

October 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 – September 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 September 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 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.

	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

	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21 Aug-21	Sep-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												
Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450,789 255,914	451,054 256,083	451,263 256,508	451,451 256,621	1 446,118 253,312	446,147 253,231	1 445,530 252,978	446,541 253,050	447,254 253,111	446,174 252,108	446,361 252,118 445,684 251,296	445,994 251,348
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,774 251,040	443,019 251,318	443,233 251,752	443,418 251,858	8 443,666 251,780	444,005 252,076	443,907 252,156	443,880 251,704	443,555 251,173	443,382 250,805	443,340 250,551 443,086 250,126	443,153 249,927
1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,015 4,874	8,035 4,765		8,033 4,763	3 2,452 1,532	2,142 1,155	1,623 822	2,661 1,346	3,699 1,938	2,792 1,303	3,021 1,567 2,598 1,170	2,841 1,421
2 Total Billed, does not include ESCO	\$57,646,292 \$8,223,757	\$46,990,900 \$10,158,138		\$54,340,468 \$31,760,159		\$60,141,524 \$53,519,803	\$54,325,617 \$44,562,716	\$46,440,903 \$30,682,408		\$50,653,379 \$12,161,569		\$65,041,590 \$8,426,544
3 Average active residential account bill ( line 2 / line 1.a)	\$130.19 \$32.76	\$106.07 \$40.42		\$122.55 \$126.10	\$144.62 \$195.49	\$135.45 \$212.32	2 \$122.38 \$176.73	\$104.62 \$121.90	\$89.28 \$77.51	\$114.24 \$48.49		\$146.77 \$33.72
4 Total Receipts	\$33,111,574 \$4,515,215 6,734 4,232	5 \$31,216,648 \$4,256,810 6.655 4.183	5 \$26,382,637 \$3,597,632 6.666 4.188	\$21,425,509 \$14,285,297 6.660 4.185	7 \$29,238,679 \$15,350,729 5 6.639 4.162	9 \$31,867,443 \$15,709,197 6.591 4.128	7 \$38,204,769 \$16,573,378 6.210 3.854	\$25,463,124 \$16,975,410 6,004 3,700	5 \$23,512,011 \$11,558,430 5.974 3.679	\$30,415,818 \$7,603,955 5.970 3.670	\$34,171,505 \$4,659,751 \$40,497,646 \$5,522,406 5.928 3.641 5.687 3.553	\$36,398,326 \$4,963,408 5,704 3,560
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	4,084 2,507	7 4,166 2,522	-,	4,242 2,598	,	2 6,591 4,128 9 4,098 2,596	5 5,210 3,854 5 3,911 2,417	3,762 2,310		3,278 2,012	3,289 2,002 3,203 1,996	3,228 1,999
6 Number of Standard Accounts Protected 6.a Elderly	1.133 773	3 1.145 776	1.172 788	1.172 802	2 1,139 798	3 1,128 793	3 1.144 792	1,153 793	· · · · · · · · · · · · · · · · · · ·	1,085 745	1,075 738 1,004 718	1,005 711
6.b Infant	309 198	-,	337 214	338 218	328 232	320 229	-,	1,133 73	0 0	0 0	0 0 0 0	0 0
6.c Handicapped	320 173	327 164	348 179	359 181	1 352 189	342 187	7 351 194	517 299	383 202	385 211	310 174 323 172	316 170
6.d Welfare	0 1	0 :	0 1	0 1	1 0 1	. 0 1	1 0 0	0 (	0 0	0 0	0 0 0 0	0 0
6.e Unemployed	74 44	74 44	79 48	79 49	9 77 49	77 49	75 49	85 52	2 89 59	82 53	80 52 74 45	74 45
6.f Seriously ill	2,248 1,320	2,292 1,333	2,310 1,327	2,294 1,347	7 2,231 1,340	2,231 1,337	7 2,240 1,317	2,006 1,163	2,099 1,221	1,726 1,003	1,824 1,038 1,802 1,061	1,833 1,073
7 Number of Low-Income Accounts Protected	2,650 1,725	2,489 1,660	2,420 1,631	2,418 1,587		2,493 1,532		2,242 1,398	2,271 1,110	2,692 1,658		2,476 1,561
7.a Elderly	754 503	718 488	706 483	716 484	4 749 479	746 473		760 482	755 472	814 510	782 491 741 457	737 460
7.b Infant	243 201	217 189	204 178	198 167	7 204 151	203 146	02 10	0 (	0 0	0 0	0 0 0 0	0 0
7.c Handicapped	295 175	276 170	271 165	268 168	276 159	275 159	271 158	412 26:	320 180	450 270	377 210 348 257	346 240
7.d Welfare	16	7 15	0 0 0	25 13	3 32 16	0 0	0 0 5 34 17	36 20	0 0 0	40 25	0 0 0 0	0 0 37 25
7.e Unemployed 7.f Seriously ill	1,342 839	9 1,263 800	7 22 11 5 1,217 794	1,211 755	5 1,251 748	32 16	34 17 3 1,193 742	1,034 635	37 20	1,388 853	1,440 913 1,358 817	1,356 836
Delinquency (Includes Active and Pending final accounts)	1,344 833	1,203 800	, 1,211 /94	1,411 /33	1,231 /48	1,23/ /38	1,130 /42	1,034 03	, 1,135 /44	1,300 853	, 1,440 313 1,330 817	1,330 030
Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	39,849 15,244	33,776 15,35	7 32,661 17,412	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 15,565 33,047 14,574	34,723 16,025
8.a Number of accounts reported above that have an active DPA	835 103	548 114	421 112	463 243	573 438	3 747 626	5 598 519	562 432	538 341	566 266	811 208 1,076 169	1,118 174
8.b Number of accounts reported above without an active DPA	39,014 15,141	33,228 15,243	3 32,240 17,300	32,836 19,067	7 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 15,357 31,971 14,405	33,605 15,851
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$18,360,674 \$2,245,111	\$14,033,811 \$2,363,416	\$11,774,119 \$2,691,538	\$11,982,818 \$4,837,773	\$12,422,343 \$6,929,839	\$14,629,968 \$10,238,040	\$14,966,478 \$12,474,634	\$12,714,669 \$10,061,772	\$10,149,685 \$6,717,194	\$8,939,102 \$4,856,754	\$10,570,932 \$2,957,489 \$12,522,689 \$2,266,709	\$12,885,111 \$2,130,623
9.a Dollar Value of accounts reported above that have an active DPA	\$1,664,097 \$224,443	\$1,564,110 \$276,195	\$1,408,842 \$266,793	\$1,270,268 \$367,606	\$1,490,221 \$592,704	\$1,602,731 \$820,248	\$ \$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
9.b Dollar Value of accounts reported above without an active DPA	\$16,696,578 \$2,020,668	\$12,469,701 \$2,087,220	\$10,365,277 \$2,424,745	\$10,712,549 \$4,470,167	\$10,932,122 \$6,337,135	\$13,027,237 \$9,417,793	\$13,377,820 \$11,493,723	\$11,188,121 \$9,165,814	\$8,574,017 \$5,828,179	\$6,624,665 \$3,711,072	\$7,214,799 \$2,085,804 \$8,655,435 \$1,611,914	\$8,981,074 \$1,533,336
10 Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	14,980 6,005	18,172 5,81	16,270 6,289	13,008 6,250	11,313 6,299	11,110 6,911	1 14,855 10,418	12,262 9,719	10,461 8,080	9,067 6,175	9,007 5,644 9,426 5,189	11,039 5,434
10.a Number of accounts reported above that have an active DPA	1,033 161	1,300 192	968 230	699 215	5 858 404	902 606	1,087 854	920 785		991 610	1,005 446 1,281 343	1,714 283
10.b Number of accounts reported above without an active DPA	13,947 5,844	16,872 5,625		12,309 6,035		,,		11,342 8,934	,	8,076 5,565		9,325 5,151
11 Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill 11.a Dollar Value of accounts reported above that have an active DPA	\$8,454,034 \$1,641,106 \$1,068,621 \$208,283	5 \$11,467,502 \$1,520,503 1 \$1.662.583 \$207.490	1-77 1 7 - 7	\$7,448,439 \$1,754,075 \$1,030,234 \$191,243		\$ \$8,011,310 \$4,263,198 \$ \$1,111,955 \$436,805		\$9,798,658 \$8,129,223 \$1,417,915 \$874,555	8 \$8,671,905 \$6,951,239 5 \$1,611,568 \$1,071,096	\$6,927,393 \$4,695,710 \$2,345,852 \$1,360,730		\$7,349,763 \$1,528,267 \$3,299,451 \$588,131
11.a Dollar Value of accounts reported above that have an active DPA  11.b Dollar Value of accounts reported above without an active DPA	\$7,385,413 \$1,432,825	\$1,002,363 \$207,430	\$1,558,145 \$248,020 \$ \$8.361.407 \$1.506.784	\$6,418,204 \$1,562,833	3 \$6,294,332 \$2,586,962	\$6.899.355 \$3.826.392	2 \$9,478,047 \$6,905,244	\$8,380,742 \$7,254,669	\$ \$7,011,368 \$1,071,096	\$4,581,541 \$3,334,980	\$3,045,629 \$1,957,714 \$3,183,844 \$1,156,497	\$4,050,312 \$940,136
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	51,389 36,533	54.648 35.900	60,417 36,024	63,210 35,758	B 59,292 33,053	58,431 32,635	5 57,237 32,713	57,164 34,09	56.895 35.489	53,319 35,334,980		45,174 32,295
12.a Number of accounts reported above that have an active DPA	6.021 3.696	7.462 4.049	8.803 4.270	8.080 3.562	7.944 3.281	7.398 3.011	7.395 3.080	7.800 3.536	10.034 5.322	17.133 10.007	21,310 12,872 19,954 12,621	19,642 12,327
12.b Number of accounts reported above without an active DPA	45,368 32,837	7 47,186 31,85	51,614 31,754	55,130 32,196	,, -	2 51,033 29,624	4 49,842 29,633	49,364 30,555	46,861 30,167	36,186 25,303		25,532 19,968
Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$46,724,416 \$30,038,351		\$57,777,198 \$29,534,097	\$63,107,442 \$29,584,098		\$65,034,104 \$29,594,246		\$70,377,931 \$35,266,765	\$73,820,951 \$39,316,865	\$74,072,891 \$41,822,329		\$65,871,130 \$38,979,321
13.a Dollar value of accounts reported on above that have an active DPA	\$4,608,596 \$2,601,669	\$5,615,064 \$2,869,39		\$6,241,409 \$2,306,102	\$6,301,110 \$2,124,607	56,028,424 \$1,973,248	\$ \$6,506,884 \$2,119,892	\$7,688,784 \$2,657,364	\$10,387,063 \$4,481,567	\$21,072,900 \$10,157,957		\$26,296,013 \$13,707,462
13.b Dollar value of accounts reported above without an active DPA	\$42,115,820 \$27,436,682	\$45,780,570 \$26,707,67	\$50,932,552 \$26,576,088	\$56,866,033 \$27,277,996	\$56,875,192 \$26,698,194	\$59,005,680 \$27,620,997	\$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
14 Total Number of delinquent accounts	106,218 57,782	2 106,596 57,074	109,348 59,725	109,517 61,318	97,960 56,270	99,735 60,171	1 106,054 65,904	96,505 60,966	91,584 57,479	90,620 56,517	90,841 55,606 89,489 52,929	90,936 53,754
14.a Number of accounts reported above that have an active DPA	7,889 3,960	9,310 4,35	10,192 4,612	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 13,526 22,311 13,133	22,474 12,784
14.b Number of accounts reported above without an active DPA	98,329 53,822	97,286 52,719	99,156 55,113	100,275 57,298	8 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 42,080 67,178 39,796	68,462 40,970
Total Dollar Value of delinquent accounts	\$73,539,124 \$33,924,568	\$ \$76,896,948 \$33,460,985		\$82,538,698 \$36,175,946	\$82,989,745 \$38,654,916	\$87,675,382 \$44,095,483	\$ \$92,707,772 \$51,533,621	\$92,891,258 \$53,457,760	\$92,642,540 \$52,985,298	\$89,939,386 \$51,374,792		\$86,106,004 \$42,638,210
15.a Dollar Value of accounts reported above that have an active DPA  15.b Dollar Value of accounts reported above without an active DPA	\$7,341,314 \$3,034,393	3 \$8,841,758 \$3,353,080 5 \$68,055,190 \$30,107,909	70/011/001 70/::1/011	\$8,541,912 \$2,864,950 \$73,996,786 \$33,310,996		\$ \$8,743,111 \$3,230,301 \$78,932,271 \$40,865,182	1 \$9,604,366 \$3,872,178 2 \$83,103,405 \$47,661,443	\$10,633,248 \$4,427,873 \$82,258,010 \$49,029,883	7 \$13,574,298 \$6,441,678 8 \$79,068,242 \$46,543,620	\$25,733,189 \$12,664,367 \$64,206,197 \$38,710,425		\$33,499,501 \$14,892,879 \$52,606,503 \$27,745,331
	\$46.511.817 \$7.236.024	900,033,130 930,107,303	903,033,230 930,307,017	\$39.649.051 \$22.749.160		2 \$47.544.174 \$37.517.649	Q00,100,100 Q17,001,110			\$34.898.727 \$8.840.625		\$47.477.534 \$7.863.622
16 Total Dollar Value of current accounts 17 Total Active and Pending Final A/R	\$120,050,941 \$41,160,592	2 \$114,105,263 \$42,451,649	1 / / / - /	\$122,187,750 \$58,925,106		7 \$135,219,556 \$81,613,132	, . , , . , . , , , ,	\$125,694,102 \$72,237,658	1 / / / /	1 - / / / / /	1 -7 / 1 /- / 1 /- / -7	\$133,583,538 \$50,501,832
Collection Agencies	φ120,000,041 φ41,100,000	911.,103,203 942,431,043	, y115,157,020	9122,107,730 930,323,100	Q Q 2 3 2 1 2 2 2 3 2 3 3 3 3 7 1 2 3 3 3 3 3 7 1	7155,215,550	\$125,075,005 \$77,541,177	\$125,054,102 \$12,231,030	7223,220,004 700,430,422	VIL 1,000,110 V00,210,417	\$155,150,025 \$30,030,115 \$155,150,025 \$32,330,119	\$155,565,556 \$50,561,632
18 Number of cases referred to collection agencies	0 (	2,071 1,334	2,059 1,259	2,035 1,145	1,711 980	1,358 846	1,650 1,232	1,558 1,009	1,647 1,049	1,583 1,049	1,887 1,128 2,376 1,460	1,834 1,253
Payment Plans												
19 Number of new payments plans, not including AMP	2,642 1,037	3,672 1,513	3,138 1,296	2,557 1,192	2,724 1,471	2,126 1,393	3 2,756 1,762	2,410 1,593	4,251 2,816	12,224 7,537	7,930 4,637 6,983 3,856	7,873 3,940
20 Number of payment plans defaulted	2,251 1,070	1,807 840	2,067 975	2,981 1,500		2,082 1,081	1 2,405 1,366	1,797 1,103		2,916 1,731		6,657 3,665
21 Number of active payment agreements	5,882 3,046	7,548 3,65	8,212 3,800	7,609 3,389	,	7,974 3,905	8,129 4,199	8,419 4,486	-,	16,349 9,733	21,850 12,887 20,345 12,062	20,993 11,976
21.a Number of Active Step-plan agreements	1,459 789	1,683 86	1,658 797	1,494 689	9 1,440 686	1,429 732	1,369 743	1,288 73	1,000 1,011	2,887 2,075	3,797 2,767 3,251 2,475	2,954 2,212
21.b Number of Company issued non-Step plans	4,296 2,196	5,756 2,73	6,458 2,953	6,035 2,664	4 6,251 2,812	6,485 3,147	6,705 3,433	7,079 3,734	8,205 4,668	13,416 7,643	, , , , , , , , , , , , , , , , , , , ,	17,975 9,738
21.c Number of regulatory order non-Step plans	59 12	50 12	2 46 12	43 13	38 10	34 8	33 9	34 8	31 6	34 8	3 44 17 51 15	58 20
21.d Number of Commission sanctioned "October Rule" payment plans	1,003 415	59 59 43 5 1,173 603	3 50 38 1 1,002 517	37 23 887 558	3 32 22 3 1,130 870	2 26 18 0 925 737	3 22 14 7 955 723	18 10 904 70:	18 10 1 695 413	12 7 1,583 795	11 6 9 7 1,116 481 1,017 480	6 6 1,063 449
22 Number of new budget plans, not including AMP Shut-Offs	1,003 415	1,1/3 60.	1,002 517	007 558	1,150 8/0	325 /3/	7 333 /23	304 /0.	095 413	1,565 /95	1,110 401 1,017 480	1,005 449
23 Number of Accounts Sent Notice of Disconnection for non-payment	0 (	0 (	0 0	0 (	0 0	0 0	0 0	0 (	60,623 40,970	49.536 34.926	38,987 26,630 41,412 24,777	38,821 21,962
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	1,531 757 1,296 388	2.440 709
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	1,531 757 1,296 388	2,440 709
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	1,270 621 891 259	1,743 565
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%	6 0.0% 0.0%	0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.3% 0.3% 0.3% 0.2%	0.6% 0.3%
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	\$2,095 \$2,305
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	\$2,095 \$2,305
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

		Sep-20	- 1	Oct-20		Nov-20		Dec-20	, 1	Jan-21	Fol	-21	Mar-21	Apr-21		May-21	Jun-21	Jul-21		Aug-21	Sep-21
			Gas		Gas	Electric	Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric Gas		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	511	1,081 27	2,101 470
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	ŭ	0	0 0	0	0	0 0	0 1,247	511	1,081 27	2,101 470
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	0	0	0	0	0	0	0	0	0 0	0	0	0 0	0	0	0 0	0 0	0	0	0 0
27.a	Average balance of of service restorations	\$0	ćo	\$0	ćn	\$0	ćn	\$0	ćn	\$0	\$0 \$0	ćo	\$0	\$0 \$0	ćn	\$0	so so	\$0 \$2,199	\$2,341	\$2,042 \$1,78	\$1,824 \$1,992
27.a 27.b	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	50 \$C	\$0 \$0	\$0	\$0 \$0 \$0 \$0	\$0 \$0	\$0 .	50 \$0 50	\$0 \$2,199	\$2,341	\$2,042 \$1,78	\$1,824 \$1,992
28	Average balance of of service restorations on accounts WITH a special protection  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 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	0.0	0.0	7.0	1.0	1.0 1.0	1.0
29	Number of Accounts Classified as Written-Off	1,831	1,235	1,859	1,181	1,384	843	1,775	1,152	1,778 1,0	99 1,585	878	1,401 83	39 1,366	920	1,280 84	16 1,534 9	14 1,208	791	1,572 1,078	1,472 931
29.a	Number of Residential Accounts Classified as Written-Off	1,695	1,142	1,759	1,119	1,286	797	1,633	1,109	1,618 1,0	09 1,399	811	1,294 78	38 1,228	865	1,171 78	39 1,421 8	52 1,101	738	1,481 1,01	1,369 880
29.b	Number of Commercial and Industrisal Classified as Written-Off	136	93	100	62	98	46	142	43	160	90 186	67	107	51 138	55	109	57 113	62 107	53	91 6	103 51
30	Dollar Value of Accounts Classified as Written-Off	\$725,776 \$6	648,204	\$878,972	\$578,165	\$879,835	\$678,315	\$1,025,199	\$607,649	\$1,310,709 \$628,8	19 \$1,189,148	\$570,781	\$936,569 \$499,85	59 \$999,195	\$653,142	\$1,312,923 \$668,50	94 \$1,490,229 \$852,7	36 \$1,243,056	\$870,339	\$1,374,137 \$863,44	\$1,621,611 \$918,587
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$644,570 \$5	599,242	\$801,018	\$552,904	\$799,656	\$413,294	\$914,144	\$590,357	\$1,079,077 \$551,3			\$800,963 \$455,98	\$814,122	\$607,553	\$942,343 \$597,4			\$761,869	\$1,205,793 \$786,694	
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	70-/-00	\$48,962	\$77,954	\$25,261	700,0	\$265,021	\$111,054	\$17,292	\$231,632 \$77,4	τ== .,	. ,	\$135,606 \$43,8	τ	\$45,588	T	25 \$139,179 \$44,0		\$108,470	\$168,345 \$76,74	. , , ,
31	Dollar Value of write-off recoveries		246,137		\$382,132		\$299,886	\$376,754	\$273,450	\$468,971 \$305,1			\$615,812 \$414,5		\$361,230	\$463,087 \$333,9			\$282,156	\$444,861 \$302,29	
31.a	Dollar Value of Residential write-off recoveries		240,290		\$357,033		\$265,836	\$355,360	\$262,612	\$409,161 \$290,5	38 \$406,233		\$591,337 \$405,88		\$345,741	\$364,360 \$306,00	26 \$544,611 \$339,5		\$262,755	\$404,411 \$247,54	
31.b	Dollar Value of Commercial and Industrisal write-off recoveries		\$5,848	\$54,095	\$25,099	\$51,748	\$34,050	\$21,394	\$10,838	\$59,810 \$14,6	02 \$49,458		\$24,475 \$8,69		\$15,490	\$98,727 \$27,93			\$19,401	\$40,450 \$54,74	\$66,097 \$15,299
32	Dollar value of NET A/R Write-Offs	T T	402,067		\$196,033		\$378,429	\$648,445	\$334,199	\$841,738 \$323,6	79 \$733,457	,	\$320,757 \$85,28		\$291,911	\$849,835 \$334,54			\$588,183	\$929,276 \$561,15	\$1,166,111 \$654,765
32.a	Dollar Value of Residential NET A/R Write-Offs		358,952		\$195,871		\$147,458	\$558,784	\$327,745	\$005,510 \$200,0			\$209,626 \$50,10		\$261,813	\$577,983 \$291,45			\$499,115	\$801,381 \$539,14	\$954,843 \$622,961
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$61,965	\$43,115	\$23,859	\$162	\$28,431	\$230,971	\$89,661	\$6,454	\$171,822 \$62,8	\$174,636	\$57,543	\$111,131 \$35,18	\$163,536	\$30,099	\$271,852 \$43,09	94 \$98,230 \$16,8	60 \$66,897	\$89,069	\$127,895 \$22,00	\$211,268 \$31,804
22	Low Income Discount Rate	22.705	20.916	31.256	20,207	30,649	10.050	20 011	10.400	22.451 10.4	27 22.40	19.556	31.980 19.83	74 22 174	20.162	32,602 20,73	31,926 20.6	11 27.740	24 711	36,436 23,653	36,070 23,247
33 33.a	Number of Low-Income Accounts  Number of Accounts (no rider)	32,795 27,883	20,816 17,600	26,493	17,075	30,649 25,953	19,959 16.854	30,811 26,079	19,400 16,285	32,451 19,4 27,644 16,3			31,980 19,8° 27,069 16,6°		20,162 16,906	32,602 20,73 27,450 17,38			24,711 21,234	36,436 23,65. 31,395 20,38	36,070 23,247 31,021 20,009
33.a 33.b	Number of Accounts (no rider)  Number of Accounts (with rider)	4,912	3,216	4,763	3,132	25,953 4.696	3,105	4,732	3,115	4.807 3.1			4,911 3,2		3,256	5,152 3,34			3,477	5,041 3,27	5,049 3,238
34	Percent of customers on the low-income discount	7.4%	8 3%	7.1%	8.0%	6.9%	7 9%	6.9%	7 7%	7.3% 7.			7.2% 7.9	-,	8.0%	7.4% 8.3			9.9%	8.2% 9.5%	8.1% 9.3%
35	Total receipts		434,409		\$334,669	\$1,903,886	\$343,525	\$2,261,723	\$478.351	\$2,738,408 \$2,160.0		\$1,549,180	\$3.080.091 \$1.947.54	7.270	\$966,749		70 7.270 0.		3.370	\$2,372,736 \$598,36	\$2.878.120 \$402.724
36	Total receipts  Total receipts paid by LIHEAP		275.463	\$1,697	\$1.519	\$1,505,000	\$0	\$0	\$0,551	\$410.715 \$1.357.3			\$157.202 \$700.60	7-/00-/-00	\$500,743	\$155.096 \$811.8	73 \$31.759 \$71.5	τ·/===/=== τ·	\$272.309	\$135.702 \$597.05	\$32.022 \$138.955
36.a	Total receipts paid by Regular LIHEAP	700/0 7	269.430	\$861	\$1,184	\$0	\$0	\$0	\$0	\$407.223 \$1.356.2			\$149.890 \$697.53		\$501,087	\$147.552 \$806.93	1 7	7/***	\$268,545	\$130.094 \$591.24	\$28.175 \$137.242
36.b	Total receipts paid by Crisis LIHEAP	\$5,743	\$6.033	\$836	\$335	\$0	\$0	\$0	\$0	\$3,492 \$1.0	, .	,,	\$7.312 \$3.00	,	\$813	\$7.544 \$4.9	1 -7 1 7-		\$3,764	\$5,608 \$5,80	\$3.847 \$1.713
37	Total number of customers receiving a LIHEAP payment for the month	149	995	5	5	0	0	0	0	1.288 3.5	49 326	1.864	443 1.8	19 318	1.326	444 2.1			689	469 1.55	83 346
38	Total billed	\$2,882,931 \$6	612,997	\$2,272,532	\$670,844	\$2,427,344 \$	1,275,122	\$2,573,186	\$1,925,675	\$3,226,105 \$3,033,4	07 \$3,099,629	\$3,149,092	\$2,788,107 \$2,689,63	10 \$2,422,732	\$1,940,726	\$2,013,093 \$1,217,20	54 \$2,487,143 \$799,3	73 \$3,308,160	\$667,269	\$3,623,375 \$694,555	\$3,391,194 \$644,116
	Delinquency																				
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	3,349	822	2,860	907	2,318	950	2,199	1,271	2,106 1,4	13 2,693	1,712	2,148 1,40	2,648	1,494	2,286 1,05	56 2,706 1,1	74 2,956	1,226	2,284 1,11	2,108 1,149
39.a	Number of accounts reported above that have an active DPA	162	18	120	18	87	17	88	39	102	57 156	85	124	59 138	86	102	52 104	35 179	48	194 20	253 20
39.b	Number of accounts reported above without an active DPA	3,187	804	2,740	889	2,231	933	2,111	1,232	2,004 1,3	56 2,537	1,627	2,024 1,33	37 2,510	1,408	2,184 99	2,602 1,1	39 2,777	1,178	2,090 1,089	1,855 1,129
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill		\$21,528	\$178,680	\$25,865	\$122,747	\$28,934	\$152,269	\$63,851	\$155,329 \$105,3	\$212,033		\$198,904 \$161,5		\$187,009	\$147,610 \$70,6			\$89,467	\$198,412 \$41,60	\$149,088 \$36,842
40.a	Dollar value of accounts reported above that have an active DPA		\$3,434	\$12,666	\$1,000	\$7,499	\$2,149	\$8,803	\$3,133	\$14,668 \$11,2	52 \$21,806	, , , ,	\$17,599 \$9,75	1 -7	\$11,523	\$14,191 \$6,00	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7		\$22,829	\$22,089 \$1,803	\$20,167 \$914
40.b	Dollar value of accounts reported above without an active DPA		\$18,094	\$166,014	\$24,865	\$115,247	\$26,786	\$143,466	\$60,718	\$140,661 \$94,1	02 \$190,227	\$174,740	\$181,305 \$151,83	φ107,105	\$175,486	\$133,420 \$64,60	70 9175/5/15 900/5	. , ,	\$66,639	\$176,323 \$39,80	\$128,921 \$35,928
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,749	502	1,793	453	1,616	524	1,083	502	1,207 7	37 1,286	847	1,375 1,14		1,113	1,215 9	66 1,368 8		711	1,175 65	1,075 610
41.a	Number of accounts reported above that have an active DPA	243	28	236	24	171	35	121	28	175	57 206	91	204 1:	10 01	100	193 1	66 207 1		104	304 8:	343 50
41.b	Number of accounts reported above without an active DPA	1,506	474	1,557	429	1,445	489	962	474	1,032	70 1,080	756	1,171 1,03		1,013	1,022 80	00 1,161	313	607	871 57	732 560
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill		\$36,809	\$332,289	\$28,865	\$242,023	\$37,770	\$169,894	\$54,166	\$233,683 \$114,9 \$44.808 \$11.9			\$302,254 \$349,48		\$118,512	\$211,044 \$188,80			\$105,940	\$245,050 \$86,19	\$198,929 \$42,569
42.a 42.b	Dollar value of accounts reported above that have an active DPA		\$5,931 \$30.878	\$59,890 \$272,399	\$4,819 \$24,046	\$35,960 \$206,064	\$3,376 \$34,394	\$26,361 \$143,533	\$5,145 \$49,021	\$44,808 \$11,9 \$188.875 \$102.9			\$54,614 \$39,55 \$247,640 \$309,88		\$10,442	\$45,610 \$39,5 \$165,434 \$149,2	78 \$57,096 \$27,0 28 \$185,747 \$119,6		\$28,007 \$77,932	\$90,573 \$25,133 \$154,477 \$61,060	\$82,485 \$7,728 \$116,444 \$34,840
42.0	Dollar value of accounts reported above without an active DPA	9.334	5.445	9.056	5.230	9.316	5.230	9.762	5,155	9.806 4.7		4,616	9,235 4,7		6.006	9.653 5.24	10 12.331 7.8		7.676	10.257 7.07	9.485 6.878
43.a	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	1.900	833	2.014	841	2.023	779	1.884	631	1,996	56 1.999	4,010	2.059 6		0,000	2.901 1.10		,	3,510	5.362 3.354	5,497 3,430
43.a 43.b	Number of accounts reported above that have an active DPA  Number of accounts reported above without an active DPA	7,434	4.612	7.042	4.389	7.293	4.452	7.878	4.524	7.810 4.1	_,,,,,,	4.057	7.176 4.0	-,	5.010	6.752 4.0	-,,-		4.166	4.895 3.72	3,988 3,448
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	.,	211.159	\$13.448.585 \$	.,	.,	55.850.995	.,	\$5.658.167	\$14.354.569 \$5.534.5	,	\$5,965,836	\$14.839.573 \$6.612.23	-,	\$7.503.266	\$16.224.552 \$7.554.14		-,	.,===	\$20.053.329 \$10.540.97	\$18.974.171 \$9.843.040
44.a	Dollar value of accounts reported above that have an active DPA	\$15,6 10,255 \$6,2	898.013	ψ15,110,505 ψ	\$919.441	φ15,201,711 φ	\$791.003	\$2,150,639	\$603.594	\$2,334,844 \$568.7	52 \$2,465,032	95,505,050	\$2,738,290 \$758.4	913,313,033	77,505,200	\$3,973,469 \$1,426,63	10 \$22,033,733 \$12,00 i)0	00 921,001,001 911	1,707,210	\$9.117.335 \$4.245.48	910,57 1,171 95,0 15,0 10
44.b	Dollar value of accounts reported above without an active DPA	\$11,463,772 \$5,3	313,146	\$10,978,684 \$	TO-01	\$10,902,915 \$	7.0-,000	\$11,533,587	\$5,054,573	\$12,019,724 \$4,965,8	7-,:00,001	\$5,338,808	\$12,101,283 \$5,853,8	70,,	, _,	\$12,251,082 \$6,127,50	7./00-/010 70/.00/	+-// +	, ,	\$10,935,994 \$6,295,49	1.,,
45	Total Number of low-income delinquent accounts	14,432	6,769	13,709	6,590	13,250	6,704	13,044	6,928	13,119 6,8		7,175	12,758 7,25		8,613	13,154 7,25	52 16,405 9,8		9,613	13,716 8,84	12,668 8,637
45.a	Number of accounts reported above that have an active DPA	2,305	879	2,370	883	2,281	830	2,093	698	2,273 6	30 2,361	735	2,387 8:	12 2,865	1,182	3,196 1,38	33 5,315 2,8	39 6,558	3,662	5,860 3,46	
45.b	Number of accounts reported above without an active DPA	12,127	5,890	11,339	5,707	10,969	5,874	10,951	6,230	10,846 6,2	03 11,359	6,440	10,371 6,44	11,774	7,431	9,958 5,86	59 11,090 7,0	35 9,096	5,951	7,856 5,379	6,575 5,137
46	Total Dollar Value of low-income delinquent accounts	\$14,485,013 \$6,2	269,496	\$13,959,554 \$	5,983,206	\$13,649,511 \$	5,917,699	\$14,006,389	\$5,776,184	\$14,743,580 \$5,754,9	29 \$15,375,485	\$6,353,152	\$15,340,731 \$7,123,25	97 \$16,307,513	\$7,808,787	\$16,583,206 \$7,813,63	18 \$23,130,548 \$12,320,9	82 \$22,136,723 \$11	1,902,650	\$20,496,791 \$10,668,78	\$19,322,188 \$9,922,451
46.a	Dollar value of accounts reported above that have an active DPA		907,378		\$925,260		\$796,528	\$2,185,803	\$611,872	\$2,394,320 \$592,0			\$2,810,503 \$807,7							\$9,229,998 \$4,272,41	\$9,396,508 \$4,323,795
46.b	Dollar value of accounts reported above without an active DPA	\$12,016,174 \$5,3	362,118	\$11,417,097 \$	5,057,946	\$11,224,226 \$	5,121,171	\$11,820,586	\$5,164,312	\$12,349,260 \$5,162,9	29 \$12,829,248	\$5,682,278	\$12,530,228 \$6,315,53	24 \$12,791,377	\$6,621,692	\$12,549,936 \$6,341,33	9 \$15,376,442 \$8,795,4	88 \$12,146,806 \$7	7,289,906	\$11,266,794 \$6,396,36	\$9,925,681 \$5,598,657
	Shut-Offs Shut-Offs																				
47	Number of low-income Accounts Sent Notice of Disconnection	0	0	0	0	0	0	0	0	0	0 (	Ŭ	0	0 0	0	0	0 0	0 5,633	4,220	5,292 3,75	4,108 3,217
48	Number of low-income Service Disconnections for Non-Payment	0	0	0	0	0	0	0	0	0	0 (	٥	0	0 0	0	0	0 0	0 58	32	211 4	409 133
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0% 0.	0.0%	0.0%	0.0% 0.0	0.0%	0.0%	0.0% 0.0	% 0.0% 0.	0.2%	0.1%	0.6% 0.29	1.1% 0.6%
	Restorations																				
50	Number of low-income Service Restorations for non-payment	0	0	0	0	0	0	0	0	0	0 (	0	0	0 0	0	0	0 0	0 49	20	152 14	354 80
51	Average duration of low-income service disconnection for restored accounts	0	0	0	0	0	0	0	0	0	0 (	0	0	0 0	0	0	0 0	0 2	3	1	1 3
	Write-Off									40-			0-								0.5
52	Number of low-income accounts Classified as Written-Off	116	60	141	84	128	69	121	78	136	86 133		99	58 102	73	113	138	77 105	60	113 8	95 61
53	Dollar Value of low income accounts classified as written-off	7/ 1	\$53,030	\$123,130	\$82,644	\$129,508	\$63,142	\$118,177	\$75,268	\$135,862 \$81,4	7-00,-0-	7,	\$94,692 \$55,25	7,	\$68,333	\$121,556 \$76,14	7/	T-10,011	\$62,415	\$120,982 \$104,259	\$160,062 \$71,587
54	Dollar Value of low-income write-off recoveries	ŷ 15,005 Ş	\$48,924	\$124,969	\$29,190	\$66,878	\$30,873	\$43,109	\$31,923	\$74,850 \$38,9	96 \$68,113	φ50,205	\$129,433 \$58,80 -\$34,741 -\$3,60	700,02	\$70,501	\$90,050 \$42,08 \$31,506 \$34,0	71 9110,007 971,1	τ. σ/	\$25,966	\$75,504 \$37,724	\$64,511 \$35,048 \$95,551 \$36,539
55	Dollar value of NET low-income A/R Write-Offs	\$39,088	\$4,106	-\$1,839	\$53,453	\$62,629	\$32,269	\$75,068	\$43,345	\$61,012 \$42,4	52 \$70,049	\$40,733	-\$34,741 -\$3,60	30,704	-\$2,169	\$31,506 \$34,0	52 \$98,528 \$15,7	11 \$70,679	\$36,449	\$45,478 \$66,53	\$95,551 \$36,539

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		Sep-2	20	Oct-20	0	Nov-2	20	Dec-2	20	Jan-21	1	Feb-2	1	Mar-21		Apr-21		May-2	1	Jun-2:	1	Jul-2:	L	Aug-2	1	Sep-21	
		Electric	Gas	Electric	Gas	Electric	Gas																				
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	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	1,702	805
57	Percent of low-income customers enrolled on the AMP	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%	4.7%	3.5%
58	Total receipts paid by enrollees	\$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	\$339,565	\$61,208
59	Total receipts paid by LIHEAP	\$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	\$8,241	\$19,094
60	Total billed to program participants, includes both arrears payment and current bill	\$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	\$1,327,932	\$431,141
61	Number of newly enrolled customers	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108	136	84
61.a	Number of newly enrolled customers: not associated with service restoration	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52	232	114	446	268	240	152	191	108	136	84
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	238	92	244	97	163	78	134	54	134	50	137	58	157	64	105	38	105	48	186	118	121	54	100	52	116	56
62.a	Number of customers exited the program by default	180	66	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.b	Number of customers exited the program by cancellation	58	26	51	18	29	10	28	11	36	9	39	20	61	30	35	11	43	21	107	78	43	26	49	15	59	12
63	Number of customers successfully completing a 12-month program	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9	30	9
63.a	Number of customers successfully completing a 12-month program with remaining arrears	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8	34	14	44	23	56	18	35	9	30	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	1,090	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	1,385	719
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$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	\$3,055,380	\$1,189,745
66	Number of AMP program participants receiving LIHEAP	12	38	0	0	0	0	0	0	18	31	6	14	20	24	15	40	16	39	1	10	10	34	36	90	8	24
67	Percent of AMP customers receiving LIHEAP payments	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%	0.5%	3.0%

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

October 22, 2021

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