

September 27, 2021

## BY ELECTRONIC MAIL

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

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

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed an electronic copy<sup>2</sup> of the Company's Low-Income Monthly Report for August 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.

<sup>&</sup>lt;sup>1</sup> The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

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

	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

	Aug-2	20	Sep-20		Oct-20	Nov	r-20	Dec-20		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21		Aug-21
	Electric	Gas		Gas	Electric Gas	Electric	Gas		Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric	Gas	Electric Gas
General Residential																		
Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450,744	255,861		255,914	451,054 256,083	451,263	,		256,621	446,118 253,31	446,147 253,23	445,530 252,978	446,541 253,050	447,254 253,1		446,361	252,118	445,684 251,296
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,729	250,987		251,040	443,019 251,318	443,233			251,858	443,666 251,78	444,005 252,070	443,907 252,156	443,880 251,704	443,555 251,1		443,340	250,551	443,086 250,126
1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,015	4,874	8,015	4,874	8,035 4,765	8,030		8,033	4,763	2,452 1,53	2,142 1,155	1,623 822	2,661 1,346			3,021	1,567	2,598 1,170
2 Total Billed, does not include ESCO	\$81,419,546	\$8,764,246		,223,757	\$46,990,900 \$10,158,138		\$19,110,382	\$54,340,468 \$31,	_	\$64,163,258 \$49,221,26	\$60,141,524 \$53,519,803		\$46,440,903 \$30,682,408			\$60,791,732		68,297,080 \$9,059,658
3 Average active residential account bill (line 2 / line 1.a)	\$183.90 \$32.309.978	\$34.92 \$4.405.906	\$130.19	\$32.76	\$106.07 \$40.42 \$31.216.648 \$4.256.816	\$108.83 \$26.382.637		\$122.55 2 \$21,425,509 \$14,	\$126.10	\$144.62 \$195.4 \$29,238,679 \$15,350,72	\$135.45 \$212.33 \$31.867.443 \$15.709.19	\$122.38 \$176.73 \$38.204.769 \$16.573.378	\$104.62 \$121.90	\$89.28 \$77. \$23.512.011 \$11.558.4		\$137.12 \$34.171.505	\$35.16	\$154.14 \$36.22 40.497.646 \$5.522.406
4 Total Receipts 5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	6.767	\$4,405,906 4.250	\$33,111,574 \$4, 6,734	4.232	\$31,216,648 \$4,256,816 6.655 4.182	520,382,037	70,00.,000	8 6.660	4.185	6.639 4.16	2 6,591 4,128		\$25,463,124 \$16,975,416 6.004 3.708	5.974 3.6	1 , . , , , , ,	5.928	3.641	40,497,646 \$5,522,406 5,687 3,553
6 Number of Standard Accounts Protected	4,012	2,457	4,084	2,507	4,166 2,522	4,246	.,	4,242	2,598	4,127 2,60	4,098 2,590		3,762 2,310	3,703 2,2	0,0.0	3,328	2.002	3,203 1,996
6.a Elderly	1,136	757	1,133	773	1.145 776	1,172		1,172	802	1.139 79	3 1,128 793	1.144 792	1,153 797	1,132 7		1,075	738	1.004 718
6.b Infant	289	188	309	198	328 205	337		338	218	328 23	320 229	101 65	1 1	0	0 0 0	0 0	0	0 0
6.c Handicapped	454	256	320	171	327 164	348	179	359	181	352 18	342 18	351 194	517 299	383 2	02 385 21:	310	174	323 172
6.d Welfare	0	1	0	1	0 1	0		. 0	1	0	0	0 0	0 0	0	0 0 (	0	0	0 0
6.e Unemployed	73	44	74	44	74 44	79	48	79	49	77 4	77 49	75 49	85 52	89	59 82 53	80	52	74 45
6.f Seriously ill	2,060	1,211	2,248	1,320	2,292 1,332	2,310	1,327	2,294	1,347	2,231 1,34	2,231 1,33	2,240 1,317	2,006 1,161	2,099 1,2	21 1,726 1,003	1,824	1,038	1,802 1,061
7 Number of Low-Income Accounts Protected	2,755	1,793	2,650	1,725	2,489 1,660	2,420			1,587	2,512 1,55	2,493 1,533	2,299 1,437	2,242 1,398	2,271 1,4		2,639	1,639	2,484 1,557
7.a Elderly	796	527	754	503	718 488	706		716	484	749 47	746 473	739 474	760 482	755 4	72 814 510	782	491	741 457
7.b Infant	270	222	243	201	217 189	204	178	198	167	204 15	203 140	62 46	0 0	0	0 0 (	0	0	0 0
7.c Handicapped	476	272	295	175	276 170	271	165	268	168	276 15	275 159	271 158	412 261	320 1	80 450 270	377	210	348 257
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
7.e Unemployed	16	5	16	7	15 7	22		1 25	13 755	32 1 1 251 74	32 10	34 17	36 20 1 034 635	37	20 40 25	40	25	37 26
7.f Seriously ill	1,197	/67	1,342	839	1,263 806	1,217	794	1,211	/55	1,251 74	1,237 73	1,193 742	1,034 635	1,159 7	1,388 85	1,440	913	1,358 817
Delinquency (Includes Active and Pending final accounts)  Number of delinquent accounts with elders accounts 20 50 Days after issuance of a bill	34,494	14,182	39,849	15,244	33,776 15,357	32,661	17,412	33,299	19,310	27,355 16,91	30,194 20,625	33,962 22,773	27,079 17,156	24,228 13,9	10 28,234 15,03	2 32,136	15,565	33,047 14,574
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	34,494 729	14,182	39,849 835	10,244	548 114	32,661 421	17,412	2 33,299	19,310	27,355 16,91 573 43	3 30,194 20,625	5 598 519	562 432	24,228 13,9 538 3	28,234 15,03. 41 566 26	32,136 811	208	1.076 169
8.b Number of accounts reported above without an active DPA	33,765	14,078	39,014	15,141	33,228 15,243	32,240	17,300	32,836	19,067	26,782 16,48	29,447 19,999	33,364 22,254	26,517 16,724	23,690 13,5		31,325	15,357	31,971 14,405
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill		\$2.257.557	\$18.360,674 \$2.		\$14.033.811 \$2.363.416	\$11,774,119		3 \$11.982.818 \$4.		\$12,422,343 \$6,929,83	\$14.629.968 \$10.238.040		\$12.714.669 \$10.061.772	\$10.149.685 \$6.717.1		\$10.570.932		12.522.689 \$2.266.709
9.a Dollar Value of accounts reported above that have an active DPA	\$1,341,534	\$235,865		224,443	\$1,564,110 \$276,195	\$1,408,842			367,606	\$1,490,221 \$592,70	\$1,602,731 \$820,24	\$ \$1.588.658 \$980.911	\$1,526,548 \$895,958	\$1,575,668 \$889.0		1 -77-	, ,	\$3,867,253 \$654,795
9.b Dollar Value of accounts reported above without an active DPA	\$12,579,786	\$2,021,692	\$16,696,578 \$2,	, -	\$12,469,701 \$2,087,220	\$10,365,277	1,	\$10,712,549 \$4,	,470,167	\$10,932,122 \$6,337,13	\$13,027,237 \$9,417,79	\$ \$13,377,820 \$11,493,723	\$11,188,121 \$9,165,814	\$8,574,017 \$5,828,1	- 17-7-17-17-1	\$7,214,799	\$2,085,804	\$8,655,435 \$1,611,914
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	13,083	6,374	14,980	6,005	18,172 5,817	16,270	6,289	13,008	6,250	11,313 6,29	11,110 6,91	14,855 10,418	12,262 9,719	10,461 8,0	9,067 6,17	9,007	5,644	9,426 5,189
10.a Number of accounts reported above that have an active DPA	777	223	1,033	161	1,300 192	968	230	699	215	858 40	902 600	1,087 854	920 785	924 7	51 991 610	1,005	446	1,281 343
10.b Number of accounts reported above without an active DPA	12,306	6,151	13,947	5,844	16,872 5,625	15,302	6,059	12,309	6,035	10,455 5,89	10,208 6,309	13,768 9,564	11,342 8,934	9,537 7,3	29 8,076 5,569	8,002	5,198	8,145 4,846
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$6,564,096	\$2,171,804	\$8,454,034 \$1,	,641,106	\$11,467,502 \$1,520,503	\$9,919,551			,754,075	\$7,391,100 \$2,902,27	\$8,011,310 \$4,263,198		\$9,798,658 \$8,129,223	\$8,671,905 \$6,951,2		\$5,589,913		\$5,802,804 \$1,909,748
11.a Dollar Value of accounts reported above that have an active DPA	\$910,031	\$275,062	1 //-	208,281	\$1,662,583 \$207,490	. , ,			191,243	\$1,096,768 \$315,31	\$1,111,955 \$436,80	1 //- 1 /	\$1,417,915 \$874,555	\$1,611,568 \$1,071,0		\$2,544,283		\$2,618,960 \$753,251
11.b Dollar Value of accounts reported above without an active DPA	\$5,654,065	\$1,896,741	\$7,385,413 \$1,		\$9,804,918 \$1,313,013	\$8,361,407				\$6,294,332 \$2,586,96	\$6,899,355 \$3,826,393	\$9,478,047 \$6,905,244	\$8,380,742 \$7,254,669	\$7,060,337 \$5,880,1	7 ./00=/0 70/00 ./00	\$3,045,629		\$3,183,844 \$1,156,497
Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	51,904	37,483	51,389	36,533	54,648 35,900	60,417		63,210	35,758	59,292 33,05	58,431 32,63	57,237 32,713	57,164 34,091	56,895 35,4		49,698	34,397	47,016 33,166
12.a Number of accounts reported above that have an active DPA	6,653	3,997	6,021	3,696	7,462 4,049	8,803	4,270	8,080	3,562	7,944 3,28	7,398 3,01	7,395 3,080	7,800 3,536	10,034 5,3	,	7 21,310	12,872	19,954 12,621
12.b Number of accounts reported above without an active DPA	45,251	33,486		32,837	47,186 31,851	51,614	31,731		32,196	51,348 29,77	51,033 29,624		49,364 30,555	46,861 30,1	50,100 25,500	28,388	21,525	27,062 20,545
Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$45,302,354 \$		\$46,724,416 \$30,		\$51,395,635 \$29,577,066	\$57,777,198		\$63,107,442 \$29,					\$70,377,931 \$35,266,765			\$71,331,746 \$4		68,748,669 \$41,070,644
13.a Dollar value of accounts reported on above that have an active DPA	\$5,159,593 \$40,142,761		\$4,608,596 \$2,		\$5,615,064 \$2,869,395 \$45,780,570 \$26,707,671	\$6,844,646	\$2,958,010	\$6,241,409 \$2, 3 \$56,866,033 \$27,		\$6,301,110 \$2,124,60 \$56,875,192 \$26,698,19	\$6,028,424 \$1,973,248 \$59,005,680 \$27,620,99	\$ \$6,506,884 \$2,119,892 7 \$60,247,539 \$29,262,475	\$7,688,784 \$2,657,364 \$62,689,147 \$32,609,400	\$10,387,063 \$4,481,5 \$63,433,888 \$34,835,2		7 \$29,235,659 \$3 2 \$42,096,087 \$3		26,931,170 \$14,316,348 41,817,499 \$26,754,295
13.b Dollar value of accounts reported above without an active DPA  14 Total Number of delinquent accounts	99.481	58.039	\$42,115,820 \$27, 106.218	57.782	106.596 57.074	109,348			61,318	97.960 56.27	99.735 60.17	\$60,247,539 \$29,262,475 106.054 65.904	96,505 60,966	91.584 57.4		7 90.841	55.606	89.489 52.929
14.a Number of accounts reported above that have an active DPA	8,159	4.324	7.889	3,960	9.310 4.355	10,192	4.612	9,242	4.020	9.375 4.12	9,047 4,243	9.080 4.453	9,282 4,753	11.496 6.4		3 23.126	13.526	22.311 13.133
14.b Number of accounts reported above without an active DPA	91.322	53.715	98.329	53.822	97,286 52,719	99.156	55.113	100.275	57,298	88.585 52.14	90.688 55.928	96.974 61.451	87,223 56,213	80.088 51.0		67,715	42.080	67.178 39.796
15 Total Dollar Value of delinquent accounts	\$65,787,770 \$	\$35.031.811	\$73,539,124 \$33,	.924,568	\$76,896,948 \$33,460,985	\$79,470,867	\$33,980,439	\$82,538,698 \$36,	.175,946	\$82,989,745 \$38,654,91	\$87,675,382 \$44,095,483	\$ \$92,707,772 \$51,533,621	\$92,891,258 \$53,457,760	\$92,642,540 \$52,985,2	98 \$89,939,386 \$51,374,793	\$87,492,590 \$4	48.175.367 S	87,074,162 \$45,247,101
15.a Dollar Value of accounts reported above that have an active DPA	\$7,411,158		\$7,341,314 \$3,		\$8,841,758 \$3,353,080		\$3,472,822	\$8,541,912 \$2,		\$8,888,099 \$3,032,62	\$8,743,111 \$3,230,30		\$10,633,248 \$4,427,877	\$13,574,298 \$6,441,6		\$35,136,075 \$		33,417,384 \$15,724,395
15.b Dollar Value of accounts reported above without an active DPA	\$58,376,612	\$31,562,433	\$66,197,810 \$30,	,890,175	\$68,055,190 \$30,107,905	\$69,659,236	\$30,507,617	7 \$73,996,786 \$33,	,310,996	\$74,101,646 \$35,622,29	\$78,932,271 \$40,865,183	\$83,103,405 \$47,661,443	\$82,258,010 \$49,029,883	\$79,068,242 \$46,543,6	20 \$64,206,197 \$38,710,42	\$52,356,516 \$	31,321,392 \$	53,656,778 \$29,522,707
16 Total Dollar Value of current accounts	\$61,691,717	\$7,379,461	\$46,511,817 \$7,	,236,024	\$37,208,315 \$8,990,663	\$35,686,158	\$13,877,421	\$39,649,051 \$22,	,749,160	\$48,143,189 \$34,345,08	\$47,544,174 \$37,517,649	\$36,167,838 \$26,407,556	\$32,802,844 \$18,779,898	\$30,578,323 \$13,471,1		\$48,247,396	\$7,921,405	46,115,863 \$7,109,018
17 Total Active and Pending Final A/R	\$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 \$72,999,99	\$135,219,556 \$81,613,133	\$128,875,609 \$77,941,177	\$125,694,102 \$72,237,658	\$123,220,864 \$66,456,4	22 \$124,838,113 \$60,215,41	\$135,739,986 \$	56,096,773 \$1	33,190,025 \$52,356,119
Collection Agencies																		
18 Number of cases referred to collection agencies	0	0	0	0	2,071 1,334	2,059	1,259	2,035	1,145	1,711 98	1,358 84	1,650 1,232	1,558 1,009	1,647 1,0	1,583 1,049	1,887	1,128	2,376 1,460
Payment Plans																		
19 Number of new payments plans, not including AMP	1,800	790	2,642	1,037	3,672 1,513	3,138	-,	2,557	1,192	2,724 1,47	2,126 1,39	2,756 1,762	2,410 1,591	4,251 2,8	,,	7,930	4,637	6,983 3,856
20 Number of payment plans defaulted	2,119	1,112 3 302	2,251	1,070 3,046	1,807 840 7 548 3 657	2,067		2,981	1,500	2,281 1,16	2,082 1,083		1,797 1,103	1,761 9	90 2,916 1,73:	4,089	2,553	7,035 3,871
21 Number of active payment agreements 21.a Number of Active Step-plan agreements	5,909 1,686	1.004	5,882 1.459	3,046	7,548 3,657 1.683 867	8,212 1,658	3,800	7,609	3,389	7,761 3,53 1,440 68	7,974 3,905 1,429 73	8,129 4,199 1,369 743	8,419 4,486 1,288 734	9,934 5,7 1,680 1.0		21,850	12,887 2.767	20,345 12,062 3,251 2,475
The Manuel of Nettle Step plan agreements	1,686	2,226	-,	789	1,683 867 5.756 2.735	-,	797	1,494	2 664	-,	6.485 3.14	1,369 /43 6,705 3,433	1,288 /34 7.079 3.734	-,	-,,	3,797	2,767	3,251 2,475 17.034 9.565
trained of company issued non-step plans	4,064	2,220	4,296 59	2,190	5,756 2,735	6,458 46	2,953	9 43	2,004	6,251 2,81	0,485 3,14	5,705 3,433	7,079 3,734	8,205 4,6 31	6 34 8	17,998	10,097	51 15
Number of regulatory order non-Step plans     Number of Commission sanctioned "October Rule" payment plans	94	50	68	12	59 43	50	20	37	22	30 1	2 26 1	3 22 14	18 10	18	10 12	7 11	- 17	0 7
21.d Number of Commission sanctioned "October Rule" payment plans 22 Number of new budget plans, not including AMP	1,055	344	1,003	49 415	1,173 601	1,002	58 517	7 887	558	1,130 87		955 723	904 701	695 4	10 11	1,116	481	1,017 480
Shut-Offs	1,033	544	1,003	413	1,173 001	1,002	317	007	538	1,130 67	, 323 /3.	333 723	304 701	033 4	1,505 75.	1,110	401	1,017 480
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	60,623 40,9	70 49,536 34,920	38,987	26,630	41,412 24,777
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	1,531	757	1,296 388
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	1,531	757	1,296 388
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
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	1,270	621	891 259
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% 0.09	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.	0.0% 0.0% 0.09	0.3%	0.3%	0.3% 0.2%
25 Average balance 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	\$2,904	\$2,838	\$2,332 \$2,120
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 \$(	\$2,904	\$2,838	\$2,332 \$2,120
25.b Average balance 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

	Aug-20		Sep-20		Oct-20		Nov-2	-	Dec-20		Jan-21		Feb-21		Mar-21	Apr-21	May-21	T	Jun-21	Jul-2		Aug-21
Destruction .	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric Ga	is Ele	ectric Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas
Restorations  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	1,247	511	1,081 277
26.a Number of Service Restorations within 7 days of termination  26.a Number of Service Restorations within 7 days of termination on accounts with NO special protection	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	1,081 277
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 0
27 Average balance of of service restorations	, i					Ŭ	-		-	Ů				Ť			,	ď				
27.a Average balance of of service restorations 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	\$2,199	\$2,341	\$2,042 \$1,788
27.b Average balance of of service restorations on accounts WITH a special protection	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	\$0 \$0	\$0	\$0	\$0 \$0	\$2,199	\$2,341	\$2,042 \$1,788
28 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	0.0 0.0	0.0 0.0	0.0	0.0	0.0 0.0	1.0	1.0	1.0 1.0
Write-Offs																						
29 Number of Accounts Classified as Written-Off	1,556	946	1,831	1,235	1,859	1,181	1,384	843	1,775	1,152	1,778	1,099	1,585	878	1,401 839	1,366 920	1,280	846	1,534 914	1,208	791	1,572 1,078
29.a Number of Residential Accounts Classified as Written-Off	1,435	885	1,695	1,142	1,759	1,119	1,286	797	1,633	1,109	1,618	1,009	1,399	811	1,294 788	1,228 865	1,171	789	1,421 852	1,101	738	1,481 1,015
29.b Number of Commercial and Industrisal Classified as Written-Off	121	61	136	93	100	62	98	46	142	43	160	90	186	67	107 51	138 55	109	57	113 62	107	53	91 63
30 Dollar Value of Accounts Classified as Written-Off		\$492,963		\$648,204		\$578,165	\$879,835	\$678,315	\$1,025,199	\$607,649	\$1,310,709	\$628,819			\$936,569 \$499,859	\$999,195 \$653,142		668,504	\$1,490,229 \$852,736		\$870,339	\$1,374,137 \$863,440
30.a Dollar Value of Residential Accounts Classified as Written-Off		\$463,218	\$644,570	\$599,242		\$552,904	\$799,656	\$413,294	\$914,144	\$590,357	\$1,079,077	\$551,386			\$800,963 \$455,988	\$814,122 \$607,553		597,478	\$1,351,050 \$808,671	\$1,067,770	\$761,869	\$1,205,793 \$786,694
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$158,338	\$29,745	\$81,205	\$48,962	\$77,954	\$25,261	\$80,179	\$265,021	\$111,054	\$17,292	\$231,632	\$77,434	. , ,	,	\$135,606 \$43,871	\$185,074 \$45,588		\$71,025	\$139,179 \$44,065	\$175,286	\$108,470	\$168,345 \$76,746
31 Dollar Value of write-off recoveries		\$208,944	\$291,612	\$246,137		\$382,132	\$444,220	\$299,886	\$376,754	\$273,450	\$468,971	\$305,140			\$615,812 \$414,571	\$461,466 \$361,230	φ 105,007	333,957	\$585,560 \$366,803	\$490,734	\$282,156	\$444,861 \$302,290
31.a Dollar Value of Residential write-off recoveries	T/	\$200,931	\$272,372	\$240,290		\$357,033	\$392,472	\$265,836	\$355,360	\$262,612	\$409,161	\$290,538			\$591,337 \$405,880	\$439,929 \$345,741		306,026	\$544,611 \$339,598	\$382,345	\$262,755	\$404,411 \$247,548
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$18,161	\$8,012	\$19,240	\$5,848	\$54,095	\$25,099	\$51,748	\$34,050	\$21,394	\$10,838	\$59,810	\$14,602		,	\$24,475 \$8,691	\$21,537 \$15,490	700/	\$27,931	\$40,949 \$27,205	\$108,388	\$19,401	\$40,450 \$54,741
32 Dollar value of NET A/R Write-Offs	\$ 100,500	\$284,019	Q 10 1,10 1	\$402,067	7	\$196,033	\$435,615 \$407 184	\$378,429	9010,115	\$334,199	,	\$323,679	7.00,.0. 7-	-,	\$320,757 \$85,288	\$537,730 \$291,911	70.0,000 7	334,546	\$904,670 \$485,933	\$752,322	\$588,183	\$929,276 \$561,151
32.a Dollar Value of Residential NET A/R Write-Offs	7-00/000	\$262,286		\$358,952		\$195,871	φ107,101	\$147,458	7000,.0.	\$327,745		\$260,848		-,-,-	\$209,626 \$50,109	\$374,193 \$261,813		291,452	\$806,439 \$469,073	\$685,425		\$801,381 \$539,146
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$140,177	\$21,733	\$61,965	\$43,115	\$23,859	\$162	\$28,431	\$230,971	\$89,661	\$6,454	\$171,822	\$62,831	\$174,636 \$5	57,543 \$	\$111,131 \$35,180	\$163,536 \$30,099	\$271,852	\$43,094	\$98,230 \$16,860	\$66,897	\$89,069	\$127,895 \$22,005
Low Income Discount Rate	33.480	21.072	32.795	20.816	31.256	20.207	30.649	19.959	30.811	19,400	32.451	19.427	32.487 1	9.556	31.980 19.874	32.174 20.162	32,602	20.733	31.926 20.611	37,749	24.711	36.436 23.652
33 Number of Low-Income Accounts 33 a Number of Accounts (no rider)	33,480 28 471	17 787	32,795 27,883	20,816 17,600	31,256 26,493	17,075	30,649 25,953	19,959	30,811 26,079	19,400	32,451 27 644	16 304		19,556	31,980 19,874 27,069 16,650	32,174 20,162 27,171 16,906	32,602 27,450	17.389	31,926 20,611 27,682 17,823	37,749	24,/11	36,436 23,652 31,395 20,381
Number of Accounts (no face)	28,471 5.009	3,285	27,883 4.912	3,216	26,493 4,763	3,132	25,953 4.696	16,854 3.105	26,079 4.732	16,285 3.115	27,644 4.807	3,123	,	3.150	27,069 16,650 4.911 3.224	5,003 3,256	27,450 5.152	3,344	27,682 17,823 4,244 2,788	5,309	3,477	5,041 3,271
	7.6%	3,285 8.4%	7.4%	3,216 8.3%	7.1%	3,132 8.0%	6.9%	7.9%	6.9%	3,115 7.7%	7.3%	7.7%	-,	7.8%	7.2% 7.9%	7.2% 8.0%	7.4%	8.3%	7.2% 8.2%	8.5%	9.9%	8.2% 9.5%
34 Percent of customers on the low-income discount 35 Total receipts		\$402,143		\$434,409		\$334,669	\$1,903,886	\$343,525	\$2,261,723	, .			\$2,389,031 \$1,54		7.2% 7.9% 3,080,091 \$1,947,544	\$1,532,230 \$966,749		769,988	\$1,879,513 \$401,159	\$4,256,619		\$2,372,736 \$598,363
36 Total receipts paid by LIHEAP	\$14.649	\$402,143	\$39,413	\$275,463	\$1,697	\$1,519	\$1,505,660	\$545,525 \$0	\$2,201,725	3470,331 ¢n	\$410.715				\$157,202 \$700,600	\$1,552,250 \$500,745		811.873	\$31,759 \$71,565	\$47,007	\$272,309	\$135,702 \$597,052
36.a Total receipts paid by EinEAP	\$11,469	\$37,625	\$33,670	\$269,430	\$861	\$1,313	\$0	\$0 \$0	\$0	\$0 \$0	\$407,223	. , ,			\$149,890 \$697,536	\$106,036 \$501,087	1 7 1	806,923	\$29,890 \$71,328	\$42,687	\$268,545	\$130,094 \$591,243
36.b Total receipts paid by Crisis LIHEAP	\$3.180	\$3,328	\$5,743	\$6.033	\$836	\$335	\$0	\$0 \$0	\$0	\$0	\$3,492	\$1,095		\$212	\$7.312 \$3.064	\$881 \$813		\$4.950	\$1.869 \$237	\$4,320	\$3,764	\$5.608 \$5.809
37 Total number of customers receiving a LIHEAP payment for the month	39	146	149	995	5	<del>7</del> 333	0	0	0	0	1.288	3 549	7	1 864	443 1.819	318 1,326	444	2.114	95 190	135	689	469 1,552
38 Total billed	\$4,143,790	\$596,537		\$612,997	\$2,272,532	\$670.844	\$2,427,344	\$1 275 122	\$2,573,186	\$1 925 675	\$3,226,105	\$3,033,407	\$3,099,629 \$3,14	19 092 \$2	2,788,107 \$2,689,610	\$2,422,732 \$1,940,726	\$2,013,093 \$1,	-,	\$2,487,143 \$799,373	\$3,308,160	\$667,269	\$3,623,375 \$694,555
Delinquency	ψ 1,2 15,7 50	<i>\$330,337</i>	<i>\$2,002,331</i>	ÇÜLL,337	<i><b>Q</b>2,272,332</i>	<i>\$070,011</i>	<i>\$2,127,</i> 511	ψ1,E75,1EE	<i>\$2,575,</i> 100	ψ1,525,075	Ç0,220,103	<i>\$5,055,107</i>	ψο,ουυσ,ουσυ ψο,ου.	, , , , , , , , , , , , , , , , , , ,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	ψ <u>ε</u> , ι <u>ε</u> ε, νεε	ψ <u>υ</u> ,ο10,033 ψ <u>ι</u> ,	217,201	ψ <u>υ</u> , ιον, <u>υ</u> ιον	<b>\$3,300,100</b>	Ç007,203	\$5,025,575 \$051,555
39 Number of low-income delinquent accounts with oldest arrears aged 30-59 Davs after issuance of a bill	3.164	868	3.349	822	2.860	907	2,318	950	2.199	1,271	2.106	1.413	2.693	1.712	2.148 1.406	2.648 1.494	2,286	1.056	2.706 1.174	2,956	1,226	2.284 1.111
39.a Number of accounts reported above that have an active DPA	165	20	162	18	120	18	87	17	88	39	102	57	156	85	124 69	138 86	102	62	104 35	179	48	194 26
39.b Number of accounts reported above without an active DPA	2,999	848	3,187	804	2,740	889	2,231	933	2,111	1,232	2,004	1,356	2,537	1,627	2,024 1,337	2,510 1,408	2,184	994	2,602 1,139	2,777	1,178	2,090 1,085
40 Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$236,724	\$29,754	\$276,948	\$21,528	\$178,680	\$25,865	\$122,747	\$28,934	\$152,269	\$63,851	\$155,329	\$105,364	\$212,033 \$18	88,760 \$	\$198,904 \$161,579	\$213,331 \$187,009	\$147,610	\$70,671	\$187,945 \$89,550	\$248,711	\$89,467	\$198,412 \$41,608
40.a Dollar value of accounts reported above that have an active DPA	\$26,136	\$5,042	\$20,516	\$3,434	\$12,666	\$1,000	\$7,499	\$2,149	\$8,803	\$3,133	\$14,668	\$11,262	\$21,806 \$1	4,020	\$17,599 \$9,757	\$25,896 \$11,523	\$14,191	\$6,065	\$14,396 \$3,198	\$24,542	\$22,829	\$22,089 \$1,802
40.b Dollar value of accounts reported above without an active DPA	\$210,589	\$24,713	\$256,432	\$18,094	\$166,014	\$24,865	\$115,247	\$26,786	\$143,466	\$60,718	\$140,661	\$94,102	\$190,227 \$17	4,740 \$	\$181,305 \$151,822	\$187,435 \$175,486	\$133,420	\$64,606	\$173,549 \$86,352	\$224,169	\$66,639	\$176,323 \$39,806
41 Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,377	523	1,749	502	1,793	453	1,616	524	1,083	502	1,207	737	1,286	847	1,375 1,141	1,242 1,113	1,215	956	1,368 864	1,162	711	1,175 654
41.a Number of accounts reported above that have an active DPA	175	35	243	28	236	24	171	35	121	28	175	67	206	91	204 118	81 100	193	156	207 125	243	104	304 82
41.b Number of accounts reported above without an active DPA	1,202	488	1,506	474	1,557	429	1,445	489	962	474	1,032	670	1,080	756	1,171 1,023	1,161 1,013	1,022	800	1,161 739	919	607	871 572
42 Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$229,476	\$43,506	\$367,830	\$36,809	\$332,289	\$28,865	\$242,023	\$37,770	\$169,894	\$54,166	\$233,683	\$114,983	7-0-7-0		\$302,254 \$349,482	\$174,328 \$118,512	φ <b>2.11,011</b> φ	188,807	\$242,844 \$146,744	\$206,652	\$105,940	\$245,050 \$86,197
42.a Dollar value of accounts reported above that have an active DPA	\$32,776	\$4,479	\$71,860	\$5,931	\$59,890	\$4,819	\$35,960	\$3,376	\$26,361	\$5,145	\$44,808	\$11,987	1 , 1	3,020	\$54,614 \$39,594	\$13,894 \$10,442	1 -7-	\$39,578	\$57,096 \$27,078	\$56,749	\$28,007	\$90,573 \$25,131
42.b Dollar value of accounts reported above without an active DPA	\$196,700	\$39,027	\$295,970	\$30,878	\$272,399	\$24,046		\$34,394	\$143,533	\$49,021	, ,	\$102,997		-,	\$247,640 \$309,889	\$160,434 \$108,069	,,	149,228	\$185,747 \$119,666	\$149,902	\$77,932	\$154,477 \$61,066
43 Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	9,774	5,789	9,334	5,445	9,056	5,230	9,316	5,230	9,762	5,155	9,806	4,733	•	4,616	9,235 4,712	10,749 6,006	9,653	5,240	12,331 7,836	11,536	7,676	10,257 7,076
43.a Number of accounts reported above that have an active DPA	2,102	952	1,900	833	2,014	841	2,023	778	1,884	631	1,996	556	1,999	559	2,059 625	2,646 996	2,901	1,165	5,004 2,679	6,136	3,510	5,362 3,354
43.b Number of accounts reported above without an active DPA	7,672	4,837	7,434	4,612	7,042	4,389	7,293	4,452	7,878	4,524	7,810	4,177		4,057	7,176 4,087	8,103 5,010	6,752	4,075	7,327 5,157	5,400	4,166	4,895 3,722
44 Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill		6,769,757	\$13,840,235 \$		\$13,448,585 \$5	,	, . ,	\$5,850,995	\$13,684,226	, , -	\$14,354,569	, ,	\$14,895,560 \$5,96	-,	1,839,573 \$6,612,236	\$15,919,855 \$7,503,266	\$16,224,552 \$7,		\$22,699,759 \$12,084,688	\$21,681,361		\$20,053,329 \$10,540,977
44.a Dollar value of accounts reported above that have an active DPA	. , .,	1,083,081	. ,, -	\$898,013		\$919,441	\$2,381,826	\$791,003	\$2,150,639	\$603,594	\$2,334,844	\$568,752	\$2,465,032 \$62	, ,	2,738,290 \$758,423	\$3,476,346 \$1,165,129	\$3,973,469 \$1,		\$7,682,613 \$3,495,218	\$9,908,626	. , ,	\$9,117,335 \$4,245,485
44.b Dollar value of accounts reported above without an active DPA	φ11,5 15,505 φ5	5,686,676	\$11,463,772 \$			5,009,035		\$5,059,991		\$5,054,573	\$12,019,724		\$12,430,528 \$5,33		2,101,283 \$5,853,813	\$12,443,509 \$6,338,137	\$12,251,082 \$6,		\$15,017,146 \$8,589,470	\$11,772,735		\$10,935,994 \$6,295,491
45 Total Number of low-income delinquent accounts	14,315	7,180	14,432	6,769 879	13,709	6,590 883	13,250	6,704	13,044	6,928 698	13,119	6,883 680		7,175 735	12,758 7,259 2,387 812	14,639 8,613	13,154	7,252	16,405 9,874	15,654	9,613 3,662	13,716 8,841 5.860 3.462
45.a Number of accounts reported above that have an active DPA  45.b Number of accounts reported above without an active DPA	2,442 11.873	1,007 6.173	2,305 12.127	5.890	2,370 11.339	5.707	2,281 10,969	830 5.874	2,093 10.951	6.230	2,273 10.846	6.203	2,361 11.359	6.440	2,387 812 10.371 6.447	2,865 1,182 11.774 7.431	3,196 9,958	1,383 5.869	5,315 2,839 11.090 7.035	6,558 9.096	3,662 5,951	5,860 3,462 7.856 5.379
45.0 Number of accounts reported above without an active DPA  46 Total Dollar Value of low-income delinquent accounts	,	6,173	\$14,485,013	-,	,	5,707	-,	\$5,874	\$14,006,389	0,200	\$14,743,580	-,	\$15,375,485 \$6,35		5,340,731 \$7,123,297	\$16,307,513 \$7,808,787	9,958 \$16,583,206 \$7.		\$23.130.548 \$12.320.982	\$22,136,723		\$20,496,791 \$10,668,781
	\$2.538.549 \$1	0,010,017		\$907.378		\$925.260	\$13,649,511	\$796,528		\$611.872		\$5,754,929			2.810.503 \$807.773	\$3,516,136 \$1,187,094	7-0,000,-00 7.,	0-0,0-0	\$7,754,105 \$3,525,494	\$9,989,917		\$9,229,998 \$4,272,418
46.a Dollar value of accounts reported above that have an active DPA  46.b Dollar value of accounts reported above without an active DPA	\$11.752.658 \$5		\$12,016,174 \$	700.70.0	\$11.417.097 \$5		\$11,224,226	7.00,000	\$11.820.586				\$12,829,248 \$5,68		2,530,228 \$6,315,524	\$12,791,377 \$6,621,692			\$15.376.442 \$8.795.488	\$12.146.806		\$11.266.794 \$6.396.363
Shut-Offs Shut-Offs	J11,/J2,030 \$5	5,750,410	V12,U1U,1/4 \$	,,118	711,411,U31 \$	,,00,7,340	711,224,220	1/1,141,1/1	711,020,300 S	212,401,012	712,343,20U	YJ,102,727	γ12,023,240 \$3,08	,2,210 312,	.,550,220 30,515,524	712,131,311 30,021,092	\$14,545,330 \$0,	J+1,JJ7	21,310, <del>44</del> 2 30,133,488	712,140,000	Ψ1,203,300	711,200,134 \$0,330,303
47 Number of low-income Accounts Sent Notice of Disconnection	n	0	n	0	n	0	0	0	n	٥	n	n	n	0	0 0	0 (	n	n	0 0	5.633	4 220	5.292 3.755
48 Number of low-income Service Disconnections for Non-Payment	0	0	n	0	<u> </u>	0	0	0	0	0	n	0	<u> </u>	0	0 0	0 (	n	n	0 0	5,055	37	211 46
49 Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0%	n n%	0.0%	0.0%	0.0%	0.0%	0.0%	n n%	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%	0.1%	0.6% 0.2%
Restorations	0.070	3.070	0.070	0.076	0.070	3.070	0.078	0.078	0.070	0.076	0.070	0.078	5.070	2.070	0.076	0.070	0.070	3.370	0.070	0.276	0.170	0.270
50 Number of low-income Service Restorations for non-payment	0	0	0	0	0	0	0	n	0	n	0	0	0	0	0 0	0 0	0	0	0 0	49	20	152 14
51 Average duration of low-income service disconnection for restored accounts	0	0	0	n	0	0	0	n	0	n	0	0	0	0	0 0	0 0	0	0	0 0	2	3	1 3
Write-Off	Ť	Ů		Ü		Ů			J	Ů	Ů	ď			, ,		, and the second	J	<u> </u>	_		
52 Number of low-income accounts Classified as Written-Off	106	61	116	60	141	84	128	69	121	78	136	86	133	67	99 68	102 73	113	72	138 77	105	60	113 87
53 Dollar Value of low income accounts classified as written-off	\$97,382	\$59,509	\$82,973	\$53,030	\$123,130	\$82,644	\$129,508	\$63,142	\$118,177	\$75,268	\$135,862	\$81,448		77,016	\$94,692 \$55,256	\$116,030 \$68,333		\$76,146	\$212,085 \$86,823	\$143,811	\$62,415	\$120,982 \$104,259
54 Dollar Value of low-income write-off recoveries	\$81,807	\$19,641	\$43,885	\$48,924	\$124,969	\$29,190	\$66,878	\$30,873	\$43,109	\$31,923	\$74,850	\$38,996			\$129,433 \$58,863	\$85,327 \$70,501		\$42,084	\$113,557 \$71,111	\$73,132	\$25,966	\$75,504 \$37,724
55 Dollar value of NET low-income A/R Write-Offs	\$15,575	\$39,868	\$39,088	\$4,106	-\$1,839	\$53,453	\$62,629	\$32,269	\$75,068	\$43,345	\$61,012	\$42,452			-\$34,741 -\$3,607	\$30,704 -\$2,169		\$34,062	\$98,528 \$15,711	\$70,679	\$36,449	\$45,478 \$66,535

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

		Aug-20	0	Sep-20	י	Oct-2	0	Nov-2	.0	Dec-20	0	Jan-2	1	Feb-2:	1	Mar-2	1	Apr-2	21	May-2	1	Jun-2	1	Jul-2	1	Aug-2:	.1
		Electric	Gas	Electric	Gas																						
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	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	730	1,652	785
57	Percent of low-income customers enrolled on the AMP	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%	4.5%	3.3%
58	Total receipts paid by enrollees	\$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	\$403,797	\$65,048
59	Total receipts paid by LIHEAP	\$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	\$26,396	\$65,663
60	Total billed to program participants, includes both arrears payment and current bill	\$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	\$1,323,855	\$407,398
61	Number of newly enrolled customers	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108
61.a	Number of newly enrolled customers: not associated with service restoration	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108
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	268	156	238	92	244	97	163	78	134	54	134	50	137	58	157	64	105	38	105	48	186	118	121	54	100	52
62.a	Number of customers exited the program by default	233	147	180	66	193	79	134	68	106	43	98	41	98	38	96	34	70	27	62	27	79	40	78	28	51	37
62.b	Number of customers exited the program by cancellation	35	9	58	26	51	18	29	10	28	11	36	9	39	20	61	30	35	11	43	21	107	78	43	26	49	15
63	Number of customers successfully completing a 12-month program	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9
63.a	Number of customers successfully completing a 12-month program with remaining arrears	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9
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	1,222	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	1,389	717
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$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	\$3,078,293	\$1,176,313
	Number of AMP program participants receiving LIHEAP	5	8	12	38	0	0	0	0	0	0	18	31	6	14	20	24	15	40	16	39	1	10	10	34	36	90
67	Percent of AMP customers receiving LIHEAP payments	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%	2.2%	11.5%

cy referral process is automated. Therefore, agencies continued to receive referrals, but made no collection 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

September 27, 2021

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

E-mail Distribution List	Phone
Jennifer.hutchinson@nationalgrid.com;	781-907-2153
Andrew.marcaccio@nationalgrid.com;	401-784-7288
Celia.obrien@nationalgrid.com;	
Najat.coye@nationalgrid.com;	
Bill.Malee@nationalgrid.com;	
Theresa.burns@nationalgrid.com;	
<u>Jason.Small@nationalgrid.com</u> ;	
bonnie.raffetto@nationalgrid.com;	
nancy.israel@nationalgrid.com;	
aramos@hinckleyallen.com;	401-457-5164
jhabib@keeganwerlin.com;	617-951-1400
Leo.Wold@dpuc.ri.gov;	401-780-2140
Margaret.L.Hogan@dpuc.r1.gov;	
	Jennifer.hutchinson@nationalgrid.com; Andrew.marcaccio@nationalgrid.com; Celia.obrien@nationalgrid.com; Najat.coye@nationalgrid.com; Joanne.scanlon@nationalgrid.com; Bill.Malee@nationalgrid.com; Theresa.burns@nationalgrid.com; Ann.leary@nationalgrid.com; Scott.mccabe@nationalgrid.com; kate.grant2@nationalgrid.com; Timothy.roughan@nationalgrid.com; Jason.Small@nationalgrid.com; bonnie.raffetto@nationalgrid.com; nancy.israel@nationalgrid.com; aramos@hinckleyallen.com;

89 Jefferson Blvd.	John.bell@dpuc.ri.gov;	
Warwick, RI 02888	Linda.George@dpuc.ri.gov;	<b>-</b>
	Al.mancini@dpuc.ri.gov;	
	Thomas.kogut@dpuc.ri.gov;	
Tim Woolf	twoolf@synapse-energy.com;	617-661-3248
Jennifer Kallay		
Synapse Energy Economics	jkallay@synapse-energy.com;	
22 Pearl Street	mwhited@synapse-energy.com;	
Cambridge, MA 02139		
David Effron	Djeffron@aol.com;	603-964-6526
Berkshire Consulting		
12 Pond Path		
North Hampton, NH 03862-2243		010 441 6440
Gregory L. Booth, PLLC	gboothpe@gmail.com;	919-441-6440
14460 Falls of Neuse Rd.		
Suite 149-110		0.10.010.151.5
Raleigh, N. C. 27614		919-810-1616
Linda Kushner		
L. Kushner Consulting, LLC		
514 Daniels St. #254		
Raleigh, NC 27605	ATI X7' - 1' \circ 1	401 222 0000
Office of Energy Resources (OER)	Albert.Vitali@doa.ri.gov;	401-222-8880
Albert Vitali, Esq.	nancy.russolino@doa.ri.gov;	
Dept. of Administration Division of Legal Services		
One Capitol Hill, 4 <sup>th</sup> Floor	Christopher.Kearns@energy.ri.gov;	
Providence, RI 02908	Nicholas.Ucci@energy.ri.gov;	
	Becca.Trietch@energy.ri.gov;	
	Carrie.Gill@energy.ri.gov;	
Conservation Law Foundation (CLF)	jelmer@clf.org;	401-228-1904
Jerry Elmer, Esq.		
Max Greene, Esq.	mgreene@clf.org;	_
Conservation Law Foundation	ingreens (myerrorg)	
235 Promenade Street		
Suite 560, Mailbox 28		
Providence, RI 02908		757 222 4112
Dept. of Navy (DON)	kelsey.a.harrer@navy.mil;	757-322-4119
Kelsey A. Harrer, Esq.		
Office of Counsel		
NAVFAC Atlantic, Department of the Navy		
6506 Hampton Blvd.		
Norfolk, VA 23508-1278		
1101101K, VA 23300-1270		

V D 1' D' 4	1.1	
Kay Davoodi, Director	khojasteh.davoodi@navy.mil;	
Larry R. Allen, Public Utilities		
Specialist		
Utilities Rates and Studies Office	larry.r.allen@navy.mil;	1
NAVFAC HQ, Department of the Navy	iairy.r.anch(d/navy.mm,	
1322 Patterson Avenue SE		
Suite 1000		
Washington Navy Yard, D.C. 20374		
Ali Al-Jabir	and in the impact of the income.	
	aaljabir@consultbai.com;	
Maurice Brubaker		
Brubaker and Associates		
New Energy Rhode Island (NERI)	seth@handylawllc.com;	401-626-4839
Seth H. Handy, Esq.		101 020 1009
Handy Law, LLC	helen@handylawllc.com;	
42 Weybosset St.		
Providence, RI 02903		
	bdaniels@rileague.org;	401 272-3434
The RI League of Cities and Towns		
c/o Brian Daniels, Executive Director		
,		
PRISM & WCRPC	1.0	401 702 0000
c/o Jeff Broadhead, Executive Director	jb@wcrpc.org;	401-792-9900
C/O Jeff Broadhead, Executive Director		
Navymont Solon	doug@newportsolarri.com;	401.787.5682
Newport Solar	doug(whewportsolarri.com,	401.767.3062
c/o Doug Sabetti		
Corres Describerates LLC	hm@green-ri.com;	
Green Development, LLC	mm@green-rr.com;	
c/o Hannah Morini		
Clean Economy Development, LLC	jdash@cleaneconomydevelopment.com	
c/o Julian Dash	;	
ISM Solar Development, LLC	mlucini@ismgroup.com;	401.435.7900
c/o Michael Lucini		
o o mienaei Eaeim		
Heartwood Group, Inc.	unger@hrtwd.com;	401.861.1650
<b>2</b> ·	ungerwintwu.com,	401.001.1030
c/o Fred Unger		
<b>Energy Consumers Alliance of NE</b>	jamie.rhodes@gmail.com;	401-225-3441
	jame.modes@gman.com,	TU1-22J-3441
James Rhodes		
Rhodes Consulting		
860 West Shore Rd.		
Warwick, RI 02889		
	larry@massenergy.org;	
Larry Chretien, PPL	iairy (winassenergy, org,	
,		
•	1	i e

Acadia Center		401-453-6400
Amy Boyd, Esq.		Ext. 115
Acadia Center		
31 Milk St., Suite 501	1 10 1	(17, 470, 0074
Boston MA 02109-5128	aboyd@acadiacenter.org;	617-472-0054
		Ext. 102
Northeast Clean Energy Council	jkeoughjr@keoughsweeney.com;	401-724-3600
Joseph A. Keough, Jr., Esq.	jkcoughji (@kcoughswechey.com,	401-724-3000
	1 1 10	
Keough & Sweeney 41 Mendon Ave.	jmcdiarmid@necec.org;	
Pawtucket, RI 02861		
	dbosley@necec.org;	
Jeremy McDiarmid, NECEC		
Dan Bosley, NECEC	sburke@necec.org;	
Sean Burke		
TI C WY C 4	· 10	401 401 1101
The George Wiley Center Jennifer Wood	jwood@centerforjustice.org;	401-491-1101
Rhode Island Center for Justice	georgewileycenterri@gmail.com;	
1 Empire Plaza, Suite 410	Camiloviveiros@gmail.com;	
Providence, RI 02903	chloechassaing@hotmail.com;	
1 Tovidence, Rt 02703	,	
Camilo Viveiros, Wiley Center		
Wal-Mart Stores East & Sam's East,	mhorne@hcc-law.com;	401-272-3500
Inc.	mnorne(wncc-taw.com,	401-272-3300
Melissa M. Horne, Esq.		
Higgins, Cavanagh & Cooney, LLC		
10 Dorrance St., Suite 400	Greg.tillman@walmart.com;	479-204-1594
Providence, RI 20903	<u>Greg.tiimtan(e/waimart.com</u> ,	179 201 1891
C W T'II C M /FDA		
Gregory W. Tillman, Sr. Mgr./ERA		
Walmart AMTRAK	CWotto@mdmo.lovy.com.	401 510 2040
	<u>CWatts@mdmc-law.com;</u>	401-519-3848
Clint D. Watts, Esq.	DD O 1 1	
Paul E. Dwyer, Esq.	PDwyer@mdmc-law.com;	
McElroy, Deutsch, Mulvaney &		
Carpenter	BWeishaar@mcneeslaw.com;	
10 Dorrance St., Suite 700		
Providence, RI 02903	KStark@mcneeslaw.com;	
Pobert A Weishoor In Fac		
Robert A. Weishaar, Jr., Esq.		
Kenneth R. Stark, Esq.  Original & 9 copies file w/:	Luly.massaro@puc.ri.gov;	401-780-2107
Luly E. Massaro, Commission Clerk		701-700-2107
Public Utilities Commission	Cynthia. WilsonFrias@puc.ri.gov;	
1 done Oundes Commission	Alan.nault@puc.ri.gov;	

89 Jefferson Blvd.	Todd.bianco@puc.ri.gov;	
Warwick, RI 02888		
	Margaret.hogan@puc.ri.gov;	
	John.harrington@puc.ri.gov;	
<b>DOCKET NO. 4780</b>		
ChargePoint, Inc.	EPare@brownrudnick.com;	617-856-8338
Edward D. Pare, Jr., Esq.		
Brown Rudnick LLP	Anne.Smart@chargepoint.com;	
One Financial Center		
Boston, MA 02111		
Anna Smart Change Daint Inc	Kevin.Miller@chargepoint.com;	
Anne Smart, Charge Point, Inc.	avvelralan@aalzantaaamana aana	617-342-6800
<b>Direct Energy</b> Craig R. Waksler, Esq.	cwaksler@eckertseamans.com;	01/-342-0800
Eckert Seamans Cherin & Mellott, LLC	dclearfield@eckertseamans.com;	413-642-3575
Two International Place, 16 <sup>th</sup> Floor	Marc.hanks@directenergy.com;	713-072-33/3
Boston, MA 02110	wate.nanks@ancetenergy.com,	
Marc Hanks, Sr. Mgr./GRA		
Direct Energy Services,		
INTERESTED PERSONS		
EERMC	marisa@desautelesq.com;	401-477-0023
Marisa Desautel, Esq	guerard@optenergy.com;	
Frank Epps, EDP	Frank@edp-energy.com;	
Matt Davey	mdavey@ssni.com;	
Nathan Phelps	nathan@votesolar.org;	
Douglas W. Gablinske, TEC-RI	doug@tecri.org;	
Radina Valova, Pace Energy & Climate Ctr.	rvalova@law.pace.edu;	
Marc Hanks, Sr. Mgr./GRA	Marc.hanks@directenergy.com;	413-642-3575
Direct Energy Services	cwaksler@eckertseamans.com;	
Lisa Fontanella	Lisa.Fontanella@spglobal.com;	
Janet Gail Besser, SEPA (Smart Electric	jbesser@sepapower.org;	
Power Alliance)		
Frank Lacey, EAC Power	frank@eacpower.com;	
Hank Webster	hwebster@acadiacenter.org;	401-276-0600
Policy Advocate & Staff Attorney		
Acadia Center		
144 Westminster Street, Suite 203		
Providence, RI 02903-2216		
PPL Electric Utilities	rjreybitz@pplweb.com;	
Ronald Reybitz		
Stephen Breininger	skbreininger@pplweb.com;	