	822,801	\$65,034,104 \$2	9,594,246	\$66,754,422 \$31,382,367
13.a	Dollar value of accounts reported on above that have an active DPA	\$4.785.009 \$2.103.9	57 \$3.977.861 \$	1.814.848	\$4,238,783 \$2,038,507	\$4,881,723	\$2,464,172	\$5,514,961 \$3,0	.056.608	\$5,159,593 \$	2.958.450	\$4.608.596 \$2.601.669	\$5,615,064	\$2.869.395	\$6,844,646 \$2,958,01	0 \$6,241,409	\$2,306,102	\$6.301.110 \$2.1	124.607	\$6,028,424 \$	1.973.248	\$6.506.884 \$2.119.892
	Dollar value of accounts reported above without an active DPA	\$28.180.502 \$17.195.3	90 \$33.007.078 \$2	0 738 954	\$35,369,962 \$23,095,939	\$35,872,309 \$2	24 355 185	\$37,688,591 \$25,9	944 128	\$40,142,761 \$2	7 644 000	\$42,115,820 \$27,436,682	\$45,780,570		\$50,932,552 \$26,576,08	8 \$56.866.033	\$27 277 996	\$56,875,192 \$26,6		\$59,005,680 \$2		\$60,247,539 \$29,262,475
	Total Number of delinguent accounts	103.216 62.8	1 ,	64.374	98.486 61.138	97.047	60.645	1 - 1 - 1 - 1	57.920	99.481	58.039	106.218 57.782	106.596	57.074	109.348 59.72	, , ,	61,318		56.270	99.735	60.171	106.054 65.904
			,	,	00,.00	0.,0	,	. ,	- /	,	00,000	, , .	,	0.70.			. ,	0.,000	,	00,.00	,	,
	Number of accounts reported above that have an active DPA	11,734 6,0	0,250	4,243	7,807 4,167	8,206	4,483	8,684	4,771	8,159	4,324	7,889 3,960	9,310	4,355	10,192 4,61		4,020		4,123	9,047	4,243	9,080 4,453
14.b	Number of accounts reported above without an active DPA	91,482 56,8	95,443	60,131	90,679 56,971	88,841	56,162	,-	53,149	91,322	53,715	98,329 53,822	97,286	52,719	99,156 55,11	3 100,275	57,298	88,585	52,147	90,688	55,928	96,974 61,451
15	Total Dollar Value of delinquent accounts	\$53,343,756 \$34,058,2	80 \$56,610,622 \$3	37,106,961	\$57,867,111 \$37,743,943	\$58,016,929 \$3	37,778,386	\$59,414,372 \$35,3	771,999	\$65,787,770 \$3	5,031,811	\$73,539,124 \$33,924,568	\$76,896,948 \$	33,460,985	\$79,470,867 \$33,980,43	9 \$82,538,698	\$36,175,946	\$82,989,745 \$38,6	654,916	\$87,675,382 \$4	4,095,483	\$92,707,772 \$51,533,621
15.a	Dollar Value of accounts reported above that have an active DPA	\$8,331,554 \$4,062,9	26 \$6,151,982 \$	3,079,604	\$6,273,808 \$3,191,339	\$7,000,599	\$3,597,737	\$7,605,404 \$3,8	876,757	\$7,411,158 \$	3,469,378	\$7,341,314 \$3,034,393	\$8,841,758	\$3,353,080	\$9,811,631 \$3,472,82	2 \$8,541,912	\$2,864,950	\$8,888,099 \$3,0	032,625	\$8,743,111 \$	3,230,301	\$9,604,366 \$3,872,178
15.b	Dollar Value of accounts reported above without an active DPA	\$45,012,202 \$29,995,3	54 \$50,458,640 \$3	34,027,356	\$51,593,303 \$34,552,605	\$51,016,330 \$3	34,180,649	\$51,808,969 \$31,8	,895,242	\$58,376,612 \$3	1,562,433	\$66,197,810 \$30,890,175	\$68,055,190 \$	30,107,905	\$69,659,236 \$30,507,61	7 \$73,996,786	\$33,310,996	\$74,101,646 \$35,6	522,291	\$78,932,271 \$4	0,865,182	\$83,103,405 \$47,661,443
	Total Dollar Value of current accounts	\$35,066,808 \$22,460,0	30 \$35,407,641 \$2	21.004.424	\$33,530,144 \$16,698,384	\$33,698,657	\$8,875,084	\$54,167,851 \$7,5	573,494	\$61,691,717 \$		\$46,511,817 \$7,236,024	\$37,208,315	\$8,990,663	\$35,686,158 \$13,877,42	1 \$39,649,051	\$22,749,160	\$48.143.189 \$34.3		\$47,544,174 \$3		\$36,167,838 \$26,407,556
	Total Active and Pending Final A/R	\$88,410,564 \$56,518,3		, ,	1 /	, ,	, ,	\$113,582,223 \$43,3		\$127,479,487 \$4		\$120,050,941 \$41,160,592			115,157,026 \$47,857,86			\$131,132,934 \$72,9		135,219,556 \$8	,- ,	5128.875.609 \$77.941.177
	Collection Agencies	700,710,007 700,010,0	772,010,202 93	,0,111,505	Ψ32,331,233 Ψ37,742,320	Ç31,713,300 Şi	.0,033,471	VIII)JUZ,ZZJ 743,.	,5 ,5,755	Y12/7/7/7/7/7/7/74.	-, (11,2/1	φ <u>τ</u> το,ουο,υπτ φπτ,100,υυ	9114,103,203 Q	, +31,043 3	110,101,020 947,007,00	Q122,107,730	,55,525,100	J. J	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	100,210,000 90	1,010,102	110,0.0,000 911,041,111
		1.040 1.0	71 0		0 0	_				0			2.074	1 224	2.050 1.05	0 2.025	4 4 4 5	1 744	000	1 250	846	1.050 4.000
	Number of cases referred to collection agencies	1,848 1,2	/1 0	0	0 0	0	0	U	0	U	0	0 0	2,071	1,334	2,059 1,25	9 2,035	1,145	1,711	980	1,358	846	1,650 1,232
	Payment Plans																					
19	Number of new payments plans, not including AMP	2,816 1,8	55 1,454	954	1,771 1,128	2,626	1,578	2,309	1,307	1,800	790	2,642 1,037	3,672	1,513	3,138 1,29	6 2,557	1,192	2,724	1,471	2,126	1,393	2,756 1,762
20	Number of payment plans defaulted	3,699 2,0	33 4,055	2,319	1,713 902	1,742	1,049	1,414	823	2,119	1,112	2,251 1,070	1,807	840	2,067 97	5 2,981	1,500	2,281	1,160	2,082	1,081	2,405 1,366
21	Number of active payment agreements	6,088 3,2	99 5,950	3,149	5,816 3,221	6,367	3,652	6,705	3,845	5,909	3,302	5,882 3,046	7,548	3,657	8,212 3,80	0 7,609	3,389	7,761	3,530	7,974	3,905	8,129 4,199
	Number of Active Step-plan agreements	4.103 2.4		1,518	2,190 1,252	2,101	1,290	2,059	1.263	1,686	1,004	1,459 789	1,683	867	1,658 79		689	1,440	686	1,429	732	1,369 743
	Number of Company issued non-Step plans	1.870 8	17 2.859	1,476	3,348 1,837	4.036	2,260	4,451	2,490	4.064	2,226	4,296 2,196	5,756	2.735	6,458 2,95		2,664	6,251	2,812	6.485	3,147	6,705 3,433
		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	, , , , , , , , , , , , , , , , , , , ,	1,470		,	2,200	•	2,490	,	2,220			4,/33	-, ,		2,004	•	2,012	-,	3,147	
	Number of regulatory order non-Step plans	104	33 94	33	83 28	75	23	74	21	65	14	59 12	50	12	46 1	2 43	13	38	10	34	8	33 9
21.u	Number of Commission sanctioned "October Rule" payment plans	11	6 235	122	195 104	155	79	121	71	94	58	68 49	59	43	50 3	8 37	23	32	22	26	18	22 14
22	Number of new budget plans, not including AMP	1,105 7	18 601	387	765 434	911	427	1,049	407	1,055	344	1,003 415	1,173	601	1,002 51	7 887	558	1,130	870	925	737	955 723
	Shut-Offs																					
23	Number of Accounts Sent Notice of Disconnection for non-payment	32,433 24,0	29 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 Service Disconnections for non-payment	11	51 0	0	0 0	0	0	0	0	0	0	0 0	0	0	0	0 0	0	0	0	0	0	0 0
			51 0	0		0	0		Ü	0	0	0 0	0	0			0		0	0	0	0 0
	Number of Service Disconnections for non-payment on accounts with NO special protection	11		0	0 0	Ů		0	U		0			U	0	0 0	U	0	U		U	
	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	0 0
24.c	Number of Service Disconnections for non-payment in excess of \$1000	7	47 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.d	Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.0	0.0%	0.0%	0.0% 0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%	0.0%	0.0%	0.0% 0.0	% 0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%
	Average balance of Service Disconnections for non-payment	\$1,745 \$3,7		\$0	\$0 \$0	\$0	\$0	\$0	\$0	\$0	Ś٥	\$0 \$0	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0
	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$1,745 \$3,7		¢n	\$0 \$0	\$0	¢n	\$0	¢n.	\$0	ćn	\$0 \$0	\$0	¢n.	\$0 \$	0 \$0	ćn	\$0	¢η	\$0	¢n	\$0 \$0
				ψ			پ م		ŞU) م			3U			ος. 66		\$0 \$0		Şυ	
25.b	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$0	\$0 \$0	\$0	\$0 \$0	\$0	ŞU	\$0	ŞÜ	\$0	ŞÜ	\$0 \$0	\$0	ŞU	\$0 \$	0 \$0	ŞU	\$0	ŞU	\$0	\$0	\$0 \$0

	Mar-2	:0	Apr-20	May-	20	Jun-20	J	ul-20	Aug-20		Sep-20		Oct-20	Nov-20	D	ec-20	Jan-21	Feb-21	Mar-21
Book with the	Electric	Gas	Electric Gas	Electric	Gas	Electric Ga	s Electric	Gas	Electric	Gas	Electric	Gas	Electric Gas	Electric G	s Electric	Gas	Electric Gas	Electric Gas	Electric Gas
Restorations Number of Service Restorations within 7 days of termination	8	29	0 0	0	0	0	0	0 (0	0	0	0	0 0	0	0	n	0 0 0	0 0	0 0
26.a Number of Service Restorations within 7 days of termination on accounts with NO special protection	8	29	0 0	0	0	0		0 (0	0	0	0	0 0	0	0	0	0 0 0	0 0	0 0
26.b Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	0	0 0	0	0	0	0	0 (0	0	0	0	0 0	0	0	0	0 0 0	0 0	0 0
27 Average balance of of service restorations																			
27.a Average balance of of service restorations on accounts with NO special protection	\$633	\$2,154	\$0 \$0	\$0	\$0	\$0	7.0	0 \$0	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0 \$		50 \$0 \$0	\$0 \$0	\$0 \$0
27.b Average balance of of service restorations on accounts WITH a special protection	\$0 1.0	\$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 \$0 0.0 0.0	\$0 0.0	\$0 \$ 0.0 0.		50 \$0 \$0 .0 0.0 0.0	\$0 \$0 0.0 0.0	\$0 \$0 0.0 0.0
28 Average duration of service disconnection for Service Restorations within 7 days of termination Write-Offs	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.	J 0	.0 0.0 0.0	0.0 0.0	0.0 0.0
29 Number of Accounts Classified as Written-Off	1,479	854	1,572 1,169	1,132	733	2,643	1,733 1,50	3 1,044	1,556	946	1,831	1,235	1,859 1,181	1,384	843 1,77	5 1,15	2 1,778 1,099	1,585 878	1,401 839
29.a Number of Residential Accounts Classified as Written-Off	1,275	788	1,391 1,099	1,015	673	2,395	1,598 1,37	6 978	1,435	885	1,695	1,142	1,759 1,119	1,286	797 1,63	3 1,10	9 1,618 1,009	1,399 811	1,294 788
29.b Number of Commercial and Industrisal Classified as Written-Off	204	66	181 70	117	60	248	135 12		121	61	136	93	100 62	98	46 14		160 90	186 67	107 51
30 Dollar Value of Accounts Classified as Written-Off	\$1,007,628	\$607,826	\$1,033,307 \$832,185	\$731,439	1 7 1	1,567,556 \$1,19	,- ,-		\$719,811	\$492,963	\$725,776	\$648,204	\$878,972 \$578,165	1 7 7 7 -	8,315 \$1,025,19	, .	, , , ,	\$1,189,148 \$570,781	\$936,569 \$499,859
30.a Dollar Value of Residential Accounts Classified as Written-Off 30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$718,702 \$288.926	\$536,043 \$71.783	\$852,973 \$791,167 \$180.335 \$41.018	\$560,979 \$170,460	\$423,782 \$ \$45,321	1,345,311 \$1,10 \$222,245 \$8	2,646 \$834,02 9.929 \$88.58		\$561,473 \$158,338	\$463,218 \$29,745	\$644,570 \$81,205	\$599,242 \$48.962	\$801,018 \$552,904 \$77,954 \$25,261	\$799,656 \$4 \$80,179 \$2	3,294 \$914,14 5,021 \$111,05			\$965,055 \$493,298 \$224,094 \$77,483	\$800,963 \$455,988 \$135,606 \$43,871
31 Dollar Value of commercial and industrisal classified as written-on	\$288,926	\$398.955	\$446,798 \$309,389	\$466,034	\$326,993		4,979 \$334,77	, , , , ,	\$158,338	\$29,745	\$291,612	\$48,962	\$654,358 \$382,132		9,886 \$376,75			\$455,691 \$291,862	\$615,812 \$414,571
31.a Dollar Value of Residential write-off recoveries	\$509,407	\$392,952	\$432,770 \$302,725	\$431,793	\$320,811		1,256 \$316,60			\$200,931	\$272,372	\$240,137	\$600,263 \$357,033		5,836 \$355,36			\$406,233 \$271,922	\$591,337 \$405,880
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$38,143	\$6,004	\$14,028 \$6,664	\$34,241	\$6,182		3,723 \$18,17		\$18,161	\$8,012	\$19,240	\$5,848	\$54,095 \$25,099		4,050 \$21,39			\$49,458 \$19,941	\$24,475 \$8,691
32 Dollar value of NET A/R Write-Offs	\$460,078	\$208,870	\$586,510 \$522,796	\$265,405	\$142,110 \$	1,174,640 \$91	7,595 \$587,83	8 \$492,778	\$400,986	\$284,019	\$434,164	\$402,067	\$224,615 \$196,033	\$435,615 \$3	8,429 \$648,44	5 \$334,19	9 \$841,738 \$323,679	\$733,457 \$278,919	\$320,757 \$85,288
32.a Dollar Value of Residential NET A/R Write-Offs	\$209,295	\$143,091	\$420,203 \$488,442	\$129,186		1 ,	1,390 \$517,42	,		\$262,286	\$372,199	\$358,952	\$200,755 \$195,871		7,458 \$558,78			\$558,822 \$221,376	\$209,626 \$50,109
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$250,783	\$65,779	\$166,307 \$34,355	\$136,219	\$39,139	\$212,582 \$8	6,205 \$70,41	6 \$34,480	\$140,177	\$21,733	\$61,965	\$43,115	\$23,859 \$162	\$28,431 \$2	0,971 \$89,66	1 \$6,45	4 \$171,822 \$62,831	\$174,636 \$57,543	\$111,131 \$35,180
Low Income Discount Rate 33 Number of Low-Income Accounts	33.935	20.538	34.195 21.092	34,194	21,110	34,854 2	1,498 34,34	7 21,390	33.480	21.072	32,795	20,816	31,256 20,207	30.649	9,959 30,81	1 19,40	00 32,451 19,427	32.487 19.556	31,980 19,874
33.a Number of Accounts (no rider)	29.520	17.608	34,195 21,092 29,601 18,083	29,602	18,101	•	1,498 34,34 8,486 29,78	•	28,471	17,787	27.883	17,600	26,493 17,075	,	6,854 26,07			27,658 16,406	
33.b Number of Accounts (no rider)	4,415	2,930	4,594 3,009	4,592	3,009		3,012 4,55		5,009	3,285	4,912	3,216	4,763 3,132	4,696	3,105 4,73			4,829 3,150	4,911 3,224
34 Percent of customers on the low-income discount	7.7%	8.2%	7.7% 8.4%	7.7%	8.4%		8.6% 7.8	, , , , , , , , , , , , , , , , , , , ,	7.6%	8.4%	7.4%	8.3%	7.1% 8.0%	6.9%	7.9% 6.99			7.3% 7.8%	
35 Total receipts	\$2,388,841	\$1,094,511	\$2,387,671 \$946,873	\$2,411,400	\$1,060,288 \$	2,421,779 \$68	2,793 \$2,574,39	2 \$563,204	\$2,762,975	\$402,143	\$2,086,773	\$434,409	\$2,452,765 \$334,669	\$1,903,886 \$3	3,525 \$2,261,72	3 \$478,35	\$2,738,408 \$2,160,054	\$2,389,031 \$1,549,180	\$3,080,091 \$1,947,544
36 Total receipts paid by LIHEAP	\$61,591	\$379,556	\$67,935 \$281,120	\$70,629	\$427,398	1 ,	1,579 \$52,98		\$14,649	\$40,953	\$39,413	\$275,463	\$1,697 \$1,519	\$0	\$0 \$	y ,	0 \$410,715 \$1,357,357	\$114,242 \$706,698	\$157,202 \$700,600
36.a Total receipts paid by Regular LIHEAP	\$50,925	\$365,245	\$50,072 \$264,525	\$54,535	\$406,785	1 / 1	8,573 \$42,54		\$11,469	\$37,625	, ,	\$269,430	\$861 \$1,184	\$0	\$0 \$		50 \$407,223 \$1,356,262	\$113,737 \$706,486	\$149,890 \$697,536
36.b Total receipts paid by Crisis LIHEAP	\$10,666	\$14,311	\$17,863 \$16,595	\$16,094 305	\$20,613	1 - 7 - 1	3,006 \$10,44 305 15	1 /-	\$3,180	\$3,328 146	\$5,743	\$6,033 995	\$836 \$335	\$0 0	\$0 \$	D \$	0 \$3,492 \$1,095	\$505 \$212	\$7,312 \$3,064
37 Total number of customers receiving a LIHEAP payment for the month 38 Total billed	\$2,553,585	1,382 \$2.274.444	219 1,011 \$2,490,755 \$1,987,731	\$2,338,159	1,550	107 2,320,559 \$78	305 15 7,016 \$3,271,17			\$596,537	\$2,882,931		\$2,272,532 \$670,844		5 122 \$2 572 19	5 \$1,925,67	0 1,288 3,549 75 \$3,226,105 \$3,033,407	326 1,864 \$3,099,629 \$3,149,092	\$2,788,107 \$2,689,610
Delinquency	72,333,363	72,217,777	\$2,430,733 \$1,307,731	72,330,133	\$1,005,000 \$	2,320,333 370	7,010 93,271,17	1 7004,100	Ç4,143,730	7550,557	72,002,331	\$012,557 Ç	32,272,332 3070,044	\$2,427,544 \$1,2	5,122 72,575,10	J 71,J23,07	5 75,220,105 75,055,407	\$3,033,023 \$3,143,032	\$2,700,107 \$2,000,010
Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	2,776	1,159	2,784 1,253	2,664	1,092	2,475	910 2,45		3,164	868	3,349	822	2,860 907	2,318	950 2,19			2,693 1,712	2,148 1,406
39.a Number of accounts reported above that have an active DPA	153	106	161 85	136	68	118	33 13		165	20	162	18	120 18	87	17 8		9 102 57	156 85	124 69
39.b Number of accounts reported above without an active DPA	2,623	1,053	2,623 1,168	2,528	1,024	2,357	877 2,32	/ /5	2,999	848	3,187	804	2,740 889	2,231	933 2,11	1 1,23	2,004 1,356	2,537 1,627	2,024 1,337
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$230.123	\$118.373	\$221.363 \$138.536	\$165.173	\$76,500	\$167.307 \$5	6.658 \$160.46	4 \$38.134	\$236,724	\$29,754	\$276.948	\$21.528	\$178.680 \$25.865	\$122.747 \$	8.934 \$152.26	9 \$63.85	\$155,329 \$105,364	\$212.033 \$188.760	\$198.904 \$161.579
40.a Dollar value of accounts reported above that have an active DPA	\$18,362	\$12,685	\$28,120 \$24,137	\$14,857	\$8,423	1 . ,	5,314 \$12,97	100,0	\$26,136	\$5,042	\$20,516	\$3,434	\$12,666 \$1,000		2,149 \$8,80	1 - 7 - 7	1	\$21,806 \$14,020	\$17,599 \$9,757
40.b Dollar value of accounts reported above without an active DPA	\$211,761	\$105,688	\$193,242 \$114,399	\$150,316	\$68,078	\$153,867 \$5	1,343 \$147,48	5 \$36,924	\$210,589	\$24,713	\$256,432	\$18,094	\$166,014 \$24,865	\$115,247 \$	6,786 \$143,46	5 \$60,71	.8 \$140,661 \$94,102	\$190,227 \$174,740	\$181,305 \$151,822
Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																			
41	2,129 354	1,140	1,679 996	1,603 233	906	1,462	848 1,26		1,377	523	1,749 243	502	1,793 453	1,616	524 1,08		1,207 737	1,286 847	1,375 1,141 204 118
41.a Number of accounts reported above that have an active DPA 41.b Number of accounts reported above without an active DPA	1,775	212 928	252 141 1,427 855	1,370	139 767	1,238	121 18 727 1,07		175 1,202	488	1,506	474	236 24 1,557 429	171 1,445	35 12 489 96		175 67 4 1,032 670	206 91 1,080 756	
	1,773	328	1,427 833	1,370	707	1,238	727 1,07	3 300	1,202	400	1,300	474	1,557 425	1,443	489 90	2 47	4 1,032 070	1,080 730	1,171 1,023
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$438,575	\$301,716	\$339,734 \$246,177	\$280,664	\$189,352	\$232,237 \$14	2,295 \$216,76	9 \$78,072	\$229,476	\$43,506	\$367,830	\$36,809	\$332,289 \$28,865	\$242,023 \$	7,770 \$169,89	4 \$54,16	66 \$233,683 \$114,983	\$267,892 \$198,557	\$302,254 \$349,482
42.a Dollar value of accounts reported above that have an active DPA	\$106,277	\$65,415	\$58,447 \$42,271	\$56,852	\$41,542	\$46,019 \$2	8,215 \$42,34	5 \$8,838	\$32,776	\$4,479	\$71,860	\$5,931	\$59,890 \$4,819	\$35,960	3,376 \$26,36	1 \$5,14	\$44,808 \$11,987	\$59,399 \$29,826	\$54,614 \$39,594
42.b Dollar value of accounts reported above without an active DPA	\$332,297	\$236,301	\$281,287 \$203,906	\$223,812	\$147,810		4,080 \$174,42	1 / -	\$196,700	\$39,027	\$295,970	\$30,878	\$272,399 \$24,046	,,	4,394 \$143,53		1/- 1 - /	\$208,494 \$168,730	\$247,640 \$309,889
Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	10,270	4,571	10,536 5,060	10,276	4,944	,	5,446 10,14		9,774	5,789	9,334	5,445	9,056 5,230	9,316	5,230 9,76			9,741 4,616	9,235 4,712
43.a Number of accounts reported above that have an active DPA 43.b Number of accounts reported above without an active DPA	2,470 7,800	763 3,808	2,304 805 8,232 4,255	2,344 7,932	862 4,082		1,012 2,62 4,434 7,51		2,102 7,672	952 4,837	1,900 7,434	833 4,612	2,014 841 7,042 4,389	2,023 7,293	778 1,88 4,452 7,87		1,550 550	1,999 559 7,742 4,057	2,059 625 7,176 4,087
	7,000	3,008	0,232 4,255	7,334	4,002	7,030	7,53	- 4,033	7,072	4,03/	7,434	4,012	7,042 4,389	1,233	7,87	- 4,52	7,010 4,177	1,142 4,057	7,110 4,087
Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$12,480,099	\$5,930,823	\$12,775,475 \$6,416,252	\$12,929,377	\$6,355,983 \$1	3,649,862 \$6,95	9,556 \$13,689,77	6 \$6,940,677	\$13,825,006 \$	6,769,757	\$13,840,235 \$	66,211,159 \$1	13,448,585 \$5,928,476	\$13,284,741 \$5,8	0,995 \$13,684,22	5 \$5,658,16	57 \$14,354,569 \$5,534,582	\$14,895,560 \$5,965,836	\$14,839,573 \$6,612,236
44.a Dollar value of accounts reported above that have an active DPA	\$2,586,842	\$1,026,416	\$2,450,713 \$1,095,748			2,944,309 \$1,24	7,315 \$3,002,17	2 \$1,276,127	\$2,479,637 \$				\$2,469,901 \$919,441		1,003 \$2,150,63	9 \$603,59		\$2,465,032 \$627,028	\$2,738,290 \$758,423
44.b Dollar value of accounts reported above without an active DPA	, . , ,	\$4,904,407	\$10,324,762 \$5,320,503	\$10,369,916	1 - 7 - 7 - 7	0,705,552 \$5,71		. ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	\$11,345,369 \$	5,686,676			10,978,684 \$5,009,035	\$10,902,915 \$5,0			3 \$12,019,724 \$4,965,830	\$12,430,528 \$5,338,808	\$12,101,283 \$5,853,813
45 Total Number of low-income delinquent accounts	15,175	6,870	14,999 7,309	14,543	6,942	14,298	7,204 13,85	.,,	14,315	7,180	14,432	6,769	13,709 6,590	13,250	6,704 13,04		13,119 6,883	13,720 7,175	12,758 7,259
45.a Number of accounts reported above that have an active DPA	2,977	1,081	2,717 1,031	2,713	1,069	2,873	1,166 2,94	4 1,191	2,442	1,007	2,305	879 5 800	2,370 883	2,281	830 2,09 5 874 10.05		98 2,273 680	2,361 735	2,387 812
45.b Number of accounts reported above without an active DPA Total Dollar Value of low-income delinquent accounts	12,198	\$6,789	\$13,336,572 \$6,800,964	11,630	5,8/3 \$6,621,925, \$1	11,123	8 509 \$14 067 00	5 5,954 9 \$7,056,883	11,073	6 8/3 017	12,127	5,890 6,269,496 ¢1	11,339 5,707 13,959,554 \$5,983,206	\$13,649,511 \$5,9	3,674 10,33	1 0,23	10,846 6,203 34 \$14,743,580 \$5,754,929	11,359 6,440 \$15,375,485 \$6,353,152	10,371 0,447
46.a Dollar value of accounts reported above that have an active DPA			\$2,537,280 \$1,162,156			3,003,769 \$1,28		6 \$1,286,176					\$2,542,457 \$925,260			3 \$611,87		1 -// 1 -//	
46.b Dollar value of accounts reported above without an active DPA			\$10,799,292 \$5,638,809	T-/00-/	T-)	0)000). 00							11,417,097 \$5,057,946	. , .,	-, ,,	5 \$5,164,31		\$12,829,248 \$5,682,278	. , ,
Shut-Offs																			
47 Number of low-income Accounts Sent Notice of Disconnection	269	267	0 0	0	0	0		0 (0	0	0	0	0 0	0	0	0	0 0 0	0 0	0 0
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	0 0
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%	0.0%	0.0% 0.0	% 0.0%	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%	0.0%	0.0% 0.09	6 0.0	% 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%
Restorations	0.0%	0.0%	0.076 0.0%	0.0%	0.076	0.076	0.076 0.0	, U.U7	0.0%	0.0%	0.0%	0.076	0.070 0.0%	0.076	0.076	v 0.0	70 0.076 0.076	0.076 0.0%	0.076 0.0%
50 Number 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
51 Average 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
Write-Off											•								
Number of low-income accounts Classified as Written-Off	169	96	139 104	113	52	225	146 11		106	61	116	60	141 84	128	69 12		136 86	133 67	99 68
Dollar Value of low income accounts classified as written-off	\$243,353	\$93,228	\$167,977 \$122,482	\$145,060			3,627 \$87,76		\$97,382	\$59,509	\$82,973		\$123,130 \$82,644		3,142 \$118,17				
54 Dollar Value of low-income write-off recoveries 55 Dollar value of NET low-income A/R Write-Offs	\$136,027 \$107,326	\$81,959 \$11,269	\$72,847 \$45,175 \$95,130 \$77,306	\$94,942 \$50,118	\$52,570 -\$7,745		7,425 \$61,59 6,202 \$26,16		\$81,807 \$15,575	\$19,641 \$39,868	\$43,885 \$39,088	\$48,924 \$4,106	\$124,969 \$29,190 -\$1,839 \$53,453		0,873 \$43,10 2,269 \$75,06				
Donal value of rich tow-income A/V write-Ons	9±07,320	71,209	0.01/14 موتاردود	011,000	71,145	7102,030 \$9	0,202 320,10	J 340,334	ر / درد _ن د	222,000	000,666	γ4,±00	, 335,453 دده, در	\$ 250,200	2,203 3/3,00	J 243,34	.5 301,012 342,432	. <i>\$10,049</i> \$40,733	/00,007 - ۲۳۱,400

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

		Mar-	20	Apr-2		May	-20	Jun-	20	Jul-20)	Aug-2	0	Sep-20	0	Oct-2	0	Nov-2	:0	Dec-2	0	Jan-2:	L	Feb-2	.1	Mar-2	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)	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	1,004	345	1,047	350
57	Percent of low-income customers enrolled on the AMP	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%	3.1%	1.8%	3.3%	1.8%
58	Total receipts paid by enrollees	\$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	\$112,465	\$22,421	\$131,439	\$28,206
59	Total receipts paid by LIHEAP	\$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	\$0	\$0	\$0	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$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	\$447,426	\$104,183	\$521,426	\$102,983
61	Number of newly enrolled customers	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55
61.a	Number of newly enrolled customers: not associated with service restoration	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55
	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	133	73	41	16	71	26	293	157	104	45	268	156	238	92	244	97	163	78	134	54	134	50	137	58	157	64
	Number of customers exited the program by default	103	61	20	10	50	22	261	150	45	25	233	147	180	66	193	79	134	68	106	43	98	41	98	38	96	34
62.b	Number of customers exited the program by cancellation	30	12	21	6	21	4	32	7	59	20	35	9	58	26	51	18	29	10	28	11	36	9	39	20	61	30
63	Number of customers successfully completing a 12-month program	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17
	Number of customers successfully completing a 12-month program with remaining arrears	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17
	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																						Î				
64	Number of AMP-enrolled definquent accounts with oldest arrears aged 60+ Days after issuance of a bill	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	890	271	937	289
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$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	\$1,679,085	\$510,379	\$1,761,972	\$529,811
66	Number of AMP program participants receiving LIHEAP	9	33	5	34	12	62	4	5	13	16	5	8	12	38	0	0	0	0	0	0	18	31	6	14	20	24
67	Percent of AMP customers receiving LIHEAP payments	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%	0.6%	4.1%	1.9%	6.9%

llection agency referral process is automated. Therefore, agencies continued to receive referrals, but made no collection efforts due to 1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291 1,593 984 UPDATE: Effective 10/1/2020, collection agencies are working all referrals.

Certificate of Service

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

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

Joanne M. Scanlon

April 26, 2021
Date

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