

December 21, 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 – November 2021</u>

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for November 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 a communication from Commission counsel on October 4, 2021, the Company is submitting an electronic version of this filing followed by six (6) hard copies filed with the Clerk within 24 hours of the electronic filing.

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		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21 Sep-21	Oct-21	Nov-21
		Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas Electric Gas	Electric Gas	Electric Gas
	General Residential												
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	451,263 256,508	451,451 256,62	1 446,118 253,312	446,147 253,23	1 445,530 252,978	446,541 253,050	447,254 253,111	446,174 252,108	446,361 252,118	3 445,684 251,296 445,994 251,		445,744 252,251
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	443,233 251,752	443,418 251,85	8 443,666 251,780	444,005 252,07	6 443,907 252,156	443,880 251,704	443,555 251,173	443,382 250,805	443,340 250,551	1 443,086 250,126 443,153 249,	927 443,362 250,267	443,772 251,323
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,030 4,756	8,033 4,76		2,142 1,15	5 1,623 822	2,661 1,346	3,699 1,938	2,792 1,303	3,021 1,567	7 2,598 1,170 2,841 1,	,	1,972 928
2	Total Billed, does not include ESCO	\$48,236,571 \$19,110,382	\$54,340,468 \$31,760,15	9 \$64,163,258 \$49,221,266	\$60,141,524 \$53,519,80	3 \$54,325,617 \$44,562,716	\$46,440,903 \$30,682,408	\$39,599,983 \$19,467,226	\$50,653,379 \$12,161,569	\$60,791,732 \$8,809,945	\$68,297,080 \$9,059,658 \$65,041,590 \$8,426,	544 \$49,023,756 \$9,559,363	\$44,699,972 \$17,228,265
3	Average active residential account bill (line 2 / line 1.a)	\$108.83 \$75.91	\$122.55 \$126.1	0 \$144.62 \$195.49	\$135.45 \$212.3	2 \$122.38 \$176.73	\$104.62 \$121.90	\$89.28 \$77.51	\$114.24 \$48.49	\$137.12 \$35.16	5 \$154.14 \$36.22 \$146.77 \$3	3.72 \$110.57 \$38.20	\$100.73 \$68.55
4	Total Receipts	\$26,382,637 \$3,597,632	\$21,425,509 \$14,285,29	7 \$29,238,679 \$15,350,729	\$31,867,443 \$15,709,19	7 \$38,204,769 \$16,573,378	\$25,463,124 \$16,975,416	\$23,512,011 \$11,558,430	\$30,415,818 \$7,603,955	\$34,171,505 \$4,659,751	\$40,497,646 \$5,522,406 \$36,398,326 \$4,963,	408 \$32,970,760 \$4,496,013	\$26,121,788 \$11,195,052
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,666 4,188	6,660 4,18	5 6,639 4,162	6,591 4,12	8 6,210 3,854	6,004 3,708	5,974 3,679	5,970 3,670	5,928 3,641	1 5,687 3,553 5,704 3,	560 5,633 3,529	5,591 3,507
6	Number of Standard Accounts Protected	4,246 2,557	4,242 2,59	8 4,127 2,609	4,098 2,59	6 3,911 2,417	3,762 2,310	3,703 2,263	3,278 2,012	3,289 2,002	2 3,203 1,996 3,228 1,	999 3,217 1,995	3,169 1,958
6.a	Elderly	1.172 788	1.172 80	· · · · · · · · · · · · · · · · · · ·	1,128 79	3 1.144 792	1,153 797	1,132 781	1.085 745	1,075 738	3 1,004 718 1,005	711 1,001 711	983 698
6.b	Infant	337 214		,		9 101 65	1 1	0 0	0 0	0 0	0 0 0	0 0 0	0 0
6.6	Handicapped	348 179	359 18		342 18	7 351 194	517 299	383 202	385 211	310 174	4 323 172 316	170 340 191	292 153
6.C		0 1	. 0	1 0 1	342 18	1 0 0	0 0	383 202	0 0	0 0	0 0 0	0 0 0	292 133
6.u	Welfare	· · · · · · · · · · · · · · · · · · ·	· ·		77 4			0 0	82 53	80 52			0 0
6.e	Unemployed	79 48	79 4	9 77 49		9 75 49	85 52	89 59	0L 55	00 32	2 74 45 74	45 78 47	81 46
6.1	Seriously ill	2,310 1,327	2,294 1,34	· · · · · · · · · · · · · · · · · · ·	2,231 1,33		, , , , , , , , , , , , , , , , , , , ,		1,726 1,003	, , , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , , ,	073 1,798 1,046	1,813 1,061
7	Number of Low-Income Accounts Protected	2,420 1,631	2,418 1,58		2,493 1,533	2 2,299 1,437	, , , , , , , , , , , , , , , , , , , ,	, , , , , ,	2,692 1,658	,		2,110 1,55	
7.a	Elderly	706 483	716 48	4 749 479	746 47	3 739 474	760 482	755 472	814 510	782 491	1 741 457 737	460 721 453	710 448
7.b	Infant	204 178	198 16	7 204 151	203 14	6 62 46	0 0	0 0	0 0	0 0	0 0 0	0 0 0	0 0
7.c	Handicapped	271 165	268 16	8 276 159	275 15	9 271 158	412 261	320 180	450 270	377 210	348 257 346	240 368 252	333 214
7.d	Welfare	0 (0	0 0 0	0	0 0	0 0	0 0	0 0	0 0	0 0 0	0 0 0	0 0
7.e	Unemployed	22 11	. 25 1	3 32 16	32 1	6 34 17	36 20	37 20	40 25	40 25	37 26 37	25 38 26	35 25
7.f	Seriously ill	1,217 794	1,211 75	5 1,251 748	1,237 73	8 1,193 742	1,034 635	1,159 744	1.388 853	1.440 913	3 1,358 817 1,356	836 1,289 803	1,344 862
7.1		1,21/ /32	1,211 /3	1,231 /48	1,23/ /3	5 1,155 742	1,004 000	1,155 /44	1,500 055	1,770 913	1,550 01/ 1,550	1,203 803	1,544 802
0	Delinquency (Includes Active and Pending final accounts)	22 664 17 445	22 200 40 24	0 37.355 46.040	20 104 20 63	22.062 22.772	27.070 17.450	24 220 42 040	20 224 45 022	22 120 15 505	22.047 14.574 24.722 46	025 24 925 46 604	20 022 24 046
8	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	32,661 17,412	33,299 19,31	0 27,355 16,918	30,194 20,62	5 33,962 22,773	27,079 17,156		28,234 15,032	32,136 15,565			
8.a	Number of accounts reported above that have an active DPA	421 112	463 24			6 598 519	562 432		566 266	811 208	1,0.0	174 980 143	
8.b	Number of accounts reported above without an active DPA	32,240 17,300	. ,	-,,			-/	-,	27,668 14,766	. /	, , , , , , , , , , , , , , , , , , , ,	,	37,993 21,723
9	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$11,774,119 \$2,691,538	\$ \$11,982,818 \$4,837,77	3 \$12,422,343 \$6,929,839	\$14,629,968 \$10,238,04	0 \$14,966,478 \$12,474,634	\$12,714,669 \$10,061,772	\$10,149,685 \$6,717,194	\$8,939,102 \$4,856,754	\$10,570,932 \$2,957,489	9 \$12,522,689 \$2,266,709 \$12,885,111 \$2,130,	623 \$12,617,005 \$2,044,283	\$11,796,094 \$2,592,698
9.a	Dollar Value of accounts reported above that have an active DPA	\$1,408,842 \$266,793	\$1,270,268 \$367,60	6 \$1,490,221 \$592,704	\$1,602,731 \$820,24	8 \$1,588,658 \$980,911	\$1,526,548 \$895,958	\$1,575,668 \$889,015	\$2,314,437 \$1,145,681	\$3,356,133 \$871,685	\$ \$3,867,253 \$654,795 \$3,904,037 \$597,	287 \$3,549,843 \$541,890	\$3,014,507 \$575,229
9.b	Dollar Value of accounts reported above without an active DPA	\$10.365,277 \$2,424,745	\$10.712.549 \$4.470.16	7 \$10.932.122 \$6.337.135	\$13.027.237 \$9.417.79	3 \$13.377.820 \$11.493.723	\$11.188.121 \$9.165.814	\$8,574,017 \$5,828,179	\$6.624.665 \$3.711.072	\$7,214,799 \$2,085,804	\$8,655,435 \$1,611,914 \$8,981,074 \$1,533	336 \$9.067.161 \$1.502.393	\$8,781,587 \$2,017,470
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	16,270 6,289	13,008 6,25	0 11,313 6,299	11,110 6,91	1 14,855 10,418	12,262 9,719	10,461 8,080	9,067 6,175	9,007 5,644		434 13,629 6,234	14,891 6,537
10.a	Number of accounts reported above that have an active DPA	968 230	699 21	· · · · · · · · · · · · · · · · · · ·		6 1,087 854	920 785	924 751	991 610	1,005 446		283 1.848 322	1,832 335
10.a	·	15.302 6.059	12.309 6.03		10.208 6.30	· · · · · · · · · · · · · · · · · · ·	11,342 8,934	9,537 7,329	8,076 5,565	8,002 5,198	3 8,145 4,846 9,325 5,	, , , ,	13,059 6,202
10.0	Number of accounts reported above without an active DPA	-,	,	,	-,,	-,,		· · · · · · · · · · · · · · · · · · ·			· · · · · · · · · · · · · · · · · · ·		-,
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$9,919,551 \$1,754,804			1-7- 7 1 77 -		\$9,798,658 \$8,129,223		\$6,927,393 \$4,695,710	\$5,589,913 \$3,163,073			1 - 7 7 7 - 7
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,558,143 \$248,020	\$1,030,234 \$191,24	3 \$1,096,768 \$315,314	\$1,111,955 \$436,80	5 \$1,508,825 \$771,376	\$1,417,915 \$874,555	\$1,611,568 \$1,071,096	\$2,345,852 \$1,360,730	\$2,544,283 \$1,205,359	9 \$2,618,960 \$753,251 \$3,299,451 \$588,		\$3,191,699 \$481,414
11.b	Dollar Value of accounts reported above without an active DPA	\$8,361,407 \$1,506,784	\$6,418,204 \$1,562,83	3 \$6,294,332 \$2,586,962	\$6,899,355 \$3,826,39	2 \$9,478,047 \$6,905,244	\$8,380,742 \$7,254,669	\$7,060,337 \$5,880,143	\$4,581,541 \$3,334,980	\$3,045,629 \$1,957,714	\$3,183,844 \$1,156,497 \$4,050,312 \$940,	136 \$4,585,898 \$928,453	\$5,293,368 \$995,740
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	60,417 36,024	63,210 35,75	8 59,292 33,053	58,431 32,63	5 57,237 32,713	57,164 34,091	56,895 35,489	53,319 35,310	49,698 34,397	7 47,016 33,166 45,174 32,	295 45,263 31,405	46,593 30,871
12.a	Number of accounts reported above that have an active DPA	8,803 4,270	8,080 3,56	2 7,944 3,281	7,398 3,01	1 7,395 3,080	7,800 3,536	10,034 5,322	17,133 10,007	21,310 12,872	2 19,954 12,621 19,642 12,	327 18,936 11,746	17,190 10,327
12.b	Number of accounts reported above without an active DPA	51.614 31.754	55.130 32.19	6 51.348 29.772	51,033 29,62	4 49,842 29,633	49.364 30.555	46.861 30.167	36,186 25,303	28,388 21,525	5 27,062 20,545 25,532 19	968 26.327 19.659	29,403 20,544
13	Dollar Value of delinguent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$57,777,198 \$29,534,097	\$63,107,442 \$29,584,09	- //-	\$65,034,104 \$29,594,24	-7.	\$70,377,931 \$35,266,765	\$73,820,951 \$39,316,865	\$74,072,891 \$41,822,329	\$71,331,746 \$42,054,806			\$64,266,771 \$34,676,122
12 2	Dollar value of accounts reported on above that have an active DPA	\$6,844,646 \$2,958,010	\$6,241,409 \$2,306,10	2 \$6,301,110 \$2,124,607	\$6,028,424 \$1,973,24	8 \$6,506,884 \$2,119,892	\$7,688,784 \$2,657,364	\$10,387,063 \$4,481,567	\$21,072,900 \$10,157,957	\$29,235,659 \$14,776,931	\$26,931,170 \$14,316,348 \$26,296,013 \$13,707		\$21,401,875 \$10,874,687
13.b	Dollar value of accounts reported above without an active DPA	\$50.932.552 \$26.576.088	\$ \$56,866,033 \$27,277,99	6 \$56,875,192 \$26,698,194	\$59,005,680 \$27,620,99	7 \$60,247,539 \$29,262,475	\$62.689.147 \$32.609.400	\$63,433,888 \$34,835,298	\$52,999,991 \$31,664,372	\$42,096,087 \$27,277,874	\$41,817,499 \$26,754,295 \$39,575,116 \$25,271,	859 \$39.621.947 \$23.601.348	\$42,864,895 \$23,801,435
13.0		1 / - / - / - / - / -					1 - / / - / / / /					,,. ,. , ., ,	
14	Total Number of delinquent accounts	109,348 59,725	109,517 61,31	. ,, .	99,735 60,17	1 106,054 65,904	96,505 60,966	. , , .	90,620 56,517	90,841 55,606		, , .	100,306 59,324
14.a	Number of accounts reported above that have an active DPA	10,192 4,612	9,242 4,02	-,	9,047 4,24	.,	9,282 4,753	11,496 6,414	18,690 10,883	23,126 13,526			19,851 10,855
14.b	Number of accounts reported above without an active DPA	99,156 55,113	100,275 57,29		90,688 55,92	8 96,974 61,451	87,223 56,213	80,088 51,065	71,930 45,634	67,715 42,080	0 67,178 39,796 68,462 40,	, , , , , , , , , , , , , , , , , , , ,	80,455 48,469
15	Total Dollar Value of delinquent accounts	\$79,470,867 \$33,980,439	\$82,538,698 \$36,175,94	6 \$82,989,745 \$38,654,916	\$87,675,382 \$44,095,48	3 \$92,707,772 \$51,533,621	\$92,891,258 \$53,457,760	\$92,642,540 \$52,985,298	\$89,939,386 \$51,374,792	\$87,492,590 \$48,175,367	7 \$87,074,162 \$45,247,101 \$86,106,004 \$42,638,		\$84,547,932 \$38,745,974
15.a	Dollar Value of accounts reported above that have an active DPA	\$9,811,631 \$3,472,822	\$8,541,912 \$2,864,95	0 \$8,888,099 \$3,032,625	\$8,743,111 \$3,230,30	1 \$9,604,366 \$3,872,178	\$10,633,248 \$4,427,877	\$13,574,298 \$6,441,678	\$25,733,189 \$12,664,367	\$35,136,075 \$16,853,976	\$33,417,384 \$15,724,395 \$33,499,501 \$14,892	879 \$31,736,201 \$13,967,137	\$27,608,082 \$11,931,330
15.b	Dollar Value of accounts reported above without an active DPA	\$69,659,236 \$30,507,617	\$73,996,786 \$33,310,99	6 \$74,101,646 \$35,622,291	\$78,932,271 \$40,865,18	2 \$83,103,405 \$47,661,443	\$82,258,010 \$49,029,883	\$79,068,242 \$46,543,620	\$64,206,197 \$38,710,425	\$52,356,516 \$31,321,392	2 \$53,656,778 \$29,522,707 \$52,606,503 \$27,745,	331 \$53,275,007 \$26,032,195	\$56,939,850 \$26,814,645
16	Total Dollar Value of current accounts	\$35,686,158 \$13,877,421	\$39,649,051 \$22,749,16	0 \$48,143,189 \$34,345,082	\$47,544,174 \$37,517,64	9 \$36,167,838 \$26,407,556	\$32,802,844 \$18,779,898	\$30,578,323 \$13,471,124	\$34,898,727 \$8,840,625	\$48,247,396 \$7,921,405	\$46,115,863 \$7,109,018 \$47,477,534 \$7,863,	622 \$39,497,506 \$9,221,571	\$33,018,214 \$12,994,233
17	Total Active and Pending Final A/R	\$115,157,026 \$47,857,860		6 \$131,132,934 \$72,999,997	\$135,219,556 \$81,613,13		\$125,694,102 \$72,237,658		\$124,838,113 \$60,215,417		\$\\$133,190,025 \\$52,356,119 \\$133,583,538 \\$50,501		\$117,566,146 \$51,740,207
	Collection Agencies			1 / / / / / / / / / / / / / / / / / / /					, , , , , , , , , , , , , , , , , , , ,				
18	Number of cases referred to collection agencies	2,059 1,259	2,035 1,14	5 1,711 980	1,358 84	6 1,650 1,232	1,558 1,009	1,647 1,049	1,583 1,049	1,887 1,128	3 2,376 1,460 1,834 1,	253 1,933 1,176	2,043 1,314
	Payment Plans	2,000 1,200	2,000 1,14	2,721 380	2,000 04	1,000 1,202	1,000	1,049	1,555 1,045	1,007 1,120	2,070 1,000 1,004 1,		2,0.0 1,314
10		3,138 1,296	2,557 1,19	2 2,724 1,471	2,126 1,39	3 2,756 1,762	2,410 1,591	4,251 2,816	12,224 7,537	7,930 4,637	7 6,983 3,856 7,873 3,	940 6,183 3,129	5,135 2,464
19	Number of new payments plans, not including AMP		, , , , , , , , , , , , , , , , , , , ,										
20	Number of payment plans defaulted	2,067 975	2,981 1,50	,	2,082 1,08		1,797 1,103	1,761 990	2,916 1,731	4,089 2,553			7,031 3,641
21	Number of active payment agreements	8,212 3,800	7,609 3,38		7,974 3,90		8,419 4,486	9,934 5,725	16,349 9,733	21,850 12,887	7 20,345 12,062 20,993 11,		17,907 9,952
21.a	Number of Active Step-plan agreements	1,658 797	1,494 68	-,	1,429 73	2 1,369 743	1,288 734	1,680 1,041	2,887 2,075	3,797 2,767			2,230 1,489
21.b	Number of Company issued non-Step plans	6,458 2,953	6,035 2,66	4 6,251 2,812	6,485 3,14	7 6,705 3,433	7,079 3,734	8,205 4,668	13,416 7,643	17,998 10,097	7 17,034 9,565 17,975 9,	738 17,193 9,363	15,636 8,445
21.c	Number of regulatory order non-Step plans	46 12	2 43 1	3 38 10	34	8 33 9	34 8	31 6	34 8	44 17	7 51 15 58	20 51 22	40 15
21.d	Number of Commission sanctioned "October Rule" payment plans	50 38	3 37 2	3 32 22	26 1:	8 22 14	18 10	18 10	12 7	11 6	9 7 6	6 3 5	1 3
22	Number of new budget plans, not including AMP	1,002 517	887 55	8 1.130 870	925 73	7 955 723	904 701	695 413	1.583 795	1,116 481	1 1.017 480 1.063	449 838 428	681 413
	Shut-Offs	1,002 317	557 55	1,130 870	323 /3	, 555 723	JU4 /UI	555 415	1,505 /35	1,110 401	1,017 400 1,003	030 428	001 413
22				0 0	_	0 0		60.632 40.070	40.536 34.036	20.007 20.020	44 442 24 777 20 024 24	062 35.661 47.466	22,000 0.644
23	Number of Accounts Sent Notice of Disconnection for non-payment	0 (0	0 0 0	Ü	0 0 0	0 0	60,623 40,970	49,536 34,926				22,098 9,644
24	Number of Service Disconnections for non-payment	0 (0	0 0	0	0 0	0 0	0 0	0 0	1,531 757	,	709 1,566 547	34 13
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	1,531 757	7 1,296 388 2,440	709 1,566 547	34 13
24.b	Number of Service Disconnections for non-payment on accounts WITH a special protection	0 0	0	0 0	0	0 0	0 0	0 0	0 0	0 0	0 0 0	0 0 0	0 0
24.c	Number of Service Disconnections for non-payment in excess of \$1000	0 (0	0 0 0	0	0 0 0	0 0	0 0	0 0	1,270 621	1 891 259 1,743	565 1,072 399	32 11
24.d	Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.0%	0.0% 0.09	% 0.0% 0.0%	0.0% 0.09	% 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%			.3% 0.4% 0.2%	0.0% 0.0%
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	\$2,904 \$2,838			
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0 \$0	\$0 \$	0 \$0 \$0	\$0 \$1	0 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$2,904 \$2,838			\$2,905 \$2,109
		\$0 \$0		0 \$0 \$0	\$0 \$1	0 \$0 \$0	\$0 \$0		\$0 \$0	\$2,904 \$2,838	\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	\$0 \$0 \$0	\$2,905 \$2,109
25.b	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	ا\$ ∪د	ک ∪د اِر	0)	ا\$ ب	ا\$ ∪د اٍ∪	, ο ο ο ο ο ο ο ο ο ο ο ο ο ο ο ο ο ο ο	, şu ŞU	, ου \$0	. ⇒υ \$0	۵ کا	اک ۵۷ کا	3 υ \$0

	Nov-20	Dec-20	0	Jan-21		Feb-21	Mar-21	Apr-21		May-21	Jun-21		Jul-21	Aug-2	1	Sep-21		Oct-2	1	Nov-21
	Electric Gas	Electric	Gas	Electric	Gas	Electric Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric Gas
Restorations 26 Number of Capita Partnerships within 7 days of termination	0	0	0	0	0	0	0 0	0	0	0 (0	0	1,247 51	1 1,081	277	2,101	470	1,308	404	27 9
26 Number of Service Restorations within 7 days of termination 26.a Number of Service Restorations within 7 days of termination on accounts with NO special protection	0	0 0	0	0	0	0	0 0	0	0	0 (0 0	0	1,247 51	•	277	2,101	470	1,308	404	27 9
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	2,101	0	1,308	0	0 0
27 Average balance of of service restorations							,	,								-				
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	\$2,199 \$2,34	1 \$2,042	\$1,788	\$1,824	\$1,992	\$1,770	\$1,930	\$2,597 \$2,011
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	\$2,199 \$2,34	1 \$2,042	\$1,788	\$1,824	\$1,992	\$1,770	\$1,930	\$2,597 \$2,011
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	1.0 1.	0 1.0	1.0	1.0	1.0	1.0	1.0	1.0 1.0
Write-Offs																				
29 Number of Accounts Classified as Written-Off	1,384 8	15 2,775	1,152	1,778	1,099	1,585 87	3 1,401 839	1,366	920	1,280 846	5 1,534	914	1,208 79	1 1,572	1,078	1,472	931	1,720	1,164	1,606 1,061
29.a Number of Residential Accounts Classified as Written-Off	1,286 7	97 1,633	1,109	1,618	1,009	1,399 81	1 1,294 788	1,228	865	1,171 789	1,421	852	1,101 73	1,101	1,015	1,369	880	1,626	1,124	1,480 1,017
29.b Number of Commercial and Industrisal Classified as Written-Off 30 Dollar Value of Accounts Classified as Written-Off	98	46 142 15 \$1.025.199	43	160 \$1.310.709	90	186 6	7 107 51 1 \$936.569 \$499.859	138	55	109 57	7 113	62	107 5 \$1.243.056 \$870.33	91	63	103	51	94 \$2.809.379	40	126 44 \$2,093,209 \$1,315,170
30.a Dollar Value of Accounts Classified as Written-Off 30.a Dollar Value of Residential Accounts Classified as Written-Off	\$879,835 \$678,3 \$799,656 \$413,2	1 /: -/	\$607,649 \$590,357	\$1,310,709	\$628,819 \$551,386	\$1,189,148 \$570,78 \$965,055 \$493,29	1 \$936,569 \$499,859 8 \$800,963 \$455,988	, , , , , , ,	\$653,142 \$607,553	\$1,312,923 \$668,504 \$942,343 \$597,478	1 , ,	. ,	\$1,243,056 \$870,33 \$1,067,770 \$761,86	9 \$1,374,137 9 \$1,205,793	\$863,440 \$786,694	\$1,621,611 \$1,344,246	\$918,587 \$871,484	\$2,809,379	7-)0-0).0.	\$2,093,209 \$1,315,170 \$1,903,453 \$1,242,515
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$80,179 \$265,0		\$17.292	\$231,632	\$77,434	\$224,094 \$77,48	3 \$135,606 \$43,871	\$185,074	\$45,588	\$370,580 \$71,025		\$44,065	\$175,286 \$108,47	0 \$168,345	\$76,746	\$277,365	\$47,104	\$156,220	\$45,715	\$189,756 \$72,655
31 Dollar Value of write-off recoveries	\$444.220 \$299.8		\$273,450	\$468,971	\$305,140	\$455,691 \$291,86	2 \$615.812 \$414.571		\$361,230	\$463.087 \$333.957		366.803	\$490,734 \$282,15		\$302,290		\$263.822	\$589,624	\$362,625	\$469,222 \$365,114
31.a Dollar Value of Residential write-off recoveries	\$392,472 \$265,8	, .	\$262,612	, .	\$290,538	\$406,233 \$271,92	2 \$591,337 \$405,880	,	\$345,741	\$364,360 \$306,026	1 /	339,598	\$382,345 \$262,75		\$247,548	,	\$248,523	\$540,628	\$340,904	\$430,170 \$347,579
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$51,748 \$34,0		\$10,838	\$59,810	\$14,602	\$49,458 \$19,94	1 \$24,475 \$8,691	\$21,537	\$15,490	\$98,727 \$27,933		\$27,205	\$108,388 \$19,40		\$54,741	\$66,097	\$15,299	\$48,996	\$21,721	\$39,052 \$17,535
32 Dollar value of NET A/R Write-Offs	\$435,615 \$378,4		\$334,199	\$841,738	\$323,679	\$733,457 \$278,91	9 \$320,757 \$85,288		\$291,911	\$849,835 \$334,546		485,933	\$752,322 \$588,18		\$561,151		\$654,765	\$2,219,755		\$1,623,987 \$950,057
32.a Dollar Value of Residential NET A/R Write-Offs	\$407,184 \$147,4	58 \$558,784	\$327,745	\$669,916	\$260,848	\$558,822 \$221,37	\$209,626 \$50,109	\$374,193	\$261,813	\$577,983 \$291,452	\$806,439	469,073	\$685,425 \$499,11	5 \$801,381	\$539,146	\$954,843	\$622,961	\$2,112,531	\$1,124,175	\$1,473,283 \$894,936
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$28,431 \$230,9	71 \$89,661	\$6,454	\$171,822	\$62,831	\$174,636 \$57,54	\$111,131 \$35,180	\$163,536	\$30,099	\$271,852 \$43,094	\$98,230	\$16,860	\$66,897 \$89,06	9 \$127,895	\$22,005	\$211,268	\$31,804	\$107,224	\$23,993	\$150,704 \$55,120
Low Income Discount Rate																				
33 Number of Low-Income Accounts	30,649 19,9		19,400	32,451	19,427	32,487 19,55	31,980 19,874	32,174	20,162	32,602 20,733	31,926	20,611	37,749 24,71	1 36,436	23,652	36,070	23,247	35,283	23,005	36,054 23,393
33.a Number of Accounts (no rider)	25,953 16,8	· ·	16,285	27,644	16,304	27,658 16,40	· · · · · · · · · · · · · · · · · · ·	27,171	16,906	27,450 17,389	27,682	17,823	32,440 21,23		20,381	31,021	20,009	30,273	19,778	31,037 20,153
33.b Number of Accounts (with rider)	4,696 3,1		3,115	4,807	3,123	4,829 3,15	4,911 3,224	5,003	3,256	5,152 3,344	4,244	2,788	5,309 3,47		3,271	5,049	3,238	5,010	3,227	5,017 3,240
34 Percent of customers on the low-income discount	6.9% 7.5		7.7%	7.3%	7.7%	7.3% 7.8		7.2%	8.0%	7.4% 8.3%		8.2%	8.5% 9.99		9.5%	8.1%	9.3%	8.0%	9.2%	8.1% 9.3%
35 Total receipts 36 Total receipts paid by LIHEAP	\$1,903,886 \$343,5	25 \$2,261,723 \$0 \$0	\$478,351		\$2,160,054	\$2,389,031 \$1,549,18 \$114,242 \$706,69	3,080,091 \$1,947,544 3 \$157,202 \$700,600		\$966,749 \$501,900	\$1,367,568 \$769,988 \$155,096 \$811,873		401,159 \$71,565	\$4,256,619 \$1,102,849 \$47,007 \$272,309		\$598,363 \$597,052	\$2,878,120 \$32,022	\$402,724 \$138,955	\$2,184,500	\$703,330	\$2,444,584 \$895,038 \$709 \$2,410
36.a Total receipts paid by EinEAP 36.a Total receipts paid by Regular LIHEAP	\$0	\$0 \$0	\$0 \$0	\$410,713	, _, _ , ,	\$113,737 \$706,48	5 \$149,890 \$697,536		\$501,900	\$147,552 \$806,923		\$71,303	\$42,687 \$268,54		\$591,243		\$137,242	\$1,388	\$0 \$0	\$709 \$2,410
36.b Total receipts paid by Regular EITEAP 36.b Total receipts paid by Crisis LIHEAP	\$0	\$0 \$0	\$0	\$3,492	\$1.095	\$505 \$21	2 \$7.312 \$3.064		\$813	\$7,544 \$4,950	\$1,869	\$237	\$4.320 \$3.76		\$5,809	\$3.847	\$1.713	\$1,566	\$0	\$0 \$0
37 Total number of customers receiving a LIHEAP payment for the month	0	0 0	0	1,288	3,549	326 1,86	4 443 1,819	318	1,326	444 2,114	4 95	190	135 68	1 - 7	1,552	83	346	4	0	1 6
38 Total billed	\$2,427,344 \$1,275,1	22 \$2,573,186	\$1,925,675	\$3,226,105	\$3,033,407	\$3,099,629 \$3,149,09	2 \$2,788,107 \$2,689,610	\$2,422,732 \$3	1,940,726	\$2,013,093 \$1,217,264	4 \$2,487,143 \$	799,373	\$3,308,160 \$667,26	9 \$3,623,375	\$694,555	\$3,391,194	\$644,116	\$2,745,891	\$725,712	\$2,607,361 \$1,324,044
Delinquency																				
Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	2 210	2 100	1 271	2.100	1 412	2,693 1,71	2 1 4 0 1 4 0 0	2.649	1 404	2.200 1.050	2.706	1 174	2.055 4.22	2 204	1,111	2.400	1 140	2.716	1,424	2.505 1.451
39.a Number of accounts reported above that have an active DPA	2,318 9 87	50 2,199 17 88	1,271	2,106 102	1,413	2,693 1,71 156 8	2 2,148 1,406 5 124 69	2,648	1,494	2,286 1,056 102 62	2,706	1,174	2,956 1,22 179 4	6 2,284 8 194	26	2,108 253	1,149	2,716 223	1,424	2,505 1,451 173 29
39.b Number of accounts reported above that have an active DPA	2,231 9	17 00	1.232		1.356	2.537 1.62			1,408	2,184 994		1.139	2.777 1.17		1.085	1,855	1.129	2,493	1,401	2,332 1,422
	2,231	2,111	1,232	2,004	1,550	2,557 1,02	2,024 1,557	2,510	1,400	2,104 55-	2,002	1,133	2,777 1,17	2,030	1,003	1,055	1,123	2,433	1,401	2,332 1,422
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$122,747 \$28,9	34 \$152,269	\$63,851	\$155,329	\$105,364	\$212,033 \$188,76	\$198,904 \$161,579	\$213,331	\$187,009	\$147,610 \$70,672	1 \$187,945	\$89,550	\$248,711 \$89,46	7 \$198,412	\$41,608	\$149,088	\$36,842	\$188,864	\$35,408	\$196,289 \$51,796
40.a Dollar value of accounts reported above that have an active DPA	\$7,499 \$2,1	49 \$8,803	\$3,133	\$14,668	\$11,262	\$21,806 \$14,02	\$17,599 \$9,757	\$25,896	\$11,523	\$14,191 \$6,065	\$14,396	\$3,198	\$24,542 \$22,82	9 \$22,089	\$1,802	\$20,167	\$914	\$19,475	\$1,852	\$13,161 \$1,375
40.b Dollar value of accounts reported above without an active DPA	\$115,247 \$26,7	86 \$143,466	\$60,718	\$140,661	\$94,102	\$190,227 \$174,74	\$181,305 \$151,822	\$187,435	\$175,486	\$133,420 \$64,606	\$173,549	\$86,352	\$224,169 \$66,63	9 \$176,323	\$39,806	\$128,921	\$35,928	\$169,389	\$33,556	\$183,128 \$50,422
Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																				
41	1,616 5	24 1,083	502	1,207	737	1,286 84	7 1,375 1,141	1,242	1,113	1,215 956	1,368	864	1,162 71	1 1,175	654	1,075	610	1,258	687	1,791 861
41.a Number of accounts reported above that have an active DPA	171 1,445 4	35 121 89 962	28 474	175 1,032	670	206 9 1,080 75	1 204 118 5 1,171 1,023	, 01	100	193 156 1 022 800	207	125 739	243 10 919 60		82 572	343	50	351 907	34 CE2	391 71 1,400 790
41.b Number of accounts reported above without an active DPA	1,445 4	89 962	4/4	1,032	670	1,080 /3	5 1,171 1,023	1,101	1,013	1,022 800	1,161	739	919 60	7 871	5/2	732	500	907	053	1,400 /90
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$242.023 \$37.7	70 \$169.894	\$54.166	\$233.683	\$114.983	\$267.892 \$198.55	5302.254 \$349.482	\$174,328	\$118 512	\$211.044 \$188.807	7 \$242.844 \$	146.744	\$206.652 \$105.94	\$245.050	\$86.197	\$198.929	\$42,569	\$230,736	\$51 363	\$360.705 \$77.500
42.a Dollar value of accounts reported above that have an active DPA	\$35.960 \$3.3	70 9103,031	\$5,145	\$44.808	\$11,987	\$59,399 \$29,82	5 \$54.614 \$39.594	\$13,894	\$10,442	\$45,610 \$39,578		\$27.078	\$56,749 \$28,00		\$25,131	\$82,485	\$7,728	\$75,020	\$5,403	\$91,927 \$14,952
42.b Dollar value of accounts reported above without an active DPA	\$206,064 \$34,3	, .,	\$49,021	\$188,875	\$102,997	\$208,494 \$168,73	\$247,640 \$309,889		\$108,069	\$165,434 \$149,228	1 - 7	119,666	\$149,902 \$77,93		\$61,066	\$116,444	\$34,840	\$155,716	\$45,960	\$268,778 \$62,548
Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	9,316 5,2		5,155	9,806	4,733	9,741 4,61	9,235 4,712	10,749	6,006	9,653 5,240	12,331	7,836	11,536 7,67		7,076	9,485	6,878	9,318	6,732	9,826 6,900
43.a Number of accounts reported above that have an active DPA	2,023 7	70 1,001	631	1,996	556	1,999 55	2,059 625	2,646	996	2,901 1,165	5,004	2,679	6,136 3,51		3,354	5,497	3,430	4,844	3,053	4,128 2,476
43.b Number of accounts reported above without an active DPA	7,293 4,4	52 7,878	4,524	7,810	4,177	7,742 4,05	7,176 4,087	8,103	5,010	6,752 4,075	7,327	5,157	5,400 4,16	6 4,895	3,722	3,988	3,448	4,474	3,679	5,698 4,424
Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	******		4= 4=		4= =0.4 ===	4				4.000.000						***		4.0.0.	40.000	4.0.000.000
44	\$13,284,741 \$5,850,9	, . ,	1-,,	, , ,		\$14,895,560 \$5,965,83		7-0,0-0,000 7		\$16,224,552 \$7,554,140			21,681,361 \$11,707,24		-,,-	\$18,974,171 \$	-,,	\$18,541,253		\$18,956,989 \$9,230,425
44.a Dollar value of accounts reported above that have an active DPA 44.b Dollar value of accounts reported above without an active DPA	\$2,381,826 \$791,0 \$10,902,915 \$5,059,9	1 / /	\$603,594 \$5,054,573	\$2,334,844 \$12,019,724	1 , .	\$2,465,032 \$627,02 \$12,430,528 \$5,338,80	8 \$2,738,290 \$758,423 8 \$12,101,283 \$5,853,813	3 \$3,476,346 \$3 3 \$12,443,509 \$6	, , .	\$3,973,469 \$1,426,635	1 / /- 1	,	\$9,908,626 \$4,561,90 511,772,735 \$7,145,33	8 \$9,117,335 5 \$10,935,994	. , .,	1-77 1	54,315,152 55,527,888	\$8,057,762	7-77	\$6,327,437 \$2,784,012 \$12,629,552 \$6,446,413
44.b Dollar value of accounts reported above without an active DPA Total Number of low-income delinquent accounts	\$10,902,915 \$5,059,9 13,250 6,7		6.928	13.119	6.883	\$12,430,528 \$5,338,80 13,720 7,17	5 12,101,283 \$5,853,813 5 12,758 7.259	14.639	8.613	\$12,251,082 \$6,127,505 13.154 7.252	2 16.405	9.874	15.654 9.61	3 13,716	\$6,295,491 8.841	\$9,680,315 \$	8.637	13,292	\$5,673,932 8,843	14,122 9,212
45.a Number of accounts reported above that have an active DPA	2.281 8	,	698	2.273	680	2.361 73	5 2.387 812	2 2.865	1.182	3.196 1.383	3 5.315	2.839	6.558 3.66	•	3,462	6.093	3,500	5.418	3,110	4.692 2.576
45.b Number of accounts reported above that have an active DPA 45.b Number of accounts reported above without an active DPA	10,969 5,8	74 10.951	6.230	10,846	6,203	11,359 6,44	10,371 6,447	11,774	7,431	9,958 5,869	9 11,090	7,035	9,096 5,95	1 7,856	5.379	6,575	5,137	7,874	5.733	9,430 6,636
46 Total Dollar Value of low-income delinquent accounts	\$13,649,511 \$5,917,6	99 \$14,006,389	\$5,776,184	\$14,743,580	\$5,754,929	\$15,375,485 \$6,353,15	2 \$15,340,731 \$7,123,297	\$16,307,513 \$	7,808,787	\$16,583,206 \$7,813,618	8 \$23,130,548 \$12	320,982 \$	522,136,723 \$11,902,65	0 \$20,496,791 \$	\$10,668,781	\$19,322,188 \$	59,922,451	\$18,960,853	\$9,478,500	\$19,513,983 \$9,359,722
46.a Dollar value of accounts reported above that have an active DPA	\$2,425,285 \$796,5		\$611,872		, - ,	\$2,546,237 \$670,87	\$2,810,503 \$807,773			\$4,033,270 \$1,472,278	8 \$7,754,105 \$3		\$9,989,917 \$4,612,74			\$9,396,508 \$	-,- , -	\$8,152,257		\$6,432,525 \$2,800,338
46.b Dollar value of accounts reported above without an active DPA	\$11,224,226 \$5,121,1	71 \$11,820,586	\$5,164,312	\$12,349,260	\$5,162,929	\$12,829,248 \$5,682,27	8 \$12,530,228 \$6,315,524	\$12,791,377 \$6	6,621,692	\$12,549,936 \$6,341,339	\$15,376,442 \$8	795,488 \$	12,146,806 \$7,289,90	6 \$11,266,794	\$6,396,363	\$9,925,681 \$	5,598,657	\$10,808,596	\$5,753,447	\$13,081,458 \$6,559,383
Shut-Offs Shut-Offs																				
47 Number of low-income Accounts Sent Notice of Disconnection	0	0 0	0	0	0	0	0 (0	0	0 (0	0	5,633 4,22		3,755	4,108	3,217	2,748	1,798	173 84
48 Number of low-income Service Disconnections for Non-Payment	0	0 0	0	0	0	0	0 0	0	0	0 (0	0	58 3	2 211	46	409	133	160	62	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	6 0.0% 0.0%	0.0%	0.0%	0.0% 0.0%	6 0.0%	0.0%	0.2% 0.19	6 0.6%	0.2%	1.1%	0.6%	0.5%	0.3%	0.0% 0.0%
Restorations	0.076 0.	0.0%	0.0%	0.0%	0.076	0.070 0.0	0.0% 0.0%	0.0%	0.0%	0.070 0.07	0.0%	0.076	0.2/0 0.17	0.0%	U.270	1.170	0.0%	0.5%	0.5%	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	49 2	0 152	14	354	80	148	44	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	2	3 1	3	1	3	1	3	0 0
Write-Off																				
52 Number of low-income accounts Classified as Written-Off	128	69 121	78	136	86	133 6	7 99 68	102	73	113 72	2 138	77	105 6	0 113	87	95	61	138	109	154 122
53 Dollar Value of low income accounts classified as written-off	\$129,508 \$63,1	_	\$75,268	\$135,862	\$81,448	\$138,162 \$77,01	\$94,692 \$55,256		\$68,333	\$121,556 \$76,146		\$86,823	\$143,811 \$62,41		\$104,259	\$160,062	\$71,587	\$274,547	\$135,873	\$320,844 \$160,613
54 Dollar Value of low-income write-off recoveries	\$66,878 \$30,8		\$31,923	\$74,850	\$38,996	\$68,113 \$36,28	\$ \$129,433 \$58,863		\$70,501	\$90,050 \$42,084		\$71,111	\$73,132 \$25,96		\$37,724	\$64,511	\$35,048	\$71,306	\$56,982	\$63,535 \$54,168
Dollar value of NET low-income A/R Write-Offs	\$62,629 \$32,2	69 \$75,068	\$43,345	\$61,012	\$42,452	\$70,049 \$40,73	-\$34,741 -\$3,607	\$30,704	-\$2,169	\$31,506 \$34,062	\$98,528	\$15,711	\$70,679 \$36,44	9 \$45,478	\$66,535	\$95,551	\$36,539	\$203,241	\$78,890	\$257,310 \$106,445

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		Nov-2	20	Dec-2	0	Jan-2	21	Feb-2	1	Mar-21	ı	Apr-2:	1	Mav-2	21	Jun-21		Jul-21		Aug-21		Sep-2	1	Oct-2	21	Nov-2	1
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas																
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	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	1,702	805	1,655	746	1,584	668
57	Percent of low-income customers enrolled on the AMP	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%	4.7%	3.5%	4.7%	3.2%	4.4%	2.9%
58	Total receipts paid by enrollees	\$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	\$339,565	\$61,208	\$184,428	\$58,039	\$201,062	\$78,149
59	Total receipts paid by LIHEAP	\$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	\$8,241	\$19,094	\$0	\$0	\$1,059	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$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	\$1,327,932	\$431,141	\$1,198,527	\$392,077	\$1,024,541	\$317,324
61	Number of newly enrolled customers	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108	136	84	78	52	62	29
61.a	Number of newly enrolled customers: not associated with service restoration	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108	136	84	78	52	62	29
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	163	78	134	54	134	50	137	58	157	64	105	38	105	48	186	118	121	54	100	52	116	56	106	96	118	109
62.a	Number of customers exited the program by default	134	68	106	43	98	41	98	38	96	34	70	27	62	27	79	40	78	28	51	37	57	44	62	84	62	91
62.b	Number of customers exited the program by cancellation	29	10	28	11	36	9	39	20	61	30	35	11	43	21	107	78	43	26	49	15	59	12	44	12	56	18
63	Number of customers successfully completing a 12-month program	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9	30	9	35	10	35	10
63.a	Number of customers successfully completing a 12-month program with remaining arrears	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9	30	9	35	10	35	10
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	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	1,385	719	1,345	652	1,246	550
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$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	\$3,055,380	\$1,189,745	\$2,902,166	\$1,082,496	\$2,575,321	\$906,559
66	Number of AMP program participants receiving LIHEAP	0	0	0	0	18	31	6	14	20	24	15	40	16	39	1	10	10	34	36	90	8	24	0	0	1	1
	Percent of AMP customers receiving LIHEAP payments	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%	0.5%	3.0%	0.0%	0.0%	0.1%	0.1%

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

Combined Service list updated 11/29/2021

<u>December 21, 2021</u>

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