

November 22, 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 – October 2021</u>

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 October 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 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.

		Oct-20	-	Nov-20	Dec-20	Jan-21	1	Feb-21	Mar-21	- T	Apr-21	May 21	Jun-21	Iul 21	Aug 21	Con 21	Oct-21
		Electric	Gas	Electric Gas	Electric Gas		Gas	Electric Gas	Electric Gas	Flec	ectric Gas	May-21 Electric Gas	Electric Gas	Jul-21 Electric Gas	Aug-21 Electric Gas	Sep-21 Electric Gas	Electric Gas
	General Residential	Liceti ie	Gus	Licetile Gas	2.000.10	Licotile	Gus		Licetife	2.00	eti it	2.000.0	2.000.10	Liceano Gus	21000110 000	2.000.10	Electric Gus
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	451.054	256,083	451,263 256,50	8 451,451 256,621	446.118	253,312	446,147 253,231	445,530 252	978 4	446,541 253,050	447,254 253,111	446,174 252,108	446,361 252,1	18 445,684 251,296	445,994 251,348	446,437 251,824
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	443,019	251,318	443,233 251,75	2 443,418 251,858	443,666	251,780	444,005 252,076	443,907 252		443,880 251,704	443,555 251,173	443,382 250,805	443,340 250,5		443,153 249,927	443,362 250,267
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,035	4,765	8,030 4,75	6 8,033 4,763	2,452	1,532	2,142 1,155	1,623	322	2,661 1,346	3,699 1,938	2,792 1,303	3,021 1,5	67 2,598 1,170	2,841 1,421	3,075 1,557
2	Total Billed, does not include ESCO	\$46,990,900 \$1		\$48,236,571 \$19,110,38		\$64,163,258 \$4		\$60,141,524 \$53,519,803	\$54,325,617 \$44,562	716 \$46,4	440,903 \$30,682,408	\$39,599,983 \$19,467,226	\$50,653,379 \$12,161,569	\$60,791,732 \$8,809,9		<del></del>	\$49,023,756 \$9,559,363
3	Average active residential account bill ( line 2 / line 1.a)	\$106.07	\$40.42	\$108.83 \$75.9	1 \$122.55 \$126.10	\$144.62	\$195.49	\$135.45 \$212.32	\$122.38 \$17		\$104.62 \$121.90	\$89.28 \$77.51	\$114.24 \$48.49	\$137.12 \$35		\$146.77 \$33.72	\$110.57 \$38.20
4	Total Receipts	\$31,216,648 \$		\$26,382,637 \$3,597,63		\$29.238.679 \$1		\$31.867.443 \$15.709.197	\$38,204,769 \$16,573		463.124 \$16.975.416	\$23,512,011 \$11,558,430		\$34,171,505 \$4,659,7		\$36,398,326 \$4,963,408	\$32,970,760 \$4,496,013
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,655	4,182	6,666 4,18		6,639	4,162	6,591 4,128	6,210 3		6,004 3,708	5,974 3,679	5,970 3,670	5,928 3,6		5,704 3,560	5,633 3,529
6	Number of Standard Accounts Protected	4,166	2,522	4,246 2,55	7 4,242 2,598	4,127	2,609	4,098 2,596		417	3,762 2,310	3,703 2,263	3,278 2,012	3,289 2,0	02 3,203 1,996	3,228 1,999	3,217 1,995
6.a	Elderly	1,145	776	1,172 78	8 1,172 802	1,139	798	1,128 793	1,144	792	1,153 797	1,132 781	1,085 745	1,075	38 1,004 718	1,005 711	1,001 711
6.b	Infant	328	205	337 21	4 338 218	328	232	320 229	101	65	1 1	0 0	0 0	0	0 0 0	0 0	0 0
6.c	Handicapped	327	164	348 17	9 359 181	352	189	342 187	351	194	517 299	383 202	385 211	310	.74 323 172	316 170	340 191
6.d	Welfare	0	1	0	1 0 1	0	1	0 1	0	0	0 0	0 0	0 0	0	0 0 0	0 0	0 0
6.e	Unemployed	74	44	79 4	8 79 49	77	49	77 49	75	49	85 52	89 59	82 53	80	52 74 45	74 45	78 47
6.f	Seriously ill	2,292	1,332	2,310 1,32	7 2,294 1,347	2,231	1,340	2,231 1,337	2,240 1	317	2,006 1,161	2,099 1,221	1,726 1,003	1,824 1,0	1,802 1,061	1,833 1,073	1,798 1,046
7	Number of Low-Income Accounts Protected	2,489	1,660	2,420 1,63	1 2,418 1,587	2,512	1,553	2,493 1,532	2,299 1	437	2,242 1,398	2,271 1,416	2,692 1,658	2,639 1,6	39 2,484 1,557	2,476 1,561	2,416 1,534
7.a	Elderly	718	488	706 48	3 716 484	749	479	746 473	739	174	760 482	755 472	814 510	782	91 741 457	737 460	721 453
7.b	Infant	217	189	204 17	8 198 167	204	151	203 146	62	46	0 0	0 0	0 0	0	0 0 0	0 0	0 0
7.c	Handicapped	276	170	271 16	5 268 168	276	159	275 159	271	158	412 261	320 180	450 270	377	10 348 257	346 240	368 252
7.d	Welfare	0	0	0	0 0	0	0	0 0	0	0	0 0	0 0	0 0	0	0 0 0	0 0	0 0
7.e	Unemployed	15	7	22 1	1 25 13	32	16	32 16	34	17	36 20	37 20	40 25	40	25 37 26	37 25	38 26
7.f	Seriously ill	1,263	806	1,217 79	4 1,211 755	1,251	748	1,237 738	1,193	742	1,034 635	1,159 744	1,388 853	1,440	13 1,358 817	1,356 836	1,289 803
	Delinquency (Includes Active and Pending final accounts)																
8	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	33,776	15,357	32,661 17,41	2 33,299 19,310	27,355	16,918	30,194 20,625	33,962 22	773	27,079 17,156	24,228 13,910	28,234 15,032	32,136 15,5	65 33,047 14,574	34,723 16,025	34,835 16,604
8.a	Number of accounts reported above that have an active DPA	548	114	421 11	2 463 243	573	438	747 626	598	519	562 432	538 341	566 266	811	08 1,076 169	1,118 174	980 143
8.b	Number of accounts reported above without an active DPA	33,228	15,243	32,240 17,30	0 32,836 19,067	26,782	16,480	29,447 19,999	33,364 22	254	26,517 16,724	23,690 13,569	27,668 14,766	31,325 15,3	57 31,971 14,405	33,605 15,851	33,855 16,461
9	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$14,033,811 \$	2,363,416	\$11,774,119 \$2,691,53	8 \$11,982,818 \$4,837,773	\$12,422,343 \$	6,929,839	\$14,629,968 \$10,238,040	\$14,966,478 \$12,474	534 \$12,7	714,669 \$10,061,772	\$10,149,685 \$6,717,194	\$8,939,102 \$4,856,754	\$10,570,932 \$2,957,4	89 \$12,522,689 \$2,266,709	\$12,885,111 \$2,130,623	\$12,617,005 \$2,044,283
9.a	Dollar Value of accounts reported above that have an active DPA	\$1,564,110	\$276,195	\$1,408,842 \$266,79	3 \$1,270,268 \$367,606	\$1,490,221	\$592,704	\$1,602,731 \$820,248	\$1,588,658 \$980	911 \$1,5	526,548 \$895,958	\$1,575,668 \$889,015	\$2,314,437 \$1,145,681	\$3,356,133 \$871,6	85 \$3,867,253 \$654,795	\$3,904,037 \$597,287	\$3,549,843 \$541,890
9.b	Dollar Value of accounts reported above without an active DPA	\$12,469,701 \$	2,087,220	\$10,365,277 \$2,424,74	5 \$10,712,549 \$4,470,167	\$10,932,122 \$	6,337,135	\$13,027,237 \$9,417,793	\$13,377,820 \$11,493	723 \$11,1	188,121 \$9,165,814	\$8,574,017 \$5,828,179	\$6,624,665 \$3,711,072	\$7,214,799 \$2,085,8	04 \$8,655,435 \$1,611,914	\$8,981,074 \$1,533,336	\$9,067,161 \$1,502,393
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	18,172	5,817	16,270 6,28	9 13,008 6,250	11,313	6,299	11,110 6,911	14,855 10	418	12,262 9,719	10,461 8,080	9,067 6,175	9,007 5,6	9,426 5,189	11,039 5,434	13,629 6,234
10.a	Number of accounts reported above that have an active DPA	1,300	192	968 23	0 699 215	858	404	902 606	1,087	854	920 785	924 751	991 610	1,005	46 1,281 343	1,714 283	1,848 322
10.b	Number of accounts reported above without an active DPA	16,872	5,625	15,302 6,05	9 12,309 6,035	10,455	5,895	10,208 6,305	13,768 9	564	11,342 8,934	9,537 7,329	8,076 5,565	8,002 5,1	.98 8,145 4,846	9,325 5,151	11,781 5,912
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$11,467,502 \$	1,520,503	\$9,919,551 \$1,754,80	4 \$7,448,439 \$1,754,075	\$7,391,100 \$	2,902,276	\$8,011,310 \$4,263,198	\$10,986,871 \$7,676	520 \$9,79	798,658 \$8,129,223	\$8,671,905 \$6,951,239	\$6,927,393 \$4,695,710	\$5,589,913 \$3,163,0	73 \$5,802,804 \$1,909,748	\$7,349,763 \$1,528,267	\$7,980,727 \$1,467,994
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,662,583	\$207,490	\$1,558,143 \$248,02	0 \$1,030,234 \$191,243	\$1,096,768	\$315,314	\$1,111,955 \$436,805	\$1,508,825 \$771	376 \$1,4	417,915 \$874,555	\$1,611,568 \$1,071,096	\$2,345,852 \$1,360,730	\$2,544,283 \$1,205,3	59 \$2,618,960 \$753,251	\$3,299,451 \$588,131	\$3,394,829 \$539,540
11.b	Dollar Value of accounts reported above without an active DPA	\$9,804,918 \$	1,313,013	\$8,361,407 \$1,506,78	4 \$6,418,204 \$1,562,833	\$6,294,332 \$	2,586,962	\$6,899,355 \$3,826,392	\$9,478,047 \$6,905	244 \$8,3	380,742 \$7,254,669	\$7,060,337 \$5,880,143	\$4,581,541 \$3,334,980	\$3,045,629 \$1,957,7	14 \$3,183,844 \$1,156,497	\$4,050,312 \$940,136	\$4,585,898 \$928,453
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	54,648	35,900	60,417 36,02	4 63,210 35,758	59,292	33,053	58,431 32,635	57,237 32	713	57,164 34,091	56,895 35,489	53,319 35,310	49,698 34,3	97 47,016 33,166	45,174 32,295	45,263 31,405
12.a	Number of accounts reported above that have an active DPA	7,462	4,049	8,803 4,27	0 8,080 3,562	7,944	3,281	7,398 3,011	7,395 3	080	7,800 3,536	10,034 5,322	17,133 10,007	21,310 12,8	72 19,954 12,621	19,642 12,327	18,936 11,746
12.b	Number of accounts reported above without an active DPA	47,186	31,851	51,614 31,75	4 55,130 32,196	51,348	29,772	51,033 29,624	49,842 29	533	49,364 30,555	46,861 30,167	36,186 25,303	28,388 21,5	25 27,062 20,545	25,532 19,968	26,327 19,659
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$51,395,635 \$2	9,577,066	\$57,777,198 \$29,534,09	7 \$63,107,442 \$29,584,098	\$63,176,302 \$2	28,822,801	\$65,034,104 \$29,594,246	\$66,754,422 \$31,382	\$70,3	377,931 \$35,266,765	\$73,820,951 \$39,316,865	\$74,072,891 \$41,822,329	\$71,331,746 \$42,054,8	\$68,748,669 \$41,070,644	\$65,871,130 \$38,979,321	\$64,413,477 \$36,487,055
13.a	Dollar value of accounts reported on above that have an active DPA	\$5,615,064 \$	2,869,395	\$6,844,646 \$2,958,01	0 \$6,241,409 \$2,306,102	\$6,301,110 \$	2,124,607	\$6,028,424 \$1,973,248	\$6,506,884 \$2,119	392 \$7,6	688,784 \$2,657,364	\$10,387,063 \$4,481,567	\$21,072,900 \$10,157,957	\$29,235,659 \$14,776,9		\$26,296,013 \$13,707,462	\$24,791,529 \$12,885,707
13.b	Dollar value of accounts reported above without an active DPA	\$45,780,570 \$2	6,707,671	\$50,932,552 \$26,576,08	8 \$56,866,033 \$27,277,996	\$56,875,192 \$2	26,698,194	\$59,005,680 \$27,620,997	\$60,247,539 \$29,262	475 \$62,6	689,147 \$32,609,400	\$63,433,888 \$34,835,298	\$52,999,991 \$31,664,372	\$42,096,087 \$27,277,8	74 \$41,817,499 \$26,754,295	\$39,575,116 \$25,271,859	\$39,621,947 \$23,601,348
14	Total Number of delinquent accounts	106,596	57,074	109,348 59,72	5 109,517 61,318	97,960	56,270	99,735 60,171	106,054 65	904	96,505 60,966	91,584 57,479	90,620 56,517	90,841 55,6	606 89,489 52,929	90,936 53,754	93,727 54,243
14.a	Number of accounts reported above that have an active DPA	9,310	4,355	10,192 4,61	9,242 4,020	9,375	4,123	9,047 4,243	9,080 4	453	9,282 4,753	11,496 6,414	18,690 10,883	23,126 13,5	26 22,311 13,133	22,474 12,784	21,764 12,211
14.b	Number of accounts reported above without an active DPA	97,286	52,719	99,156 55,11	3 100,275 57,298	88,585	52,147	90,688 55,928	96,974 61	451	87,223 56,213	80,088 51,065	71,930 45,634	67,715 42,0	67,178 39,796	68,462 40,970	71,963 42,032
15	Total Dollar Value of delinquent accounts	\$76,896,948 \$3	3,460,985	\$79,470,867 \$33,980,43	9 \$82,538,698 \$36,175,946	\$82,989,745 \$3	88,654,916	\$87,675,382 \$44,095,483	\$92,707,772 \$51,533	\$92,8	891,258 \$53,457,760	\$92,642,540 \$52,985,298	\$89,939,386 \$51,374,792	\$87,492,590 \$48,175,3	67 \$87,074,162 \$45,247,101	\$86,106,004 \$42,638,210	\$85,011,208 \$39,999,332
15.a	Dollar Value of accounts reported above that have an active DPA	\$8,841,758 \$	3,353,080	\$9,811,631 \$3,472,82	2 \$8,541,912 \$2,864,950	\$8,888,099 \$	3,032,625	\$8,743,111 \$3,230,301	\$9,604,366 \$3,872		633,248 \$4,427,877	\$13,574,298 \$6,441,678	\$25,733,189 \$12,664,367	\$35,136,075 \$16,853,9		\$33,499,501 \$14,892,879	\$31,736,201 \$13,967,137
15.b	Dollar Value of accounts reported above without an active DPA	\$68,055,190 \$3	0,107,905	\$69,659,236 \$30,507,61	7 \$73,996,786 \$33,310,996	\$74,101,646 \$3	35,622,291	\$78,932,271 \$40,865,182	\$83,103,405 \$47,661	\$82,2	258,010 \$49,029,883	\$79,068,242 \$46,543,620	\$64,206,197 \$38,710,425	\$52,356,516 \$31,321,3	92 \$53,656,778 \$29,522,707	\$52,606,503 \$27,745,331	\$53,275,007 \$26,032,195
16	Total Dollar Value of current accounts	\$37,208,315 \$	8,990,663	\$35,686,158 \$13,877,42		\$48,143,189 \$3		\$47,544,174 \$37,517,649	\$36,167,838 \$26,407		802,844 \$18,779,898	\$30,578,323 \$13,471,124		\$48,247,396 \$7,921,4	05 \$46,115,863 \$7,109,018	\$47,477,534 \$7,863,622	\$39,497,506 \$9,221,571
17	Total Active and Pending Final A/R	\$114,105,263 \$4	2,451,649	\$115,157,026 \$47,857,86	0 \$122,187,750 \$58,925,106	\$131,132,934 \$7	72,999,997	\$135,219,556 \$81,613,132	\$128,875,609 \$77,941	177 \$125,69	694,102 \$72,237,658	\$123,220,864 \$66,456,422	\$124,838,113 \$60,215,417	\$135,739,986 \$56,096,7	73 \$133,190,025 \$52,356,119	\$133,583,538 \$50,501,832	\$124,508,714 \$49,220,903
	Collection Agencies																
18	Number of cases referred to collection agencies	2,071	1,334	2,059 1,25	9 2,035 1,145	1,711	980	1,358 846	1,650 1	232	1,558 1,009	1,647 1,049	1,583 1,049	1,887 1,1	28 2,376 1,460	1,834 1,253	1,933 1,176
	Payment Plans																
19	Number of new payments plans, not including AMP	3,672	1,513	3,138 1,29	6 2,557 1,192	2,724	1,471	2,126 1,393	2,756 1		2,410 1,591	4,251 2,816	12,224 7,537	7,930 4,6	0,000	7,873 3,940	6,183 3,129
20	Number of payment plans defaulted	1,807	840	2,067 97	5 2,981 1,500	2,281	1,160	2,082 1,081		366	1,797 1,103	1,761 990	2,916 1,731	4,089 2,5		6,657 3,665	6,127 3,141
21	Number of active payment agreements	7,548	3,657	8,212 3,80		7,761	3,530	7,974 3,905	-, -	199	8,419 4,486	9,934 5,725	16,349 9,733	21,850 12,8	,	20,993 11,976	19,812 11,269
21.a	Number of Active Step-plan agreements	1,683	867	1,658 79	7 1,494 689	1,440	686	1,429 732	1,505	743	1,288 734	1,680 1,041	2,887 2,075	3,797 2,7	-,	2,954 2,212	2,565 1,879
21.b	Number of Company issued non-Step plans	5,756	2,735	6,458 2,95	3 6,035 2,664	6,251	2,812	6,485 3,147	-,	433	7,079 3,734	8,205 4,668	13,416 7,643	17,998 10,0	,	17,975 9,738	17,193 9,363
21.c	Number of regulatory order non-Step plans	50	12	46 1	2 43 13	38	10	34 8	33	9	34 8	31 6	34 8	44	17 51 15	58 20	51 22
21.d	Number of Commission sanctioned "October Rule" payment plans	59	43	50 3	8 37 23	32	22	26 18	22	14	18 10	18 10	12 7	11	6 9 7	6 6	3 5
22	Number of new budget plans, not including AMP	1,173	601	1,002 51	7 887 558	1,130	870	925 737	955	723	904 701	695 413	1,583 795	1,116	81 1,017 480	1,063 449	838 428
	Shut-Offs Shut-Offs																
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	60,623 40,970	49,536 34,926	38,987 26,6	, , ,	38,821 21,962	35,661 17,460
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	1,531	57 1,296 388	2,440 709	1,566 547
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	1,531	57 1,296 388	2,440 709	1,566 547
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 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	1,270	21 891 259	1,743 565	1,072 399
24.d	Ratio of service disconnections for nonpayment to total Residential Customers	0.0%	0.0%	0.0% 0.09	6 0.0% 0.0%	0.0%	0.0%	0.0% 0.0%	0.0%	.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.3% 0.	3% 0.3% 0.2%	0.6% 0.3%	0.4% 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	\$2,904 \$2,8		7-/000 7-/000	\$1,978 \$2,107
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	\$2,904 \$2,8	\$38 \$2,332 \$2,120	\$2,095 \$2,305	\$1,978 \$2,107
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 \$0

		Oct-20	0	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-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 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	1,247 51	1 1,081 277	2,101 470	1,308 404
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	1,247 51	1 1,081 277	2,101 470	1,308 404
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
27.a	Average balance of of service restorations	\$0	ćn	\$0 \$0	\$0 \$0	Śŋ Śŋ	\$0 \$0	\$0 \$0	50 50	50 50	\$0 \$0	\$2.199 \$2.34	1 \$2.042 \$1.788	\$1.824 \$1.992	\$1.770 \$1.930
27.a 27 h	Average balance of of service restorations on accounts with NO special protection  Average balance of of service restorations on accounts WITH a special protection	\$0 \$0	\$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	50 50	30 30	\$0 \$0 \$0 \$0	\$2,199 \$2,34	1 \$2,042 \$1,788	\$1,824 \$1,992	\$1,770 \$1,930
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 00 00	0.0 0.0	1.0 1.0	0 1.0 1.0	1.0 1.0	1.0 1.0
20	Write-Offs	0.0	0.0	0.0 0.0	0.0 0.0	0.0	0.0	0.0	0.0	0.0	0.0	110 11	1.0	110 110	1.0
29	Number of Accounts Classified as Written-Off	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 79	1 1,572 1,078	1,472 931	1,720 1,164
29.a	Number of Residential Accounts Classified as Written-Off	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 73	8 1,481 1,015	1,369 880	1,626 1,124
29.b	Number of Commercial and Industrisal Classified as Written-Off	100	62	98 46	142 43	160 90	186 67	107 51	138 55	5 109 57	113 62	107 5	3 91 63	103 51	94 40
30	Dollar Value of Accounts Classified as Written-Off	\$878,972	\$578,165	\$879,835 \$678,315	\$1,025,199 \$607,649	\$1,310,709 \$628,819	\$1,189,148 \$570,781	\$936,569 \$499,859	\$999,195 \$653,142	2 \$1,312,923 \$668,504	\$1,490,229 \$852,736	\$1,243,056 \$870,33	9 \$1,374,137 \$863,440	\$1,621,611 \$918,587	\$2,809,379 \$1,510,794
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$801,018	\$552,904	\$799,656 \$413,294	\$914,144 \$590,357	\$1,079,077 \$551,386	\$965,055 \$493,298	\$800,963 \$455,988	\$ \$814,122 \$607,553	\$ \$942,343 \$597,478	\$1,351,050 \$808,671	\$1,067,770 \$761,86	9 \$1,205,793 \$786,694	\$1,344,246 \$871,484	\$2,653,159 \$1,465,079
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$77,954	\$25,261	\$80,179 \$265,021	\$111,054 \$17,292	\$231,632 \$77,434	\$224,094 \$77,483	\$135,606 \$43,871	\$185,074 \$45,588	3 \$370,580 \$71,025	\$139,179 \$44,065	\$175,286 \$108,47	0 \$168,345 \$76,746	\$277,365 \$47,104	\$156,220 \$45,715
31	Dollar Value of write-off recoveries	\$654,358	\$382,132	\$444,220 \$299,886	\$376,754 \$273,450	\$468,971 \$305,140		\$615,812 \$414,571	\$461,466 \$361,230	\$463,087 \$333,957	\$585,560 \$366,803	\$490,734 \$282,15	6 \$444,861 \$302,290	\$455,500 \$263,822	\$589,624 \$362,625
31.a	Dollar Value of Residential write-off recoveries	\$600,263	\$357,033	\$392,472 \$265,836	\$355,360 \$262,612	\$409,161 \$290,538	\$406,233 \$271,922	\$591,337 \$405,880	\$439,929 \$345,741		\$544,611 \$339,598	\$382,345 \$262,75	5 \$404,411 \$247,548		\$540,628 \$340,904
31.b	Dollar Value of Commercial and Industrisal write-off recoveries  Dollar value of NET A/R Write-Offs	\$54,095 \$224.615	\$25,099 \$196.033	\$51,748 \$34,050 \$435,615 \$378,429	\$21,394 \$10,838 \$648,445 \$334,199	\$59,810 \$14,602 \$841,738 \$323,679	\$49,458 \$19,941 \$733,457 \$278,919	\$24,475 \$8,691 \$320,757 \$85,288	\$21,537 \$15,490 \$ \$537.730 \$291.911	\$98,727 \$27,931 \$849,835 \$334,546	\$40,949 \$27,205 \$904,670 \$485,933	\$108,388 \$19,40 \$752,322 \$588,18	1 \$40,450 \$54,741 3 \$929,276 \$561,151	\$66,097 \$15,299 \$1,166,111 \$654,765	\$48,996 \$21,721 \$2,219,755 \$1,148,168
32.a	Dollar Value of NET A/K Write-Offs  Dollar Value of Residential NET A/R Write-Offs	\$224,615	\$195,033	\$435,615 \$378,429	\$558,784 \$327,745	\$669,916 \$260,848	\$558,822 \$221,376	\$209,626 \$50,109	\$ \$37,730 \$291,911	3 \$577,983 \$291,452	\$806,439 \$469,073	\$685,425 \$499,11	5 \$801,381 \$539,146	\$954,843 \$622,961	\$2,219,755 \$1,148,168
32.b	Dollar Value of Residential NET A/R Write-Offs  Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$23,859	\$193,671	\$28,431 \$230,971	\$89,661 \$6,454	\$171,822 \$62,831		\$111,131 \$35,180	\$163,536 \$30,099	9 \$271,852 \$43,094	\$98,230 \$16,860	\$66,897 \$89,06	7000/000	\$211,268 \$31,804	
52.0	Low Income Discount Rate	\$25,533	ÇIOZ	, 20, 101	\$65,661 \$6,454	-1.1,022	+11,1000 \$31,040	,111,151	7105,550 750,055	, , , , , , , , , , , , , , , , , , ,	\$35,E35 \$10,000	200,007	\$22,000	, 211,200 931,004	+107,EE1
33	Number of Low-Income Accounts	31,256	20,207	30,649 19,959	30,811 19,400	32,451 19,427	32,487 19,556	31,980 19,874	32,174 20,162	2 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
33.a	Number of Accounts (no rider)	26,493	17,075	25,953 16,854	26,079 16,285	27,644 16,304	27,658 16,406	27,069 16,650	27,171 16,906		27,682 17,823	32,440 21,23		31,021 20,009	30,273 19,778
33.b	Number of Accounts (with rider)	4,763	3,132	4,696 3,105	4,732 3,115	4,807 3,123	4,829 3,150	4,911 3,224	5,003 3,256	5,152 3,344	4,244 2,788	5,309 3,47	7 5,041 3,271	5,049 3,238	5,010 3,227
34	Percent of customers on the low-income discount	7.1%	8.0%	6.9% 7.9%		7.3% 7.7%	7.3% 7.8%	7.2% 7.9%	7.2% 8.0%		7.2% 8.2%	8.5% 9.99			8.0% 9.2%
35	Total receipts	\$2,452,765	\$334,669	\$1,903,886 \$343,525	\$2,261,723 \$478,351	\$2,738,408 \$2,160,054	\$2,389,031 \$1,549,180	\$3,080,091 \$1,947,544			\$1,879,513 \$401,159	\$4,256,619 \$1,102,84			\$2,184,500 \$703,330
36	Total receipts paid by LIHEAP	\$1,697	\$1,519	\$0 \$0	\$0 \$0	\$410,715 \$1,357,357	\$114,242 \$706,698	\$157,202 \$700,600	\$106,917 \$501,900	\$155,096 \$811,873	\$31,759 \$71,565	\$47,007 \$272,30	9 \$135,702 \$597,052	\$32,022 \$138,955	\$1,388 \$0
36.a	Total receipts paid by Regular LIHEAP	\$861	\$1,184	\$0 \$0	\$0 \$0	\$407,223 \$1,356,262	\$113,737 \$706,486	\$149,890 \$697,536	\$106,036 \$501,087	7 \$147,552 \$806,923	\$29,890 \$71,328	\$42,687 \$268,54	5 \$130,094 \$591,243	\$28,175 \$137,242	\$1,388 \$0
36.b	Total receipts paid by Crisis LIHEAP	\$836	\$335	\$0 \$0	\$0 \$0	\$3,492 \$1,095	\$505 \$212	\$7,312 \$3,064	\$881 \$813	3 \$7,544 \$4,950	\$1,869 \$237	\$4,320 \$3,76	4 \$5,608 \$5,809	\$3,847 \$1,713	\$0 \$0
37	Total number of customers receiving a LIHEAP payment for the month	5	5	0 0	0 0	1,288 3,549	326 1,864	443 1,819	318 1,326	444 2,114	95 190	135 689	9 469 1,552	83 346	4 0
38	Total billed	\$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 \$3,149,092	\$2,788,107 \$2,689,610	\$2,422,732 \$1,940,726	\$2,013,093 \$1,217,264	\$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
30	Delinquency	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	1 2.286 1.056	2,706 1,174	2,956 1,22	6 2.284 1.111	2.108 1.149	2,716 1,424
39.a	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill  Number of accounts reported above that have an active DPA	120	18	87 17	88 39	102 57	156 85	124 69	138 86	102 62	104 35	179 4	8 194 26	253 20	223 23
39.b	Number of accounts reported above without an active DPA	2,740	889	2,231 933	2,111 1,232	2.004 1.356	2,537 1,627	2,024 1,337	7 2,510 1,408	3 2,184 994	2,602 1,139	2,777 1,17	8 2,090 1,085	1,855 1,129	2,493 1,401
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$178,680	\$25,865	\$122,747 \$28,934		\$155,329 \$105,364	\$212,033 \$188,760	\$198,904 \$161,579	\$213,331 \$187,009	\$147,610 \$70,671	\$187,945 \$89,550	\$248,711 \$89,46	7 \$198,412 \$41,608	\$149,088 \$36,842	\$188,864 \$35,408
40.a	Dollar value of accounts reported above that have an active DPA	\$12,666	\$1,000	\$7,499 \$2,149	\$8,803 \$3,133	\$14,668 \$11,262	\$21,806 \$14,020	\$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
40.b	Dollar value of accounts reported above without an active DPA	\$166,014	\$24,865	\$115,247 \$26,786	\$143,466 \$60,718	\$140,661 \$94,102	\$190,227 \$174,740	\$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
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	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 71	1 1,175 654	1,075 610	1,258 687
41.a	Number of accounts reported above that have an active DPA	236	24	171 35	121 28	175 67	206 91	204 118	81 100	193 156	207 125	243 10	4 304 82	343 50	351 34
41.b	Number of accounts reported above without an active DPA	1,557	429	1,445 489	962 474	1,032 670	1,080 756	1,171 1,023	1,161 1,013	3 1,022 800	1,161 739	919 60	7 871 572	732 560	907 653
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$332,289	\$28,865	\$242,023 \$37,770	\$169,894 \$54,166	\$233,683 \$114,983	\$267,892 \$198,557	\$302,254 \$349,482	\$174,328 \$118,512	2 \$211,044 \$188,807	\$242,844 \$146,744	\$206,652 \$105,94	0 \$245,050 \$86,197	\$198,929 \$42,569	\$230,736 \$51,363
42.a	Dollar value of accounts reported above that have an active DPA	\$59,890	\$4,819	\$35,960 \$3,376	\$26,361 \$5,145	\$44,808 \$11,987	\$59,399 \$29,826	\$54,614 \$39,594	\$13,894 \$10,442	\$45,610 \$39,578	\$57,096 \$27,078	\$56,749 \$28,00	7 \$90,573 \$25,131	\$82,485 \$7,728	\$75,020 \$5,403
42.b	Dollar value of accounts reported above without an active DPA	\$272,399 9.056	\$24,046 5,230	\$206,064 \$34,394 9.316 5.230	\$143,533 \$49,021 9.762 5.155	\$188,875 \$102,997 9.806 4.733	\$208,494 \$168,730 9 741 4 616	\$247,640 \$309,889 9.235 4.712	\$160,434 \$108,069		\$185,747 \$119,666 12,331 7,836	\$149,902 \$77,93 11 536 7 67	2 \$154,477 \$61,066 6 10.257 7.076	\$116,444 \$34,840 9.485 6.878	\$155,716 \$45,960 9.318 6.732
43.a	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill  Number of accounts reported above that have an active DPA	2,014	5,230 8/11	2.023 778	1.884 631	1,996 556	1,999 559	2.059 625		5 9,653 5,240 5 2,901 1,165	5.004 2.679	6.136 7,67	0 5.362 3.354	5,485 6,878 5,497 3,430	4,844 3,053
43.b	Number of accounts reported above that have an active DPA  Number of accounts reported above without an active DPA	7.042	4.389	7.293 4.452	7.878 4.524	7.810 4.177	7.742 4.057	7,176 4,087	_,	6.752 4.075	7.327 5.157	5,400 4,16	6 4.895 3.722	3,497 3,430	4,474 3,679
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	.,	\$5,928,476	\$13,284,741 \$5,850,995	.,,	\$14,354,569 \$5,534,582	.,,	, . , . , . , , , ,	-,,,,,	7,	\$22,699,759 \$12,084,688		,	0,000 0,000	, .,
44.a	Dollar value of accounts reported above that have an active DPA	\$2,469,901	\$919,441	\$2,381,826 \$791,003	\$2,150,639 \$603,594	\$2,334,844 \$568,752	\$2,465,032 \$627,028	\$2,738,290 \$758,423		\$3,973,469 \$1,426,635	\$7,682,613 \$3,495,218	\$9,908,626 \$4,561,90		\$9,293,856 \$4,315,152	\$8,057,762 \$3,717,799
44.b	Dollar value of accounts reported above without an active DPA	\$10,978,684		\$10,902,915 \$5,059,991	\$11,533,587 \$5,054,573	\$12,019,724 \$4,965,830	\$12,430,528 \$5,338,808	\$12,101,283 \$5,853,813	\$ \$12,443,509 \$6,338,137	7 \$12,251,082 \$6,127,505	\$15,017,146 \$8,589,470	\$11,772,735 \$7,145,33	5 \$10,935,994 \$6,295,491	\$9,680,315 \$5,527,888	\$10,483,491 \$5,673,932
45	Total Number of low-income delinquent accounts	13,709	6,590	13,250 6,704	13,044 6,928	13,119 6,883	13,720 7,175	12,758 7,259	14,639 8,613	3 13,154 7,252	16,405 9,874	15,654 9,61	3 13,716 8,841	12,668 8,637	13,292 8,843
45.a	Number of accounts reported above that have an active DPA	2,370	883	2,281 830	2,093 698	2,273 680	2,361 735	2,387 812	2 2,865 1,182		5,315 2,839	6,558 3,66	-,	6,093 3,500	5,418 3,110
45.b	Number of accounts reported above without an active DPA	11,339	5,707	10,969 5,874	10,951 6,230	10,846 6,203	11,359 6,440	10,371 6,447	11,774 7,431	-,	11,090 7,035	9,096 5,95	1 7,856 5,379	6,575 5,137	7,874 5,733
46	Total Dollar Value of low-income delinquent accounts	\$13,959,554		\$13,649,511 \$5,917,699		\$14,743,580 \$5,754,929	\$15,375,485 \$6,353,152	\$15,340,731 \$7,123,297	\$16,307,513 \$7,808,787		\$23,130,548 \$12,320,982	\$22,136,723 \$11,902,65		\$19,322,188 \$9,922,451	\$18,960,853 \$9,478,500
46.a	Dollar value of accounts reported above that have an active DPA	\$2,542,457	\$925,260	\$2,425,285 \$796,528	\$2,185,803 \$611,872	\$2,394,320 \$592,000	\$2,546,237 \$670,875	\$2,810,503 \$807,773	\$ \$3,516,136 \$1,187,094		\$7,754,105 \$3,525,494	\$9,989,917 \$4,612,74		\$9,396,508 \$4,323,795	\$8,152,257 \$3,725,053
4b.b	Dollar value of accounts reported above without an active DPA	\$11,417,097	\$5,U5/,946	\$11,224,226 \$5,121,171	\$11,820,586 \$5,164,312	\$12,349,260 \$5,162,929	\$12,829,248 \$5,682,278	\$12,530,228 \$6,315,524	\$12,791,377 \$6,621,692	2 \$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
47	Shut-Offs Number of law income Accounts Sort Notice of Disconnection	0	0	0 0	0 0	0 0	0 0	0 0	^ ^		0 0	5.633 4.22	0 5.292 3.755	4.108 3.217	2,748 1,798
47	Number of low-income Accounts Sent Notice of Disconnection  Number of low-income Service Disconnections for Non-Payment	0	0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	5,633 4,22	2 211 46	4,108 3,217 409 133	2,748 1,798 160 62
49	Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.2% 0.19	6 0.6% 0.2%	1.1% 0.6%	0.5% 0.3%
.5	Restorations	0.070	0.076	0.070	5.575 0.076	5.575 0.076	3.373 0.076	0.070	0.070 0.070	0.070 0.076	0.070	J.L/0 U.1/	3.370 0.270	1.170 0.070	0.570
50	Number of low-income Service Restorations for non-payment	0	0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	49 2	0 152 14	354 80	148 44
51	Average duration of low-income service disconnection for restored accounts	0	0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2	3 1 3	1 3	1 3
	Write-Off														
52	Number of low-income accounts Classified as Written-Off	141	84	128 69	121 78	136 86	133 67	99 68	102 73	3 113 72	138 77	105 6	0 113 87	95 61	138 109
53	Dollar Value of low income accounts classified as written-off	\$123,130	\$82,644	\$129,508 \$63,142	\$118,177 \$75,268	\$135,862 \$81,448	\$138,162 \$77,016	\$94,692 \$55,256	\$116,030 \$68,333	\$ \$121,556 \$76,146	\$212,085 \$86,823	\$143,811 \$62,41	5 \$120,982 \$104,259	\$160,062 \$71,587	\$274,547 \$135,873
54	Dollar Value of low-income write-off recoveries	\$124,969	\$29,190	\$66,878 \$30,873	\$43,109 \$31,923	\$74,850 \$38,996	\$68,113 \$36,283	\$129,433 \$58,863	\$85,327 \$70,501	\$90,050 \$42,084	\$113,557 \$71,111	\$73,132 \$25,96	6 \$75,504 \$37,724	\$64,511 \$35,048	\$71,306 \$56,982
55	Dollar value of NET low-income A/R Write-Offs	-\$1,839	\$53,453	\$62,629 \$32,269	\$75,068 \$43,345	\$61,012 \$42,452	\$70,049 \$40,733	-\$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

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		Oct-2	:0	Nov-20	0	Dec-	20	Jan-2	1	Feb-2	1	Mar-2	1	Apr-21		May-2	1	Jun-21	1	Jul-21	1	Aug-2	1	Sep-21	1	Oct-21	i
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas										
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	1,149	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	1,702	805	1,655	746
57	Percent of low-income customers enrolled on the AMP	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%	4.7%	3.5%	4.7%	3.2%
58	Total receipts paid by enrollees	\$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	\$339,565	\$61,208	\$184,428	\$58,039
59	Total receipts paid by LIHEAP	\$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	\$8,241	\$19,094	\$0	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$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	\$1,327,932	\$431,141	\$1,198,527	\$392,077
61	Number of newly enrolled customers	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108	136	84	78	52
61.a	Number of newly enrolled customers: not associated with service restoration	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108	136	84	78	52
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	244	97	163	78	134	54	134	50	137	58	157	64	105	38	105	48	186	118	121	54	100	52	116	56	106	96
62.a	Number of customers exited the program by default	193	79	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.b	Number of customers exited the program by cancellation	51	18	29	10	28	11	36	9	39	20	61	30	35	11	43	21	107	78	43	26	49	15	59	12	44	12
63	Number of customers successfully completing a 12-month program	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9	30	9	35	10
63.a	Number of customers successfully completing a 12-month program with remaining arrears	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9	30	9	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	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	1,385	719	1,345	652
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$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	\$3,055,380	\$1,189,745	\$2,902,166	\$1,082,496
66	Number of AMP program participants receiving LIHEAP	0	0	0	0	0	0	18	31	6	14	20	24	15	40	16	39	1	10	10	34	36	90	8	24	0	0
67	Percent of AMP customers receiving LIHEAP payments	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%	0.5%	3.0%	0.0%	0.0%

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

November 22, 2021

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 11/3/2021

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