STATE OF RHODE ISLAND PUBLIC UTILITIES COMMISSION

IN RE: THE NARRAGANSETT ELECTRIC COMPANY D/B/A RHODE ISLAND ENERGY'S PETITION FOR AUTHORITY TO FORGIVE CERTAIN ARREARAGES FOR LOW-INCOME AND PROTECTED CUSTOMERS

Docket No. 22-08-GE

PETITION OF THE NARRAGANSETT ELECTRIC COMPANY d/b/a RHODE ISLAND ENERGY FOR AUTHORITY TO FORGIVE CERTAIN ARREARAGE BALANCES FOR LOW-INCOME AND PROTECTED CUSTOMERS

Petitioner The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy"), by and through its undersigned attorneys, hereby petitions the Rhode Island Public Utilities Commission (the "Commission") for authority to forgive certain arrearage balances accrued on the accounts of electric and gas distribution customers who receive service under the low-income rate classes and customers who qualify as protected under the Commission's Rules and Regulations Governing the Termination of Residential Electric, Gas and Water Service, 810-RICR-10-00-1. As and for its petition, Rhode Island Energy states as follows:

Introduction and Background

- 1. Rhode Island Energy is both an electric and gas distribution company as defined in R.I. Gen. Laws § 39-30-2.
- 2. On or about May 4, 2021, PPL Corporation, PPL Rhode Island Holdings, LLC, (PPL Corporation and PPL Rhode Island Holdings, LLC are collectively referred to as "PPL"), National Grid USA ("National Grid"), and The Narragansett Electric Company ("Narragansett") filed a joint petition with the Rhode Island Division of Public Utilities and Carriers (the "Division") seeking approval of PPL Rhode Island Holdings, LLC's acquisition of 100 percent of the outstanding shares of common stock of Narragansett (the "Transaction").

- 3. After PPL, National Grid, and Narragansett filed the joint petition, the Division conducted an adjudicatory proceeding to consider whether to approve the Transaction under the statutory standard set forth in R.I. Gen. Laws § 39-3-25 (the "Division Approval Proceeding").
- 4. Several other parties successfully intervened and participated in the Division Approval Proceeding, including Peter F. Neronha, Attorney General of the State of Rhode Island (the "Attorney General").
- 5. On or about February 23, 2022, after discovery, consideration of pre-filed written testimony, four full days of evidentiary hearings, and post-hearing briefing, the Division issued a Report and Order approving the Transaction, with conditions (the "Division Approval Order").
- 6. On or about February 24, 2022, the Attorney General filed an administrative appeal of the Division Approval Order in the Rhode Island Superior Court (the "Superior Court Appeal") and moved for an emergency stay of the Division Approval Order pending resolution of the appeal.
- 7. On or about April 1, 2022, the Superior Court entered an order staying the Division Approval Order during the pendency of the Superior Court Appeal (the "Stay Order").
- 8. On or about May 19, 2022, following substantial negotiations, PPL and the Attorney General reached a Settlement Agreement, pursuant to which PPL agreed to take certain additional actions and the Attorney General agreed to file: (a) a joint motion to vacate the Stay Order, and (b) a stipulation of dismissal, with prejudice, of the Superior Court Appeal. A true and accurate copy of the Settlement Agreement is attached as <u>Attachment A</u> to this petition.
- 9. On or about May 23, 2022, the joint motion to vacate the Stay Order and the stipulation of dismissal with prejudice were filed in the Superior Court, the Superior Court

entered an order vacating the Stay Order, and the Superior Court appeal was dismissed, with prejudice.

- 10. On or about May 25, 2022, PPL and National Grid closed the Transaction and PPL Rhode Island Holdings, LLC took ownership and control of Narragansett, rebranding it as Rhode Island Energy.
- 11. One of the terms of the Settlement Agreement negotiated between PPL and the Attorney General is:

<u>Customer Arrearage Forgiveness</u>. Within 30 days of closing, PPL shall seek PUC approval to forgive \$43.5 million in arrearages for low-income and protected residential customers, which represents 100% of the arrearages of over 90 days for those customers as of March 31, 2022.

- 12. Accordingly, to comply with its obligations under the Settlement Agreement,
 Rhode Island Energy (which is now under PPL ownership and control)¹ files this petition seeking
 authority from the Commission to forgive the \$43.5 million in arrearages for low-income and
 protected residential customers identified in the Settlement Agreement.
- 13. Rhode Island Energy proposes that, upon approval of this petition, it will immediately forgive those balances and remove those amounts from those customers' balances due.

Jurisdiction

14. The Commission has jurisdiction over this matter pursuant to its authority "to hold . . . hearings involving the . . . rates, . . . tolls, and charges . . . of . . . gas [and] electric distribution. . . utilities[,]" R.I. Gen. Laws § 39-1-3(a). Accordingly, the Company brings this

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The Narragansett Electric Company d/b/a Rhode Island Energy is a direct wholly owned subsidiary of PPL Rhode Island Holdings, LLC. PPL Rhode Island Holdings, LLC is an indirect wholly owned subsidiary of PPL Corporation.

petition pursuant to Rule 810-00-00-1.11(c) of the Commission's Rules of Practice and Procedure for authority to provide the arrearage forgiveness called for under the Settlement Agreement in compliance with Rhode Island Energy's duties under R.I. Gen. Laws § 39-2-2 and R.I. Gen. Laws § 39-2-3 not to engage in unjust rate discrimination or to give unreasonable preferences or prejudices.

Requested Authority

low-income customers and protected customers, which was equal to the total amount of arrearages for those classes of customers that was more than 90 days past due as of March 31, 2022. Attachment B to this petition is a report from the credit and collections team dated April 1, 2022, showing the accounts receivable from both gas and electric customers as of March 31, 2022. That report formed the basis for the amount and nature of the arrearage forgiveness set forth in the Settlement Agreement. Specifically, Rhode Island Energy added the amounts on this report that were 90 days or more past due for the "Protected Only" customers, "DPA and Protected" customers, "Low Income Only" customers, and "DPA and Low Income" customers to determine the amount of arrearage forgiveness it would agree to provide in the Settlement Agreement.² Those specific amounts are highlighted in yellow on Attachment B. If the Commission approves this petition, Rhode Island Energy proposes to forgive these arrearage amounts based on the balances as of March 31, 2022, without adjusting for any payments that may have been received since that date.

² The defined term "DPA" refers to a Deferred Payment Arrangement.

- 16. Low income customers are defined as those customers who: (a) receive electric distribution service under rate class A60, (b) gas distribution service under rate class 11, and (c) gas distribution service under rate class 13.
- 17. Protected customers are defined as those "residential customer[s] about whom the public utility has evidence that the customer is:
 - a. unemployed as demonstrated through verification by [the Department of Labor and Training] that the person is currently receiving unemployment compensation;
 - b. elderly or handicapped, as defined by § 1.4(K)(1)(a) of this Part [providing that public utilities may not terminate utility services to households in which all adults residents are 62 years of age or older or any resident is handicapped, without receiving prior written approval from the Division];
 - c. recipients of Low Income Heating Assistance Program (LIHEAP) . . . ;
 - d. seriously ill, as defined by § 1.2(A)(8) of this Part [defining "seriously ill" as "an illness that is life-threatening or that will cause irreversible adverse consequences to human health or that has a significant potential to become life threatening or to cause irreversible adverse consequences to human health"]; [or]
 - e. living in a residence where there is domiciled a person under the age of two (2) years and there is a financial hardship."

810-RICR-10-00-1.2.

18. "A utility 'has evidence' that a person is a Protected Status Customer when the utility has written verification from a legitimate agency that such person falls within one of the above-listed categories of Protected Status Customers (e.g., Rhode Island drivers [sic] license showing age, DLT photo identification card, a letter from a licensed physician showing that a

person is seriously ill or handicapped, a Social Security Number, written verification of LIHEAP enrollment, written verification of eligibility for food stamps)[.]" *Id*.

- 19. Rhode Island Energy seeks authority from the Commission to forgive arrearages in an amount equal to \$43.5 million to these classes of customers consistent with its obligations under the Settlement Agreement.
- 20. As part of this petition, Rhode Island Energy seeks a determination that providing this arrearage forgiveness to this subset of customers does not constitute undue rate discrimination under R.I. Gen. Laws § 39-2-2 or an unreasonable prejudice or preference under R.I. Gen. Laws § 39-2-3.
- 21. As support for this request, Rhode Island Energy states that the Commission already recognizes that it is appropriate to provide special protections and preferences for these customers.
- 22. With respect to low-income customers, the Commission has authorized low-income rate classes that provide electric and gas distribution service at lower rates than those Rhode Island Energy charges to other residential customers.
- 23. Also, with respect to low-income customers, as well as with respect to protected customers, the Commission has provided special protections regarding collections procedures and termination procedures through its Rules and Regulations Governing the Termination of Residential Electric, Gas and Water Service.
- 24. These accommodations demonstrate a recognition that it is reasonable and appropriate to provide additional relief to low-income and protected customers from the potential adverse consequences that could occur from the failure to pay utility bills.

25. Although Rhode Island Energy generally seeks to collect all amounts

appropriately due from all customers, Rhode Island Energy's agreement to seek this arrearage

forgiveness as part of the Settlement Agreement is, in part, a recognition that, as the State of

Rhode Island continues to deal with consequences of the COVID-19 pandemic, and as new cost

challenges have arisen associated with spikes in gas prices and inflation generally, it is

reasonable and appropriate to provide some additional relief to these more vulnerable customers

from aged arrearages.

WHEREFORE, Rhode Island Energy respectfully requests that the Commission issue

an order:

1. Granting this petition;

2. Authorizing Rhode Island Energy to provide the requested arrearage forgiveness; and

3. Ordering such other relief or direction as the Commission deems just and appropriate

under the circumstances.

Respectfully submitted,

The Narragansett Electric Company d/b/a Rhode Island Energy

By its Attorneys,

/s/ Celia B. O'Brien

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Dated: June 24, 2022

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Attachment A

SETTLEMENT AGREEMENT

This Settlement Agreement ("Agreement") is made on this 19th day of May, 2022 (the "Effective Date"), by and between PPL Corporation, PPL Rhode Island Holdings, LLC (PPL Corporation and PPL Rhode Island Holdings, LLC, collectively referred to as "PPL"), and Peter F. Neronha, Attorney General of the State of Rhode Island (the "Attorney General") (collectively "the Parties").

WITNESSETH:

WHEREAS, on February 23, 2022, the Rhode Island Division of Public Utilities and Carriers (the "Division") issued a Report and Order in the matter captioned *In re: Petition of PPL Corporation, PPL Rhode Island Holdings, LLC, National Grid USA and The Narragansett Electric Company for Authority to Transfer Ownership of The Narragansett Electric Company to PPL Rhode Island Holdings, LLC, and Related Approvals, Docket No. D-21-09*, approving the transfer of ownership of The Narragansett Electric Company ("Narragansett") to PPL under the authority granted to the Division under R.I. Gen. Laws §§ 39-3-24 and 39-3-25 (the "Division Approval Order"), which includes the Commitments PPL offered as conditions (the "Original Commitments");

WHEREAS, on February 24, 2022, the Attorney General filed a complaint asserting an administrative appeal of the Division Approval Order in the Rhode Island Superior Court captioned *Peter Neronha Attorney General of the State of Rhode Island v. Rhode Island Division of Public Utilities and Carriers, Linda George, Administrator in her Official Capacity Only;*National Grid USA; Narragansett Electric; PPL Corporation; and PPL Rhode Island Holdings

LLC, C.A. No. PC-2022-01095 (the "Administrative Appeal"), and filed a motion seeking a stay of the Division Approval Order;

WHEREAS, on April 1, 2022, the Superior Court entered a Decision and Order entering a stay of the Division Approval Order (the "Stay Order"); and

WHEREAS, the Parties have determined that it is in their respective best interests in accordance with the terms contained herein to remove the Stay Order and withdraw the Administrative Appeal.

NOW THEREFORE, for good and sufficient consideration, the receipt and sufficiency of which is hereby acknowledged, PPL and the Attorney General, intending to be bound, agree as follows:

- 1. Removal of Stay Order and Withdrawal of Administrative Appeal. The Attorney General shall, on or before Monday, May 23, 2022:
 - a. File jointly with PPL, the Division, National Grid USA, and Narragansett, in the form attached to this Agreement as Exhibit A, a joint motion to vacate the Stay Order; and
 - File a Stipulation of Dismissal, with prejudice, signed by PPL, the Division,
 National Grid USA, and Narragansett, in the form attached as Exhibit B,
 withdrawing the Administrative Appeal.
- 2. Terms and Conditions regarding rates and utility operations and the Act on Climate. PPL agrees it will take the actions as set forth in Exhibit C, attached hereto (the "Additional Commitments"). The Additional Commitments are binding on PPL, can be enforced against PPL in the same manner as the Original Commitments in the Approval Order, and in all circumstances where the Additional Commitments impose requirements on PPL that exceed those set forth in the Original Commitments, PPL is bound by the terms of the Additional Commitments.

3. Other Provisions.

- a. This Agreement is for the benefit of the Parties only.
- b. The agreement by a Party to the terms of this Agreement shall not be construed as an agreement as to any matter of fact or law for any other purpose.
- c. All prior discussions and agreements with respect to the subject matter hereof are deemed merged in this Agreement, which alone constitutes the entire agreement between the Parties as to its subject matter.
- d. This Agreement may be executed in counterparts, and delivered in PDF format by electronic mail, with each counterpart constituting an original version of the Agreement.
- e. This Agreement embodies the entire agreement between the Parties, supersedes all prior agreements and understandings, if any, relating to the subject matter hereof, and may be amended only by an instrument in writing executed jointly by the Parties.
- f. The Parties recognize that legal damages are not an adequate remedy for any nonperformance under this Agreement and expressly covenant and agree that the rights guaranteed hereunder are enforceable in equity, whether by specific performance or other means. The Parties further hereby covenant and agree that each will not assert as an objection to enforcement of this Agreement that specific performance or other equitable enforcement is not available.
- g. If, from time to time, either Party does not enforce an obligation under this agreement in any one instance, such nonenforcement shall not be construed to

- waive a right to future enforcement or to excuse any Party from an obligation under this Agreement.
- h. All Parties agree to the State of Rhode Island's disclosure of this Agreement and the terms and conditions of this Agreement, to the public.
- This Agreement shall be enforced, governed by and construed in accordance with the laws of the State of Rhode Island, without regard to choice of law principles.
- j. In the event that any provision of this Agreement conflicts with any applicable law, such conflict shall not affect the other provisions hereof that can be given effect without the conflicting provision, and to this end, the provisions hereof are declared to be severable.
- k. Each of the Parties warrants that it is duly authorized and empowered to enter into this Agreement, and the person executing this Agreement on behalf of each Party warrants that he or she is duly authorized and empowered to do so.

[SIGNATURES FOLLOW ON THE NEXT PAGE]

PPL CORPORATION By: PPL RHODE ISLAND HOLDINGS, LLC By: PETER F. NERONHA, ATTORNEY GENERAL OF THE STATE OF RHODE ISLAND

Date: May ___, 2022

PPL CORPORATION

Date:	May, 2022	By:
		PPL RHODE ISLAND HOLDINGS, LLC
Date:	May, 2022	By:
		PETER F. NERONHA, ATTORNEY GENERAL OF THE STATE OF RHODE ISLAND
Date:	May 20, 2022	By: Nord

EXHIBIT A

STATE OF RHODE ISLAND PROVIDENCE, SC

SUPERIOR COURT

PETER NERONHA ATTORNEY GENERAL OF THE STATE OF RHODE ISLAND

Plaintiff

v.

C.A. No. PC-2022-01095

RHODE ISLAND DIVISION OF PUBLIC UTILITIES AND CARRIERS, LINDA GEORGE, ADMINISTRATOR IN HER OFFICIAL CAPACITY ONLY; NATIONAL GRID USA; NARRAGANSETT ELECTRIC; PPL CORPORATION; AND PPL RHODE ISLAND HOLDINGS, LLC

Defendants

JOINT MOTION TO VACATE STAY ORDER

Peter F. Neronha, Attorney General for the State of Rhode Island (the "Attorney General"), the Rhode Island Division of Public Utilities and Carriers, Linda George, Administrator, in her Official Capacity Only (the "Division"), National Grid USA ("National Grid"), The Narragansett Electric Company ("Narragansett"), PPL Corporation, and PPL Rhode Island Holdings, LLC (together with PPL Corporation, "PPL") (collectively, the "Parties") move this court to vacate its April 1, 2022 Order staying the Division of Public Utilities and Carriers' Order 24322 (the "Approval Order"). The Court should vacate the stay because the Attorney General and PPL have reached a settlement. All parties, including the Division and National Grid, will file a Stipulation of Dismissal pursuant to Rule 41 of the Superior Court Rules of Civil Procedure immediately after the stay is lifted.

WHEREFORE, the Parties respectfully request that this Court immediately vacate the stay of the Approval Order.

Respectfully Submitted,

PETER F. NERONHA, ATTORNEY GENERAL FOR THE STATE OF RHODE ISLAND, By, PPL CORPORATION and PPL RHODE ISLAND HOLDINGS, LLC By their attorneys,

<u>/s/ Sarah W. Rice</u>

Sarah W. Rice (#10465)
/s/ Nicholas M. Vaz
Nicholas M. Vaz (#9501)

Special Assistants Attorney General Office of the Attorney General 150 South Main Street Providence, RI 02903 srice@riag.ri.gov

/s/ Gerald J. Petros
Gerald J. Petros (#2931)
Adam M. Ramos (#7591)
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gpetros@hinckleyallen.com
aramos@hinckleyallen.com

NATIONAL GRID USA AND THE NARRAGANSETT ELECTRIC COMPANY, By their attorney,

/s/ Robert J. Humm

(401) 274-4400 x 2054

Robert J. Humm Keegan Werlin LLP 99 High Street, Suite 2900 Boston, Massachusetts 02110

Tel: (617) 951-1400 Fax: (617) 951-1354 rhumm@keeganwerlin.com LINDA GEORGE, ADMINISTRATOR, RHODE ISLAND DIVISION OF PUBLIC UTILITIES & CARRIERS, By her attorney,

/s/ Margaret L. Hogan, Esq. (#5006)
Rhode Island Division of Public Utilities & Carriers
89 Jefferson Boulevard
Warwick, R.I. 02888
(401) 780-2120
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EXHIBIT B

STATE OF RHODE ISLAND PROVIDENCE, SC

SUPERIOR COURT

PETER NERONHA ATTORNEY GENERAL OF THE STATE OF RHODE ISLAND

Plaintiff

v.

C.A. No. PC-2022-01095

RHODE ISLAND DIVISION OF PUBLIC UTILITIES AND CARRIERS, LINDA GEORGE, ADMINISTRATOR IN HER OFFICIAL CAPACITY ONLY; NATIONAL GRID USA; NARRAGANSETT ELECTRIC; PPL CORPORATION; AND PPL RHODE ISLAND HOLDINGS, LLC

Defendants

STIPULATION OF DISMISSAL

Pursuant to Rhode Island Superior Court Rule of Civil Procedure 41(1)(b), Peter F. Neronha, Attorney General for the State of Rhode Island (the "Attorney General"), the Rhode Island Division of Public Utilities and Carriers, Linda George, Administrator, in her Official Capacity Only (the "Division"), National Grid USA ("National Grid"), The Narragansett Electric Company ("Narragansett"), PPL Corporation, and PPL Rhode Island Holdings, LLC (together with PPL Corporation, "PPL") (collectively, the "Parties") hereby stipulate to the dismissal, with prejudice of this action, with each party to bear its own attorney's fees and costs.

Respectfully Submitted,

PETER F. NERONHA, ATTORNEY GENERAL FOR THE STATE OF RHODE ISLAND, By, PPL CORPORATION and PPL RHODE ISLAND HOLDINGS, LLC By their attorneys,

/s/ Sarah W. Rice

Sarah W. Rice (#10465) /s/ Nicholas M. Vaz

Nicholas M. Vaz (#9501)
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/s/ Gerald J. Petros

NATIONAL GRID USA AND THE NARRAGANSETT ELECTRIC COMPANY, By their attorney,

/s/ Robert J. Humm

Robert J. Humm Keegan Werlin LLP 99 High Street, Suite 2900 Boston, Massachusetts 02110

Tel: (617) 951-1400 Fax: (617) 951-1354 rhumm@keeganwerlin.com LINDA GEORGE, ADMINISTRATOR, RHODE ISLAND DIVISION OF PUBLIC UTILITIES & CARRIERS, By her attorney,

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Rhode Island Division of Public Utilities & Carriers
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(401) 780-2120
Margaret.l.hogan@dpuc.ri.gov

EXHIBIT C

PPL voluntarily makes the following additional commitments (the "Additional Commitments") that provide additional benefits to the State of Rhode Island and the customers of The Narragansett Electric Company ("Narragansett"). PPL agrees that PPL will bear the incremental costs of these Additional Commitments. PPL will not seek recovery through any cost recovery mechanism of the incremental costs of these Additional Commitments, and will hold customers harmless from those incremental costs, both now and in the future.

1. Terms and Conditions regarding rates and utility operations.

- a. <u>Customer Bill Credits</u>. Within 60 days of closing, PPL shall provide a credit to all of Narragansett's electric and gas distribution customers in the total amount of \$50 million. Based on the relative number of electric distribution customers and gas distribution customers, PPL will credit \$32.5 million to electric customers and \$17.5 million to gas customers. Each electric customer will receive the same credit, and each gas customer will receive the same credit.
- b. <u>Customer Arrearage Forgiveness</u>. Within 30 days of closing, PPL shall seek PUC approval to forgive \$43.5 million in arrearages for low-income and protected residential customers, which represents 100% of the arrearages of over 90 days for those customers as of March 31, 2022.
- c. <u>Base Distribution Rates</u>. In combination with its commitment that PPL will not file for a change in base distribution rates before three years after the Transaction's closing, PPL shall not submit a request for a change in base rates unless and until there is at least 12 months of operating experience under PPL's exclusive leadership and after the transition service agreements with National Grid terminate.
- d. Recovery of Transition Costs. The Approval Order includes a condition that limits Narragansett's potential recovery of transition costs to no more than \$82,000,000. PPL now agrees that Narragansett will forgo potential recovery of any and all transition costs, reducing the total amount of potential transition cost recovery to \$0.
- e. Write-Off of Regulatory Asset for GBE and Cybersecurity/IT. PPL will write-off the regulatory assets currently recorded on Narragansett's books for the Gas Business Enablement ("GBE") project and for certain Cybersecurity/IT investments related to GBE, which as of April 30, 2022 were \$21.0 million, and will not seek to recover these regulatory assets from customers in any future proceeding.
- f. <u>AMF Project Costs and Benefits</u>. PPL will include in its plan for deployment of Advanced Meter Functionality ("AMF"):

- i. costs that are no more than the estimated costs in total as proposed by Narragansett in Docket No. 5113, and Narragansett will not seek to recover from customers costs in excess of that amount, which costs shall remain subject to regulatory review and approval; and
- ii. a cost-benefit analysis that is at least as positive as the cost-benefit analysis included in the current Docket No. 5113, and bear the risk of lesser actual realized benefits.

g. Capital Structure for Ratemaking.

- i. PPL will follow Narragansett's long-standing practice under National Grid ownership of excluding goodwill from the ratemaking capital structure, subject to the right to request a Division or Commission waiver or modification to this commitment upon an appropriate public interest showing.
- ii. PPL will provide journal entries showing the estimated quantification and accounting of the acquisition premium and associated goodwill within 30 days of the Transaction closing and provide any true-up adjustments within one year of the Transaction closing to demonstrate that the goodwill is excluded from the ratemaking capital structure of Narragansett.
- h. Reporting. PPL will continue all reporting related to low-income and payment plan customers as established by Section 22(f) of the Amended Settlement Agreement approved by the RIPUC in Docket 4770 and as currently provided by Narragansett, including all data elements as agreed upon between and among stakeholders, which are reflected in the Low Income Monthly Report, an example of which is attached as Exhibit 1. The form and data elements are subject to any modifications required or approved by the RIPUC.

i. Services for Low Income Customers.

- PPL will continue to dedicate at least two FTEs to address lowincome ratepayer issues for Narragansett, whether employed or retained by PPL or Narragansett.
- ii. PPL will continue to assign resources responsible for data analysis and reporting, oversight of all low-income rate relief programs, managing enrollment into appropriate programs, and ensuring compliance with all consent decrees related to low-income ratepayers.

- iii. PPL will ensure that at least one FTE's responsibilities will include the improvement of uptake of available grant, discount, shut-off protection and arrearage management programs.
- iv. PPL will retain the escalated customer service resolution channels available for low-income customers since the approval of the Amended Settlement Agreement in Rhode Island Public Utilities Commission Docket No. 4770.
- v. PPL will maintain the resources described in paragraphs 1(h)(i) through 1(h)(iv) above at least until the next base distribution rate case.
- vi. To the extent the costs of providing these services described in paragraph 1(i) exceed the costs Narragansett currently incurs, PPL will not seek recovery of those additional costs unless requested and approved by the PUC on a going-forward basis in the next base distribution rate case.
- vii. To the extent that these services for low income services continue after the next Narragansett base distribution rate case, the Rhode Island Public Utilities Commission (the "PUC") will determine any cost recovery for the continuation of such actions.
- j. Mutual Assistance. PPL will enter into a mutual assistance agreement between Narragansett and Massachusetts Electric Company and Nantucket Electric Company within 5 days of closing, which will provide Narragansett with access to storm response support upon request and will ensure Rhode Island is given first priority over all other unaffiliated utilities in the event mutual assistance is requested by PPL and/or Narragansett at the same cost as Narragansett would otherwise receive such assistance in the absence of the Transaction.

2. Terms and Conditions regarding decarbonization goals.

a. Act on Climate Report.

i. PPL will within 60 days of the Transaction closing, PPL will retain a third-party consultant(s), to investigate and prepare the report described in Commitment 11 of the conditions ordered by the Division, which is hereinafter referred to as the "Narragansett Act on Climate Report" assessing Narragansett's role in meeting the requirements of Rhode Island's 2021 Act on Climate ("Act on Climate"), and to present a long-term strategy for the gas distribution system in light of the Act on Climate.

- ii. PPL will submit the Narragansett Act on Climate Report to the Division, the Rhode Island Public Utilities Commission ("RIPUC") and the Attorney General within 12 months of the Transaction closing.
- iii. PPL will design the Narragansett Act on Climate Report to provide input to the Rhode Island Executive Climate Change Coordinating Council ("EC4") as the EC4 develops the plans for the implementation of the requirements of the Act on Climate, including the update to the 2016 Greenhouse Gas Emissions Reduction Plan, to be delivered by the EC4 by December 31, 2022, and the 2025 Climate Strategy, to be delivered by the EC4 by December 31, 2025.

b. Stakeholder Engagement.

- i. PPL will establish and conduct a stakeholder engagement process within 90 days of Transaction closing to participate in the development of the Narragansett Act on Climate Report.
- ii. PPL will solicit the participation of all interested parties, including parties that intervened in this docket and/or that participated in either or both of the Power Sector Transformation Advisory Group and the Aquidneck Island Advisory Group.
- iii. PPL will have the third-party consultant(s) conduct an initial meeting to receive input on the scope of the topics and issues to be covered by the reports.
- iv. PPL will have the third-party consultant(s) meet and consult with the stakeholder group at least once every quarter to provide updates on the preparation of the reports and receive feedback and input.
- c. <u>Electric and Solar Growth Study.</u> PPL will include in the Narragansett Act on Climate Report the results of a study to be conducted by the third-party consultant(s) analyzing potential capacity and opportunity for implementing and advancing battery storage, new solar development and EV charging stations, taking into account and mapping both ideal locations in Rhode Island and existing infrastructure that can be utilized to ensure effective implementation.
- d. <u>Energy Efficiency Program Use Study.</u> PPL will include in the Narragansett Act on Climate Report:
 - i. the results of a study analyzing the extent of current use of energy efficiency programs in residences of low-income customers as well as current outreach efforts to those customers; and

- ii. geographical mapping of the State showing the extent, frequency and use of energy efficiency programs by all customers throughout the state regardless of income.
- e. <u>Future Investigation</u>. To the extent that the RIPUC decides to open a docket to assess the future of the gas distribution business in Rhode Island, or any other party makes a request to the RIPUC to open such a docket, PPL will not object to the opening of such docket and, to the extent a report and a stakeholder process is mandated by such a docket, that report and process shall supersede the requirements of Sections 2(a) and 2(b), and any cost recovery for the costs Narragansett may incur in participating in any such docket shall be determined by the PUC.
- f. Available Funding for Infrastructure Improvements. PPL will actively pursue federal funding, including filing at least one grant proposal for funding available pursuant to the 2021 Infrastructure Investment and Jobs Act, to invest in updating and improving utility infrastructure to minimize the potential need for rate increases.
- g. <u>Future Filings</u>. PPL will include a written assessment of the potential impacts on the Act on Climate's requirements as part of any new filing, request, or proposal submitted to the RIPUC and/or the Division. PPL will not seek to recover incremental costs incurred for any such assessments conducted before the next base distribution rate case. The PUC will then determine whether, going forward, PPL is entitled to recovery of costs for future assessments of this type.

h. <u>Distributed Energy Resources Interconnection</u>.

- i. PPL will maintain all procedures and timelines already in place for the processing of DER interconnections.
- ii. PPL will employ its best efforts to obtain the necessary regulatory approvals to implement smart grid systems and infrastructure to reduce the cost and time required for DER interconnections in Rhode Island as soon as practicable, and any cost recovery for such efforts with be subject to PUC review and approval.
- i. Contribution to Renewable Energy Fund. As a show of commitment to the 2030 Act on Climate Goals, PPL will contribute \$2.5 million from the holding company level within 30 days of closing to the Rhode Island Commerce Corporation's (Commerce RI) Renewable Energy Fund (REF) and not use any of the \$2.5 million to meet its pre-existing renewable energy credit (REC) goals in Rhode Island or any other state.

j. Expert Support. As a show of commitment to the 2030 Act on climate goals, PPL will make available up to \$2.5 million from the holding company level for the Attorney General to use, if he deems it necessary, to retain experts either to evaluate the Narragansett Act on Climate Report, or, to the extent the RIPUC opens a docket to assess the future of the gas distribution business in Rhode Island as described in Section 2(e) above, to support the Attorney General's participation in any such docket.

Monthly Utility Credit and Collections March 2022 RIPUC Docket No. 4770 Page 1 of 3

	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
	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)	445,530 252,97		, , , , , , , , , , , , , , , , , , , ,	-, -, -, -, -, -, -, -, -, -, -, -, -, -	446,361 252,11	8 445,684 251,29		.,	445,744 252,251	446,355 252,869	446,917 249,961	446,577 249,816	446,375 249,193
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	443,907 252,15	443,880 251,7	· ·	· · · · · · · · · · · · · · · · · · ·	443,340 250,55	1 443,086 250,12	· ·	7 443,362 250,267	443,772 251,323	444,170 251,736	444,623 248,682	444,703 248,812	444,654 248,286
1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts	1,623 82	2 2,661 1,3	3,033 1,33	, , , , , , , , , , , , , , , , , , , ,	3,021 1,56	7 2,598 1,17	, ,	1 3,075 1,557	1,972 928	2,185 1,133	2,294 1,279	1,874 1,004	1,721 907
2 Total Billed, does not include ESCO	\$54,325,617 \$44,562,71	1 -7 -7 17 7	1 1 1 1 1 1 1 1 1								\$62,211,146 \$49,555,113	\$62,871,061 \$61,540,800	
3 Average active residential account bill (line 2 / line 1.a)	\$122.38 \$176.7	\$104.62 \$121.			\$137.12 \$35.1	6 \$154.14 \$36.2		2 \$110.57 \$38.20	\$100.73 \$68.55	\$126.20 \$151.03	\$139.92 \$199.27	\$141.38 \$247.34	\$122.61 \$194.96
4 Total Receipts	\$38,204,769 \$16,573,37	\$ \$25,463,124 \$16,975,4			\$34,171,505 \$4,659,75	1 \$40,497,646 \$5,522,40		1 / / / / / / / / / / / / / / / / / / /	\$26,121,788 \$11,195,052	\$21,200,836 \$14,133,891	\$29,149,956 \$19,433,304	\$32,961,575 \$21,974,383	\$32,471,259 \$28,795,268
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,210 3,85 3,911 2,41	,,-	3,371 3,07	-,	5,928 3,64 3.289 2.00	1 5,687 3,55 2 3,203 1,99	,,	,	5,591 3,507 3,169 1,958	5,562 3,500 3,194 1,966	5,480 3,449 3,159 1,934	5,480 3,443 3.133 1.917	5,500 3,460 3,088 1,926
6 Number of Standard Accounts Protected 6.a Elderly	3,911 2,41 1,144 79			1 1.085 745	-, ,	2 3,203 1,99 8 1,004 71	-, - ,	9 3,217 1,995 1 1,001 711	3,169 1,958 983 698		3,159 1,934 978 681	3,133 1,917 968 677	3,088 1,926 985 687
6.b Infant	101 6	1,155 /	1 0	0 0 0	0	0 0	0 0	0 0 0	0 0	0 (0 0	0 0	983 087
6.c Handicapped	351 19	5 5 17 2	199 383 20	2 385 211	310 17	4 323 17	2 316 17	0 340 191		295 163	260 156	255 150	257 155
6.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 0
6.e Unemployed	75 4	9 85	52 89 5	9 82 53	80 5	2 74 4	5 74 4	5 78 47	81 46	83 48	59 37	54 35	47 31
6.f Seriously ill	2,240 1,31				1,824 1,03	8 1,802 1,06				1,831 1,054	1,862 1,060	1,856 1,055	1,799 1,053
7 Number of Low-Income Accounts Protected	2,299 1,43	<u> </u>	·		2.639 1.63	9 2,484 1,55	<u> </u>				2,321 1,515	2.347 1.526	2,412 1,534
7.a Elderly	739 47			·	782 49	1 741 45	7 737 46				665 428	676 426	695 433
7.b Infant	62 4	5 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.c Handicapped	271 15	8 412 2	261 320 18	0 450 270	377 21	0 348 25	7 346 24	0 368 252	333 214	328 215	292 204	292 209	306 204
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	34 1	7 36	20 37 2	0 40 25	40 2	5 37 2	6 37 2	5 38 26	35 25	33 23	23 15	27 16	28 15
7.f Seriously ill	1,193 74	1,034 6	35 1,159 74	4 1,388 853	1,440 91	3 1,358 81	7 1,356 83	6 1,289 803	1,344 862	1,326 858	1,341 868	1,352 875	1,383 882
Delinquency (Includes Active and Pending final accounts)													
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	33,962 22,777	27,079 17,1			32,136 15,56	5 33,047 14,57		5 34,835 16,604		33,800 20,888	34,112 22,466	35,188 23,208	33,161 23,605
8.a Number of accounts reported above that have an active DPA	598 51	9 562 4	350 51	300 200	811 20	8 1,076 16	3 1,110 17	7 300 143	829 193	687 340	1,042 852	1,119 992	1,135 1,085
8.b Number of accounts reported above without an active DPA	33,364 22,25	· ·	-,	, , , , , , , , , , , , , , , , , , , ,	31,325 15,35	7 31,971 14,40			· · · · · · · · · · · · · · · · · · ·	33,113 20,548	33,070 21,614	34,069 22,216	32,026 22,520
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$14,966,478 \$12,474,63				\$10,570,932 \$2,957,48	9 \$12,522,689 \$2,266,70		1 /2 /222 1 /2 / 22	\$11,796,094 \$2,592,698	\$9,989,223 \$4,563,791	\$12,232,887 \$8,169,279	\$13,384,561 \$10,159,180	\$13,182,252 \$12,411,321
9.a Dollar Value of accounts reported above that have an active DPA	\$1,588,658 \$980,91	1 \$1,526,548 \$895,9		5 \$2,314,437 \$1,145,681	\$3,356,133 \$871,68	5 \$3,867,253 \$654,79		7 \$3,549,843 \$541,890	\$3,014,507 \$575,229	\$2,286,641 \$863,390	\$2,803,288 \$1,489,633	\$2,959,407 \$1,800,504	\$3,105,201 \$2,437,260
9.b Dollar Value of accounts reported above without an active DPA	\$13,377,820 \$11,493,72	\$ \$11,188,121 \$9,165,8		1 -7 - 7 - 1 - 7 - 7	\$7,214,799 \$2,085,80	4 \$8,655,435 \$1,611,91	1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	6 \$9,067,161 \$1,502,393	\$8,781,587 \$2,017,470	\$7,702,582 \$3,700,401	\$9,429,599 \$6,679,646	\$10,425,154 \$8,358,676	\$10,077,050 \$9,974,061
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	14,855 10,41	12,262 9,7			9,007 5,64	9,426 5,18				15,113 7,589	10,653 6,111	11,938 7,930	12,102 8,853
10.a Number of accounts reported above that have an active DPA	1,087 85	920 7	785 924 75	1 991 610	1,005 44	6 1,281 34	5 1,717 20	3 1,848 322	1,832 335	1,362 440	1,289 662	1,649 1,208	1,718 1,543
10.b Number of accounts reported above without an active DPA	13,768 9,56 \$10,986,871 \$7,676,62	//-	/ /-		-,	8 8,145 4,84 3 \$5.802.804 \$1.909.74	-,,-	· · · · · · · · · · · · · · · · · · ·	13,059 6,202 \$8,485,067 \$1,477,154		9,364 5,449	10,289 6,722	10,384 7,310 \$8,238,337 \$6,319,264
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill Dollar Value of accounts reported above that have an active DPA	\$10,986,871 \$7,676,620	\$9,798,658 \$8,129,2 \$1,417,915 \$874,5			\$5,589,913 \$3,163,07 \$2,544,283 \$1,205,35	3 \$5,802,804 \$1,909,74 9 \$2,618,960 \$753,25		7 \$7,980,727 \$1,467,994 1 \$3.394.829 \$539.540	1-77 1 7	1 / -/ 1 / -/	\$5,941,483 \$2,451,677 \$1.841.646 \$620.184	\$7,484,950 \$4,766,457 \$2,263,717 \$1,123,492	
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	\$9,478,047 \$6,905,24	\$8,380,742 \$7,254,6		,, , ,,	\$3,045,629 \$1,957,71	4 \$3.183.844 \$1.156.49		6 \$4.585.898 \$928.453	\$5,293,368 \$995,740	\$4.805.047 \$1.231.049	\$4.099.837 \$1.831.493	\$5,221,233 \$3,642,965	\$5,597,749 \$4,640,890
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	57,237 32,71	3 57,164 34,0		1 / /- 1-/ /	49,698 34,39	7 47,016 33,16	1 / / .	5 45,263 31,405	46,593 30,871	49,605 30,492	49,261 29,061	47,274 27,741	46,257 27,817
12.a Number of accounts reported above that have an active DPA	7.395 3.08	7.800 3.5			21,310 12,87	2 19,954 12,62			17,190 10,327	15,864 8,877	14,112 7,011	13.201 6.325	13,721 6,858
12.b Number of accounts reported above without an active DPA	49.842 29.63	,	-,	,	28,388 21,52	5 27,062 20,54	· ·	8 26,327 19,659	29,403 20,544	33,741 21,615	35.149 22.050	34,073 21,416	32,536 20,959
13 Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$66,754,422 \$31,382,36		·		\$71,331,746 \$42,054,80	6 \$68,748,669 \$41,070,64		1 \$64,413,477 \$36,487,055	\$64,266,771 \$34,676,122		\$64,861,756 \$31,065,746	\$63,457,160 \$29,987,378	\$63,133,148 \$30,947,252
13.a Dollar value of accounts reported on above that have an active DPA	\$6,506,884 \$2,119,89	2 \$7,688,784 \$2,657,3	64 \$10.387.063 \$4.481.56	7 \$21,072,900 \$10,157,957	\$29,235,659 \$14,776,93	1 \$26.931.170 \$14.316.34		2 \$24,791,529 \$12,885,707	\$21,401,875 \$10,874,687	\$18,778,274 \$8,679,243	\$16,091,374 \$6,415,326	\$14,501,749 \$5,376,880	\$15,294,144 \$6,051,437
13.b Dollar value of accounts reported above without an active DPA	\$60,247,539 \$29,262,47	1 //-			\$42,096,087 \$27,277,87	4 \$41,817,499 \$26,754,29		9 \$39,621,947 \$23,601,348	\$42,864,895 \$23,801,435		\$48,770,383 \$24,650,420	\$48,955,412 \$24,610,498	\$47,839,004 \$24,895,815
14 Total Number of delinquent accounts	106,054 65,90	96,505 60,9	966 91,584 57,47	9 90,620 56,517	90,841 55,60	6 89,489 52,92	9 90,936 53,75	4 93,727 54,243	100,306 59,324	98,518 58,969	94,026 57,638	94,400 58,879	91,520 60,275
14.a Number of accounts reported above that have an active DPA	9,080 4,45	9,282 4,7	753 11,496 6,41	4 18,690 10,883	23,126 13,52	6 22,311 13,13	3 22,474 12,78	4 21,764 12,211	19,851 10,855	17,913 9,657	16,443 8,525	15,969 8,525	16,574 9,486
14.b Number of accounts reported above without an active DPA	96,974 61,45	1 87,223 56,2	80,088 51,06	5 71,930 45,634	67,715 42,08	0 67,178 39,79	6 68,462 40,97	0 71,963 42,032	80,455 48,469	80,605 49,312	77,583 49,113	78,431 50,354	74,946 50,789
15 Total Dollar Value of delinquent accounts	\$92,707,772 \$51,533,62	\$92,891,258 \$53,457,7	60 \$92,642,540 \$52,985,29	8 \$89,939,386 \$51,374,792	\$87,492,590 \$48,175,36	7 \$87,074,162 \$45,247,10	1 \$86,106,004 \$42,638,21	0 \$85,011,208 \$39,999,332	\$84,547,932 \$38,745,974	\$83,123,671 \$39,249,380	\$83,036,126 \$41,686,702	\$84,326,671 \$44,913,015	\$84,553,736 \$49,677,836
15.a Dollar Value of accounts reported above that have an active DPA	\$9,604,366 \$3,872,17	\$10,633,248 \$4,427,8	377 \$13,574,298 \$6,441,67		\$35,136,075 \$16,853,97	6 \$33,417,384 \$15,724,39	1	9 \$31,736,201 \$13,967,137	\$27,608,082 \$11,931,330	1 -7 -7 1 -7- 7	\$20,736,307 \$8,525,142	\$19,724,872 \$8,300,876	\$21,039,934 \$10,167,071
15.b Dollar Value of accounts reported above without an active DPA	\$83,103,405 \$47,661,44			0 \$64,206,197 \$38,710,425	\$52,356,516 \$31,321,39	2 \$53,656,778 \$29,522,70		1 \$53,275,007 \$26,032,195	\$56,939,850 \$26,814,645	\$59,644,241 \$29,221,473	\$62,299,819 \$33,161,559	\$64,601,799 \$36,612,139	\$63,513,802 \$39,510,765
16 Total Dollar Value of current accounts	\$36,167,838 \$26,407,55				\$48,247,396 \$7,921,40	5 \$46,115,863 \$7,109,01		1 / - / - / - / -	\$33,018,214 \$12,994,233	\$42,935,064 \$28,399,612	\$46,418,105 \$34,721,962	\$47,547,098 \$41,487,928	\$40,044,301 \$31,771,782
17 Total Active and Pending Final A/R	\$128,875,609 \$77,941,17	\$125,694,102 \$72,237,6	558 \$123,220,864 \$66,456,42	2 \$124,838,113 \$60,215,417	\$135,739,986 \$56,096,77	3 \$133,190,025 \$52,356,11	9 \$133,583,538 \$50,501,83	2 \$124,508,714 \$49,220,903	\$117,566,146 \$51,740,207	\$126,058,735 \$67,648,992	\$129,454,231 \$76,408,664	\$131,873,769 \$86,400,943	\$124,598,038 \$81,449,619
Collection Agencies	1.000 4.33	1.550 1.0	1647 104	0 1.502 1.010	1 007 4 43	0 2270 440	0 1924 125	1 1022 1170	2.042 4.244	2.115 4.225	1 702 003	1 566 040	1.500
Number of cases referred to collection agencies Payment Plans	1,650 1,23	2 1,558 1,0	009 1,647 1,04	9 1,583 1,049	1,887 1,12	8 2,376 1,46	0 1,834 1,25	3 1,933 1,176	2,043 1,314	2,115 1,235	1,792 963	1,566 919	1,580 997
19 Number of new payments plans, not including AMP	2,756 1,76	2 2,410 1,5	91 4,251 2,81	6 12,224 7,537	7,930 4,63	7 6,983 3,85	6 7,873 3,94	0 6,183 3,129	5,135 2,464	4,755 2,656	4,530 2,765	4,582 3,161	5,957 4,514
20 Number of new payments plans, not including AMP 20 Number of payment plans defaulted	2,405 1,76	2 2,410 1,5 5 1.797 1.1		0 2,916 1,731	4,089 2,55	7 0,965 3,65			7.031 3.641	6,125 3,368	6.189 3.930	4,667 2.961	5,081 3,386
21 Number of active payment agreements	8,129 4,19	, ,	,	, , .	21,850 12,88	7 20,345 12,06	-,		17,907 9,952	16,834 9,283	14,941 7,940	14,489 7,918	15,502 9,017
21.a Number of Active Step-plan agreements	1,369 74	3 1,288 7	34 1,680 1,04	1 2.887 2.075	3,797 2,76	7 3,251 2,47		2 2,565 1,879	2,230 1,489	2,027 1,273	1,705 1,012	1,637 1,054	1,604 1,127
21.b Number of Company issued non-Step plans	6,705 3,43	· ·	7	-,	17,998 10,09	7 17,034 9,56					13,205 6,915	12,823 6,854	
21.c Number of regulatory order non-Step plans	33	9 34	8 31	6 34 8	44 1	7 51 1	5 58 2	0 51 22	40 15	34 10	30 10	28 8	32 6
21.d Number of Commission sanctioned "October Rule" payment plans	22 1	18	10 18 1	0 12 7	11	6 9	7 6	6 3 5	1 3	1 3	1 3	1 2	1 1
Number of new budget plans, not including AMP	955 72	904 7	01 695 41	3 1,583 795	1,116 48	1 1,017 48	0 1,063 44	9 838 428	681 413	672 496	1,041 877	1,096 923	1,124 883
Shut-Offs													
23 Number of Accounts Sent Notice of Disconnection for non-payment	0	0	0 60,623 40,97	0 49,536 34,926	38,987 26,63	0 41,412 24,77		2 35,661 17,460	22,098 9,644	28,239 15,406	29,643 19,131	24,271 17,207	29,872 21,625
24 Number of Service Disconnections for non-payment	0	0	0 0	0 0 0	1,531 75	7 1,296 38	8 2,440 70	9 1,566 547		99 33	0 0	0 0	1 21
24.a Number of Service Disconnections for non-payment on accounts with NO special protection	0	0	0 0	0 0 0	1,531 75	7 1,296 38	8 2,440 70	9 1,566 547	34 13	99 33	0 0	0 0	1 21
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	1,270 62	1 891 25		1,072 555	32 11	90 24	0 0	0 0	1 21
24.d Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.0%	0.070 0.0	0.070 0.07		0.3% 0.3%						0.0% 0.0%	0.0% 0.0%	0.0
25 Average balance of Service Disconnections for non-payment	\$0 \$1	\$0	\$0 \$0 \$	0 \$0 \$0	\$2,904 \$2,83							\$0 \$0	\$2,953 \$2,475
25.a Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0 \$1	\$0	\$0 \$0 \$	0 \$0 \$0	\$2,904 \$2,83							\$0 \$0	φ <u>ε</u> ,555 φ <u>ε</u> , 175
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

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		Mar-21 Electric Gas	Apr-21 Electric Gas	May-21 Electric Gas	Jun-21 Electric Gas	Jul-21 Electric Gas	Aug-21 Electric Gas	Sep-21 Electric Gas	Oct-21 Electric Gas	Nov-21 Electric Gas	Dec-21 Electric Gas	Jan-22 Electric Gas	Feb-22 Electric Gas	Mar-22 Electric Gas
	Restorations	Liettiit das	Liectric Gas	Liectric Gas	Liectric das	Liectric Gas	Liectric Gas	Liectric Gas	Liectric das	Liettric Gas	Liectric Gas	Liectric das	Liectric Gas	Liectric Gas
26	Number of Service Restorations within 7 days of termination	0 (0	0 0	0 0	1,247 511	1,081 277	7 2,101 47	70 1,308 404	. 27	9 84 24	0 0	0 0	1 19
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection	0 (0	0 0	0 0	1,247 511	1,081 277	7 2,101 47	70 1,308 404	. 27	9 84 24	0 0	0 0	1 19
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
27	Average balance of of service restorations	\$0 \$0	\$0 \$	50 \$0 \$1	\$0 \$0	\$2,199 \$2,341	\$2,042 \$1,788	1 /		1 / 1 /-	. ,	\$0 \$0	\$0 \$0	\$1,792 \$2,433
27.a	Average balance of of service restorations on accounts with NO special protection	\$0 \$0	\$0 \$	50 \$0 \$1	\$0 \$0	\$2,199 \$2,341	\$2,042 \$1,788	\$1,824 \$1,99		\$2,597 \$2,01	1 \$2,236 \$1,853	\$0 \$0	\$0 \$0	\$1,792 \$2,433
27.b	Average balance of of service restorations on accounts WITH a special protection	\$0 \$0	\$0 \$	50 \$0 \$1	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$	\$0 \$0 \$0	\$0 \$	0 \$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
28	Average duration of service disconnection for Service Restorations within 7 days of termination	0.0 0.0	0.0 0.	.0 0.0 0.0	0.0 0.0	1.0 1.0	1.0 1.0	1.0 1	.0 1.0 1.0	1.0 1.	0 1.0 1.0	0.0 0.0	0.0 0.0	1.0 2.0
20	Write-Offs	1,401 839	1.366 92	1,280 84	5 1.534 914	1,208 791	1,572 1,078	3 1,472 93	31 1,720 1,164	1,606 1,06	1 1,723 1,074	2,040 1,248	1,545 850	1,438 793
29 2	Number of Accounts Classified as Written-Off Number of Residential Accounts Classified as Written-Off	1,401 835	3 1,228 86	· ·	1,534 914	1,101 738	1,481 1,015			<u> </u>		2,040 1,248 1.844 1.148	1,345 850	1,438 793
29.b	Number of Commercial and Industrisal Classified as Written-Off	107 51	138 5	5 109 5	7 113 62	107 53	91 63	3 103 5	51 94 40	126 4	4 129 77	196 100	158 42	153 59
30	Dollar Value of Accounts Classified as Written-Off	\$936,569 \$499,859	\$999.195 \$653.14			\$1,243,056 \$870,339	\$1.374.137 \$863.440					\$2.547.884 \$1.368.034	\$1,685,415 \$861,954	
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$800,963 \$455,988	\$814,122 \$607,55	1 /- /- 1/	\$ \$1,351,050 \$808,671	\$1,067,770 \$761,869	\$1,205,793 \$786,694	1 / 1 / 1 - 1/-	, , , . , . , . , . , . , .	\$1,903,453 \$1,242,51		\$2,167,326 \$1,230,168	\$1,375,178 \$821,368	
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$135,606 \$43,871	\$185,074 \$45,58	\$8 \$370,580 \$71,02	\$139,179 \$44,065	\$175,286 \$108,470	\$168,345 \$76,746	\$277,365 \$47,10	04 \$156,220 \$45,715	\$189,756 \$72,65	5 \$147,855 \$102,764	\$380,558 \$137,866	\$310,236 \$40,586	\$313,297 \$58,390
31	Dollar Value of write-off recoveries	\$615,812 \$414,571	\$461,466 \$361,23	\$463,087 \$333,95	7 \$585,560 \$366,803	\$490,734 \$282,156	\$444,861 \$302,290	\$455,500 \$263,82	22 \$589,624 \$362,625	\$469,222 \$365,11	4 \$412,387 \$339,914	\$515,919 \$302,206	\$512,972 \$265,057	\$630,175 \$314,623
31.a	Dollar Value of Residential write-off recoveries	\$591,337 \$405,880	\$439,929 \$345,74	\$364,360 \$306,02	\$544,611 \$339,598	\$382,345 \$262,755	\$404,411 \$247,548	\$389,403 \$248,52	23 \$540,628 \$340,904	\$430,170 \$347,57	9 \$382,349 \$327,010	\$472,093 \$268,133	\$443,173 \$236,269	\$503,454 \$299,060
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	\$24,475 \$8,693	\$21,537 \$15,49		\$40,949 \$27,205	\$108,388 \$19,401	\$40,450 \$54,741		99 \$48,996 \$21,721	\$39,052 \$17,53		\$43,826 \$34,073	\$69,799 \$28,788	\$126,721 \$15,563
32	Dollar value of NET A/R Write-Offs	\$320,757 \$85,288	\$537,730 \$291,91			\$752,322 \$588,183	\$929,276 \$561,151					\$2,031,965 \$1,065,828	\$1,172,443 \$596,897	\$746,962 \$293,251
32.a	Dollar Value of Residential NET A/R Write-Offs	\$209,626 \$50,109	\$374,193 \$261,81		2 \$806,439 \$469,073	\$685,425 \$499,115	\$801,381 \$539,146			\$1,473,283 \$894,93		\$1,695,233 \$962,035	\$932,005 \$585,099	\$560,387 \$250,424
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$111,131 \$35,180	\$163,536 \$30,09	9 \$271,852 \$43,09	\$98,230 \$16,860	\$66,897 \$89,069	\$127,895 \$22,005	\$211,268 \$31,80	04 \$107,224 \$23,993	\$150,704 \$55,12	0 \$117,817 \$89,860	\$336,732 \$103,793	\$240,438 \$11,798	\$186,575 \$42,827
22	Low Income Discount Rate	21.000 10.07	22 174 20 40	22 602 20 72	21.026 20.644	27.740 24.744	26.426 22.653	26.070 22.23	47 25 202 22 22	26.054 22.20	2 25 427 22 405	25 454 22 270	26 154 22 660	27.006 24.202
22 2	Number of Low-Income Accounts Number of Accounts (no rider)	31,980 19,874 27,069 16,650	32,174 20,16		31,926 20,611	37,749 24,711 32,440 21,234	36,436 23,652			36,054 23,39 21,027 20,15		35,454 23,279 30,528 20,044	36,154 23,668	37,886 24,393 32,559 20,921
33.a 33.b	Number of Accounts (no rider) Number of Accounts (with rider)	27,069 16,650 4,911 3,224	27,171 16,90 5,003 3,25	· ·	27,682 17,823 4 4,244 2,788	32,440 21,234 5,309 3,477	31,395 20,381 5,041 3,271	· · · · · · · · · · · · · · · · · · ·		31,037 20,15 5,017 3,24	· · · · · · · · · · · · · · · · · · ·	30,528 20,044 4,926 3,235	31,141 20,389 5,013 3,279	32,559 20,921 5,327 3,472
34	Percent of accounts (with rider) Percent of customers on the low-income discount	7.2% 7.9%	· · · · · · · · · · · · · · · · · · ·	· ·	4,244 2,788 6 7.2% 8.2%	8.5% 9.9%	8.2% 9.5%	· · · · · · · · · · · · · · · · · · ·	0,000	8.1% 9.39	· · · · · · · · · · · · · · · · · · ·	8.0% 9.4%	8.1% 9.5%	8.5% 9.8%
35	Total receipts	\$3,080,091 \$1,947,544				\$4,256,619 \$1,102,849	\$2,372,736 \$598,363					\$2,975,863 \$2,297,288	\$2,990,432 \$2,607,467	
36	Total receipts paid by LIHEAP	\$157,202 \$700,600	\$106,917 \$501,90		\$31,759 \$71,565	\$47,007 \$272,309	\$135,702 \$597,052	\$32,022 \$138,95		\$709 \$2.41		\$414,960 \$979,117	\$114,931 \$1,011,204	\$120,064 \$563,154
36.a	Total receipts paid by Regular LIHEAP	\$149,890 \$697,536			\$29,890 \$71,328	\$42,687 \$268,545	\$130,094 \$591,243		42 \$1,388 \$0	\$709 \$2,41	0 \$0 \$0	\$412,345 \$977,251	\$106,674 \$996,456	\$118,179 \$562,244
36.b	Total receipts paid by Crisis LIHEAP	\$7,312 \$3,064	\$881 \$81	.3 \$7,544 \$4,950	\$1,869 \$237	\$4,320 \$3,764	\$5,608 \$5,809	\$3,847 \$1,71	13 \$0 \$0	\$0 \$	0 \$0 \$0	\$2,615 \$1,866	\$8,257 \$14,748	\$1,885 \$910
37	Total number of customers receiving a LIHEAP payment for the month	443 1,819	318 1,32	6 444 2,114	95 190	135 689	469 1,552	2 83 34	46 4 0	1	6 0 0	1,335 2,551	348 2,605	321 1,448
38	Total billed	\$2,788,107 \$2,689,610	\$2,422,732 \$1,940,72	6 \$2,013,093 \$1,217,26	\$2,487,143 \$799,373	\$3,308,160 \$667,269	\$3,623,375 \$694,555	\$3,391,194 \$644,11	16 \$2,745,891 \$725,712	\$2,607,361 \$1,324,04	4 \$3,163,491 \$2,703,779	\$3,486,132 \$3,405,744	\$3,721,816 \$4,390,293	\$3,233,805 \$3,471,234
	Delinquency													
	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill													
39		2,148 1,406	,. , , ,		2,706 1,174	2,956 1,226	2,284 1,111					2,934 2,243	3,069 2,152 172 143	3,192 2,405
39.a 39.b	Number of accounts reported above that have an active DPA	124 69 2,024 1,333	9 138 8 7 2,510 1,40	66 102 65 08 2,184 994	2 104 35 4 2,602 1,139	179 48 2,777 1,178	194 26 2,090 1,085	5 253 2 5 1,855 1,12	20 223 23 29 2,493 1,401	173 2 2,332 1,42	9 150 54 2 2,324 1,699	204 131 2,730 2,112	172 143 2,897 2,009	245 177 2,947 2,228
39.0	Number of accounts reported above without an active DPA	2,024 1,337	2,510 1,40	2,184 994	2,002 1,139	2,777 1,178	2,090 1,085	1,855 1,14	29 2,493 1,401	2,332 1,42	2 2,324 1,099	2,/30 2,112	2,897 2,009	2,947 2,228
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$198.904 \$161.579	\$213.331 \$187.00	9 \$147.610 \$70.67	\$187.945 \$89.550	\$248.711 \$89.467	\$198.412 \$41.608	\$149.088 \$36.84	42 \$188.864 \$35.408	\$196,289 \$51,79	6 \$126,286 \$83,267	\$219.046 \$191.308	\$243.932 \$224.608	\$262.143 \$287.356
40.a	Dollar value of accounts reported above that have an active DPA	\$17,599 \$9,757	7 \$25,896 \$11,52	. , , , . , . , . , . , . , . , .	\$14,396 \$3,198	\$24,542 \$22,829	\$22,089 \$1,802	1 -7	1,	\$13,161 \$1,37	1 -7 17 -	\$25,325 \$13,008	\$19,177 \$15,957	\$32,137 \$28,339
40.b	Dollar value of accounts reported above without an active DPA	\$181,305 \$151,822	\$187,435 \$175,48	6 \$133,420 \$64,60	\$173,549 \$86,352	\$224,169 \$66,639	\$176,323 \$39,806	\$128,921 \$35,92	28 \$169,389 \$33,556	\$183,128 \$50,42	2 \$114,037 \$80,417	\$193,721 \$178,300	\$224,755 \$208,652	\$230,006 \$259,017
	Number of law income delicement and with allocate according to 000 Days of the income of a bill													
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,375 1,141	1,242 1,11	.3 1,215 95	1,368 864	1,162 711	1,175 654	1,075 61	10 1,258 687	1,791 86	1 1,651 932	1,323 998	1,725 1,428	1,798 1,469
41.a	Number of accounts reported above that have an active DPA	204 118	81 10		207 125	243 104	304 82	343	50 351 34	391 7	1 273 78	212 124	290 206	294 242
41.b	Number of accounts reported above without an active DPA	1,171 1,023	1,161 1,01	.3 1,022 80	1,161 739	919 607	871 572	2 732 56	50 907 653	1,400 79	0 1,378 854	1,111 874	1,435 1,222	1,504 1,227
	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	4000 000 4000 000				4000.000 4400.000	40.0000			4000 4			40.0000 4000	
42 42.a		\$302,254 \$349,482	1 / 1 7 -		7 \$242,844 \$146,744 8 \$57.096 \$27.078	\$206,652 \$105,940 \$56,749 \$28.007	\$245,050 \$86,197 \$90.573 \$25,131	1 7 - 1 7 -	1	\$360,705 \$77,50	1 /	\$217,998 \$185,694 \$46.809 \$27.459	\$349,808 \$355,039 \$76.835 \$60.135	\$397,220 \$473,312 \$76.002 \$88.757
42.a	Dollar value of accounts reported above that have an active DPA	\$54,614 \$39,594 \$247,640 \$309,889	\$13,894 \$10,44 9 \$160,434 \$108,06		\$ \$57,096 \$27,078 \$ \$185,747 \$119,666	\$149,902 \$77,932	\$90,573 \$25,131 \$154,477 \$61,066			\$91,927 \$14,95 \$268,778 \$62,54		\$46,809 \$27,459 \$171,189 \$158,236	\$76,835 \$60,135 \$272,973 \$294,903	\$76,002 \$88,757 \$321,218 \$384,555
42.0	Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	9,235 4,712			12,331 7,836	11,536 7,676	10,257 7,076			9,826 6,90		10,594 6,908	10,626 6,770	3521,216 3564,535 11,317 7,144
43.a	Number of accounts reported above that have an active DPA	2.059 625	2.646 99	6 2,901 1,16	5,004 2,679	6,136 3,510	5,362 3,354			4,128 2,47		2.936 1.383	2,748 1,224	2,899 1,278
43.b	Number of accounts reported above without an active DPA	7,176 4,087	-,		7,327 5,157	5,400 4,166	4,895 3,722			5,698 4,42		7,658 5,525	7,878 5,546	
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$14,839,573 \$6,612,236	\$15,919,855 \$7,503,26	66 \$16,224,552 \$7,554,14	\$22,699,759 \$12,084,688	\$21,681,361 \$11,707,243	\$20,053,329 \$10,540,977		40 \$18,541,253 \$9,391,730	\$18,956,989 \$9,230,42		\$18,657,013 \$9,445,965	\$19,058,225 \$9,940,409	\$20,621,910 \$11,307,399
44.a	Dollar value of accounts reported above that have an active DPA	\$2,738,290 \$758,423	1 - 7 - 7 - 7 - 7	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	\$7,682,613 \$3,495,218	\$9,908,626 \$4,561,908	\$9,117,335 \$4,245,485	70,-00,000 7.,0-0,-0	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 . / . / / .	1.7, 7.1. 1.7.17	\$4,107,010 \$1,580,136	\$3,761,120 \$1,469,391	\$4,078,551 \$1,627,263
44.b	Dollar value of accounts reported above without an active DPA	\$12,101,283 \$5,853,813	\$ \$12,443,509 \$6,338,13	7 \$12,251,082 \$6,127,50	\$15,017,146 \$8,589,470	\$11,772,735 \$7,145,335	\$10,935,994 \$6,295,491	1-77 1-7 7	1 1, 11, 1	\$12,629,552 \$6,446,41		\$14,550,003 \$7,865,829	\$15,297,105 \$8,471,018	\$16,543,358 \$9,680,136
45	Total Number of low-income delinquent accounts	12,758 7,259	14,639 8,61	.3 13,154 7,25	2 16,405 9,874	15,654 9,613	13,716 8,841	12,668 8,63		14,122 9,21	2 14,510 9,756	14,851 10,149	15,420 10,350	16,307 11,018
45.a	Number of accounts reported above that have an active DPA	2,387 812	2 2,865 1,18		5,315 2,839	6,558 3,662	5,860 3,462		0,120 0,220	4,692 2,57	-,	3,352 1,638	3,210 1,573	3,438 1,697
45.b	Number of accounts reported above without an active DPA Tetal Dellar Value of low income delinquent accounts	10,371 6,447 \$15.340,731 \$7.123,297	7 11,774 7,43 7 \$16,307,513 \$7,808,78		,	9,096 5,951 \$22,136,723 \$11,902,650	7,856 5,379	6,575 5,13	7,874 5,733 51 \$18,960,853 \$9,478,500	9,430 6,63	,,	11,499 8,511	12,210 8,777	12,869 9,321 \$21,281,272 \$12,068,066
46 3	Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	\$15,340,731 \$7,123,29					\$20,496,791 \$10,668,781				2 \$19,081,728 \$9,378,741 8 \$5,239.651 \$2,150,379			\$4,186,690 \$1,744,358
46.b	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	\$12,530,228 \$6,315,524			. , , , , , , . , . , . , . , . , .		\$11,266,794 \$6,396,363		, . , . , . , . , . , . , . , . , .	\$13,081,458 \$6,559,38		. , ., ,,		\$17,094,582 \$10,323,708
.5.5	Shut-Offs	\$12,550,220 \$0,513,32°	, J12,731,377 90,021,03	_	, , 15,575, 112 y5,755,466			, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	2. 920,000,000 90,700,447	- 10,001, .00 90,009,00	- 710,0.2,0.1 91,220,302	-11,511,511 90,202,504	+-3,73,1000 Y0,374,372	,00 1,002 910,020,100
47	Number of low-income Accounts Sent Notice of Disconnection	0 (0	0 0	0 0	5,633 4,220	5,292 3,755	4,108 3,21	17 2,748 1,798	173 8	4 37 19	104 89	143 137	393 262
48	Number of low-income Service Disconnections for Non-Payment	0 (0	0 0	0 0	58 32	211 46	5 409 13		0	0 0 0	0 0	0 0	0 0
	Patio of law income continued disconnections for nonnections f													
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%	6 0.0% 0.0%	0.2% 0.1%	0.6% 0.2%	1.1% 0.6	0.5% 0.3%	0.0% 0.09	% 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%
	Restorations													
50	Number of low-income Service Restorations for non-payment	0 (0	0 0	0 0	49 20	152 14	1 354 8	30 148 44	•	0 0 0	0 0	0 0	0 0
51	Average duration of low-income service disconnection for restored accounts	0 0	0	0 0	0 0	2 3	1 3	1	3 1 3	0	0 0 0	0 0	0 0	0 0
F.2	Write-Off Number of low-income accounts Classified as Written-Off	00 55	102	2 442 -	120 ==	105	112	7 05	120 120	454	2 450	222	142 122	104
52	Number of low-income accounts Classified as Written-Off Dollar Value of low income accounts classified as written-off	99 68 \$94,692 \$55,256	3 102 7 5 \$116,030 \$68,33	3 113 7: 3 \$121,556 \$76,14	2 138 77 5 \$212,085 \$86,823	105 60 \$143,811 \$62,415	113 87 \$120,982 \$104,259	7 95 6 9 \$160,062 \$71,58	51 138 109 87 \$274,547 \$135,873	154 12 \$320,844 \$160,61	200 112	223 156 \$374.660 \$250.648	143 106 \$269,075 \$152,571	104 51 \$156,287 \$69,451
54	Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	\$129,433 \$58,863				\$73,132 \$25,966	\$75,504 \$75,504 \$75,504					\$374,660 \$250,648 \$70,773 \$28,898	\$75,512 \$35,060	
55	Dollar value of NET low-income A/R Write-Offs	-\$34,741 -\$3,607				\$70,679 \$36,449	\$45,478 \$66,535					\$303,887 \$221,750		
22	point value of the How-income Ayri Write-Ons	-y3,00/	-32,10 -32,10	.5 931,500 934,00.	750,520 915,711	7,0,0,5 730,449	Ç45,476 Ç00,555	, ,,,,,,, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	22 7203,2+1 710,03C	9257,510 9100,44	J 7133,103 7130,009	9303,007 9221,730	717,700 7117,711	751,214 721,420

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		Mar-2	21	Apr-2	21	May-21		Jun-2	Jun-21			Aug-21	L	Sep-21		Oct-21		Nov-21		Dec-21		Jan-22		Feb-22		Mar-22	
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas								
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	1,047	350	1,043	359	1,189	440	1,493	634	1,567	730	1,652	785	1,702	805	1,655	746	1,584	668	1,475	597	1,383	532	1,292	522	1,182	485
57	Percent of low-income customers enrolled on the AMP	3.3%	1.8%	3.2%	1.8%	3.6%	2.1%	4.7%	3.1%	4.2%	3.0%	4.5%	3.3%	4.7%	3.5%	4.7%	3.2%	4.4%	2.9%	4.2%	2.6%	3.9%	2.3%	3.6%	2.2%	3.1%	2.0%
58	Total receipts paid by enrollees	\$131,439	\$28,206	\$120,460	\$29,354	\$114,770	\$28,481	\$188,470	\$39,659	\$294,065	\$48,360	\$403,797	\$65,048	\$339,565	\$61,208	\$184,428	\$58,039	\$201,062	\$78,149	\$144,015	\$51,068	\$159,146	\$44,191	\$125,614	\$41,140	\$153,250	\$49,310
59	Total receipts paid by LIHEAP	\$17,719	\$18,296	\$10,682	\$29,259	\$14,900	\$29,402	\$936	\$7,678	\$7,763	\$25,262	\$26,396	\$65,663	\$8,241	\$19,094	\$0	\$0	\$1,059	\$0	\$0	\$0	\$25,970	\$26,730	\$7,235	\$22,138	\$3,826	\$15,926
60	Total billed to program participants, includes both arrears payment and current bill	\$521,426	\$102,983	\$509,446	\$121,550	\$622,894	\$203,576	\$1,012,133	\$298,075	\$1,208,276	\$354,604	\$1,323,855	\$407,398	\$1,327,932	\$431,141	\$1,198,527	\$392,077	\$1,024,541	\$317,324	\$873,291	\$222,868	\$738,276	\$134,222	\$596,765	\$118,368	\$555,155	\$108,376
61	Number of newly enrolled customers	172	55	119	52	232	114	446	268	240	152	191	108	136	84	78	52	62	29	77	21	49	24	57	44	86	38
61.a	Number of newly enrolled customers: not associated with service restoration	172	55	119	52	232	114	446	268	240	152	191	108	136	84	78	52	62	29	77	21	49	24	57	44	86	38
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	157	64	105	38	105	48	186	118	121	54	100	52	116	56	106	96	118	109	111	76	127	100	107	55	121	51
62.a	Number of customers exited the program by default	96	34	70	27	62	27	79	40	78	28	51	37	57	44	62	84	62	91	77	67	99	89	79	41	77	35
62.b	Number of customers exited the program by cancellation	61	30	35	11	43	21	107	78	43	26	49	15	59	12	44	12	56	18	34	9	28	11	28	14	44	16
63	Number of customers successfully completing a 12-month program	53	17	23	8	34	14	44	23	56	18	35	9	30	9	35	10	35	10	51	5	54	11	56	7	86	27
63.a	Number of customers successfully completing a 12-month program with remaining arrears	53	17	23	8	34	14	44	23	56	18	35	9	30	9	35	10	35	10	51	5	54	11	56	7	86	27
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	937	289	1,048	355	1,074	370	1,290	555	1,438	684	1,389	717	1,385	719	1,345	652	1,246	550	1,189	488	1,029	376	949	359	892	346
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$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 \$3	1,082,496	\$2,575,321	\$906,559	\$2,431,254	\$817,764	\$2,080,001	\$640,346	\$1,860,751	\$647,140	\$1,834,604	\$653,179
66	Number of AMP program participants receiving LIHEAP	20	24	15	40	16	39	1	10	10	34	36	90	8	24	0	0	1	1	0	0	36	42	9	31	7	24
67	Percent of AMP customers receiving LIHEAP payments	1.9%	6.9%	1.4%	11.1%	1.3%	8.9%	0.1%	1.6%	0.6%	4.7%	2.2%	11.5%	0.5%	3.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	2.6%	7.9%	0.7%	5.9%	0.6%	4.9%

Attachment B

to
Petition for Arrearage Forgiveness

Produced in native Excel format