

April 22, 2022

## 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 – March 2022</u>

Dear Ms. Massaro:

On behalf of National Grid, I have enclosed an electronic copy<sup>2</sup> of the Company's Low-Income Monthly Report for March 2022 in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Linda George, Division John Bell, Division Al Mancini, Division Christy Hetherington, Esq. Leo Wold, Esq.

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

<sup>&</sup>lt;sup>2</sup> Per a communication from Commission counsel on October 4, 2021, the Company is submitting an electronic version of this filing followed by six (6) hard copies filed with the Clerk within 24 hours of the electronic filing.

		T		T	1	T			1		1		
	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													
1 Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	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	446,437 251,824	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	443,907 252,156	443,880 251,704	443,555 251,173	443,382 250,805	443,340 250,551	443,086 250,126	443,153 249,927	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	1,623 822	2,661 1,346	3,699 1,938	2,792 1,303	3,021 1,567	2,598 1,170	2,841 1,421	3,075 1,557	1,972 928	2,185 1,133	3 2,294 1,279	1,874 1,004	1,721 907
2 Total Billed, does not include ESCO	\$54,325,617 \$44,562,716	\$46,440,903 \$30,682,408	\$39,599,983 \$19,467,226	\$50,653,379 \$12,161,569	\$60,791,732 \$8,809,945	\$68,297,080 \$9,059,658	\$65,041,590 \$8,426,544	\$49,023,756 \$9,559,363	\$44,699,972 \$17,228,265	\$56,054,156 \$38,020,021	\$62,211,146 \$49,555,113	\$62,871,061 \$61,540,800	\$54,520,118 \$48,406,442
3 Average active residential account bill (line 2 / line 1.a)	\$122.38 \$176.73	\$104.62 \$121.90	\$89.28 \$77.51	\$114.24 \$48.49	\$137.12 \$35.16	\$154.14 \$36.22	\$146.77 \$33.72	\$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 \$16,573,378	\$25,463,124 \$16,975,416	\$23,512,011 \$11,558,430	\$30,415,818 \$7,603,955	\$34,171,505 \$4,659,751	\$40,497,646 \$5,522,406	\$36,398,326 \$4,963,408	\$32,970,760 \$4,496,013	\$26,121,788 \$11,195,052	\$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 3,854	6,004 3,708	5,974 3,679	5,970 3,670	5,928 3,641	5,687 3,553	5,704 3,560	5,633 3,529	5,591 3,507	5,562 3,500	5,480 3,449	5,480 3,443	5,500 3,460
6 Number of Standard Accounts Protected	3.911 2.417	3,762 2,310	3.703 2.263	3.278 2.012	3.289 2.002	3,203 1,996	3,228 1,999	3.217 1.995	3.169 1.958	3.194 1.966	3.159 1.934	3,133 1,917	3.088 1.926
6.a Elderly	1.144 792	1.153 797	1.132 781	1.085 745	1.075 738	1.004 718	1.005 711	1.001 711	983 698	985 701	978 681	968 677	985 687
6.b Infant	101 65	1 1	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
6.c Handicapped	351 194	517 299	383 202	385 211	310 174	323 172	316 170	340 191	292 153	295 163	3 260 156	255 150	257 155
	0 0	0 0	0 0	0 0	310 174	0 0	0 0	0 0	0 0	293 103	0 0	0 0	0 0
6.d Welfare	75 49	85 52		82 53	80 52	74 45	74 45	78 47		0 0	59 37	54 35	47 31
6.e Unemployed	, ,	03 32	89 59		00 JL	, .	,		81 46	83 48	55 57	51 55	., 51
6.f Seriously ill	2,240 1,317	· · · · · · · · · · · · · · · · · · ·	2,099 1,221	1,726 1,003	1,824 1,038	1,802 1,061		1,798 1,046	1,813 1,061	1,831 1,054	, ,	, , ,	1,799 1,053
7 Number of Low-Income Accounts Protected	2,299 1,437	, , , , , , , , , , , , , , , , , , , ,	2,271 1,416	2,692 1,658	2,639 1,639	2,484 1,557	2,476 1,561	. 2,416 1,534	2,422 1,549	2,368 1,534	,- ,-	2,347 1,526	2,412 1,534
7.a Elderly	739 474	700 102	755 472	814 510	782 491	741 457	737 460	721 453	710 448	681 438		070 120	695 433
7.b Infant	62 46	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	271 158	412 261	320 180	450 270	377 210	348 257	346 240	368 252	333 214	328 215	5 292 204	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 0
7.e Unemployed	34 17	36 20	37 20	40 25	40 25	37 26	37 25	38 26	35 25	33 23	3 23 15	27 16	28 15
7.f Seriously ill	1,193 742	1,034 635	1,159 744	1,388 853	1,440 913	1,358 817	1,356 836	1,289 803	1,344 862	1,326 858	1,341 868	1,352 875	1,383 882
Delinguency (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 22.773	27,079 17,156	24,228 13,910	28,234 15,032	32,136 15,565	33,047 14,574	34,723 16,025	34,835 16,604	38,822 21,916	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	598 519	562 432	538 341	566 266	811 208	1.076 169	1,118 174	980 143	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 22.254		23.690 13.569	27.668 14.766	31.325 15.357	31.971 14.405		33.855 16.461	37.993 21.723	33.113 20.548			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 \$12.474.634	-,	\$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	\$12.617.005 \$2.044.283	\$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
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9.a Dollar Value of accounts reported above that have an active DPA	\$1,588,658 \$980,911	\$1,526,548 \$895,958	\$1,575,668 \$889,015	\$2,314,437 \$1,145,681	\$3,356,133 \$871,685	\$3,867,253 \$654,795	\$3,904,037 \$597,287	\$3,549,843 \$541,890	\$3,014,507 \$575,229	\$2,286,641 \$863,390	T-/000/-00 T-/:00/000	\$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 \$11,493,723	\$11,188,121 \$9,165,814	\$8,574,017 \$5,828,179	\$6,624,665 \$3,711,072	\$7,214,799 \$2,085,804	\$8,655,435 \$1,611,914	\$8,981,074 \$1,533,336	\$9,067,161 \$1,502,393	\$8,781,587 \$2,017,470	\$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 10,418	12,262 9,719	10,461 8,080	9,067 6,175	9,007 5,644	9,426 5,189	11,039 5,434	13,629 6,234	14,891 6,537	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	1,087 854	920 785	924 751	991 610	1,005 446	1,281 343	1,714 283	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 9,564	11,342 8,934	9,537 7,329	8,076 5,565	8,002 5,198	8,145 4,846	9,325 5,151	11,781 5,912	13,059 6,202	13,751 7,149	9,364 5,449	10,289 6,722	10,384 7,310
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$10,986,871 \$7,676,620	\$9,798,658 \$8,129,223	\$8,671,905 \$6,951,239	\$6,927,393 \$4,695,710	\$5,589,913 \$3,163,073	\$5,802,804 \$1,909,748	\$7,349,763 \$1,528,267	\$7,980,727 \$1,467,994	\$8,485,067 \$1,477,154	\$7,219,562 \$1,716,323	\$5,941,483 \$2,451,677	\$7,484,950 \$4,766,457	\$8,238,337 \$6,319,264
11.a Dollar Value of accounts reported above that have an active DPA	\$1,508,825 \$771,376	\$1,417,915 \$874,555	\$1,611,568 \$1,071,096	\$2,345,852 \$1,360,730	\$2,544,283 \$1,205,359	\$2,618,960 \$753,251	\$3,299,451 \$588,131	\$3,394,829 \$539,540	\$3,191,699 \$481,414	\$2,414,515 \$485,274	\$1,841,646 \$620,184	\$2,263,717 \$1,123,492	\$2,640,589 \$1,678,374
11.b Dollar Value of accounts reported above without an active DPA	\$9,478,047 \$6,905,244	\$8,380,742 \$7,254,669	\$7,060,337 \$5,880,143	\$4,581,541 \$3,334,980	\$3,045,629 \$1,957,714	\$3,183,844 \$1,156,497	\$4,050,312 \$940,136	\$4,585,898 \$928,453	\$5,293,368 \$995,740	\$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 32,713	57,164 34,091	56,895 35,489	53,319 35,310	49,698 34,397	47,016 33,166	45,174 32,295	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 3.080	7.800 3.536	10.034 5.322	17,133 10,007	21,310 12,872	19,954 12,621	19,642 12,327	18,936 11,746	17,190 10,327	15,864 8,877	7 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 29.633	49,364 30,555	46.861 30.167	36,186 25,303	28,388 21,525	27.062 20.545		26,327 19,659	29,403 20,544	33,741 21,615		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 \$31,382,367	\$70,377,931 \$35,266,765	\$73,820,951 \$39,316,865	\$74,072,891 \$41,822,329	\$71,331,746 \$42,054,806	\$68,748,669 \$41,070,644	-,	\$64,413,477 \$36,487,055	\$64,266,771 \$34,676,122	\$65,914,886 \$32,969,266	5 \$64,861,756 \$31,065,746	\$63,457,160 \$29,987,378	\$63,133,148 \$30,947,252
	\$6,506,884 \$2,119,892	\$7.688.784 \$2.657.364	\$10.387.063 \$4.481.567	\$21.072.900 \$10.157.957	\$29,235,659 \$14,776,931			\$24,791,529 \$12,885,707	\$21.401.875 \$10.874.687	\$18,778,274 \$8,679,243	3 \$16,091,374 \$6,415,326	\$14,501,749 \$5,376,880	
13.a Dollar value of accounts reported on above that have an active DPA	\$6,506,884 \$2,119,892	\$62.689.147 \$32.609.400	\$63,433,888 \$34,835,298	\$52,999,991 \$31,664,372		\$26,931,170 \$14,316,348 \$41,817,499 \$26,754,295	\$26,296,013 \$13,707,462 \$39.575.116 \$25.271.859	\$39.621.947 \$23.601.348	\$42.864.895 \$23.801.435	\$47,136,612 \$24,290,023	\$ \$48,770,383 \$24,650,420		\$15,294,144 \$6,051,437 \$47.839.004 \$24.895.815
13.b Dollar value of accounts reported above without an active DPA	1 , , , , . , . , . , . ,	1 - 7 7 7 7 7	1 , , , ,	1 - 7 7 - 7 - 7 -	\$42,096,087 \$27,277,874		1 / - / - / / / / / / / / / / / / /	1 /- /- /- /	, , , , ., ,		1 -7 -7 1 77	\$48,955,412 \$24,610,498	1 / / /
14 Total Number of delinquent accounts	106,054 65,904	,	91,584 57,479	90,620 56,517	90,841 55,606	89,489 52,929	90,936 53,754	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 4,453		11,496 6,414	18,690 10,883	23,126 13,526	22,311 13,133	22,474 12,784	21,764 12,211	19,851 10,855	17,913 9,657	-,,	15,969 8,525	16,574 9,486
14.b Number of accounts reported above without an active DPA	96,974 61,451		80,088 51,065	71,930 45,634	67,715 42,080	67,178 39,796	68,462 40,970	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 \$51,533,621	1. / /  / . /		\$89,939,386 \$51,374,792	\$87,492,590 \$48,175,367	\$87,074,162 \$45,247,101		\$85,011,208 \$39,999,332		\$83,123,671 \$39,249,380		\$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 \$3,872,178	\$10,633,248 \$4,427,877	\$13,574,298 \$6,441,678	\$25,733,189 \$12,664,367	\$35,136,075 \$16,853,976	\$33,417,384 \$15,724,395	\$33,499,501 \$14,892,879	\$31,736,201 \$13,967,137	\$27,608,082 \$11,931,330	\$23,479,430 \$10,027,907	\$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 \$47,661,443	\$82,258,010 \$49,029,883	\$79,068,242 \$46,543,620	\$64,206,197 \$38,710,425	\$52,356,516 \$31,321,392	\$53,656,778 \$29,522,707	\$52,606,503 \$27,745,331	\$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 \$26,407,556	\$32,802,844 \$18,779,898	\$30,578,323 \$13,471,124	\$34,898,727 \$8,840,625	\$48,247,396 \$7,921,405	\$46,115,863 \$7,109,018	\$47,477,534 \$7,863,622	\$39,497,506 \$9,221,571	\$33,018,214 \$12,994,233	\$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 \$77,941,177	\$125,694,102 \$72,237,658	\$123,220,864 \$66,456,422	\$124,838,113 \$60,215,417	\$135,739,986 \$56,096,773	\$133,190,025 \$52,356,119	\$133,583,538 \$50,501,832	\$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	· · · · · · · · · · · · · · · · · · ·												
18 Number of cases referred to collection agencies	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	1,933 1,176	2,043 1,314	2,115 1,235	1,792 963	1,566 919	1,580 997
Payment Plans	_, 1,232	_,	_, 1,043	_, 1,043	_, 1,120	_, ,	_, 1,255	_,	_,5	_, 1,233	_,2 503	_, 515	_,
19 Number of new payments plans, not including AMP	2,756 1,762	2,410 1,591	4,251 2,816	12,224 7,537	7,930 4,637	6,983 3,856	7,873 3,940	6,183 3,129	5,135 2,464	4,755 2,656	4,530 2,765	4,582 3,161	5,957 4,514
	2,405 1,366	1,797 1,103	1,761 990	2,916 1,731	4,089 2,553	7,035 3,871	6,657 3,665	6.127 3.141	7,031 3,641	6,125 3,368		4,582 3,161	5,081 3,386
20 Number of payment plans defaulted					,	,					-,,	, ,	
21 Number of active payment agreements	8,129 4,199	8,419 4,486	9,934 5,725	16,349 9,733	21,850 12,887	20,345 12,062	20,993 11,976	19,812 11,269	17,907 9,952	16,834 9,283		14,489 7,918	15,502 9,017
21.a Number of Active Step-plan agreements	1,369 743	1,288 734	1,680 1,041	2,887 2,075	3,797 2,767	3,251 2,475	2,954 2,212	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 3,433	7,079 3,734	8,205 4,668	13,416 7,643	17,998 10,097	17,034 9,565	17,975 9,738	17,193 9,363	15,636 8,445	14,772 7,997	13,205 6,915	12,823 6,854	13,865 7,883
21.c Number of regulatory order non-Step plans	33 9	34 8	31 6	34 8	44 17	51 15	58 20	51 22	40 15	34 10	30 10	28 8	32 6
21.d Number of Commission sanctioned "October Rule" payment plans	22 14	18 10	18 10	12 7	11 6	9 7	6 6	3 5	1 3	1 3	1 3	1 2	1 1
22 Number of new budget plans, not including AMP	955 723	904 701	695 413	1,583 795	1,116 481	1,017 480	1,063 449	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 0	60,623 40,970	49,536 34,926	38,987 26,630	41,412 24,777	38,821 21,962	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 0	1,531 757	1,296 388		1,566 547	34 13	99 33	3 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 0	1,531 757	1,296 388	2,440 709	1,566 547	34 13	99 33	3 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 0
	0 0	0 0	0 0	0 0	1,270 621	891 259			32 11	90 24	1 0 0	0 0	1 21
2 ne Number of Service Disconnections for non-payment in excess of \$1000	Ů		ů ů								·	, , ,	
24.d Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.0%		0.0% 0.0%	0.0% 0.0%	0.3% 0.3%	0.3% 0.2%			0.0% 0.0%	0.0% 0.0%			0.0% 0.0%
25 Average balance of Service Disconnections for non-payment	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$2,904 \$2,838	\$2,332 \$2,120		\$1,978 \$2,107	\$2,905 \$2,109	\$2,712 \$1,844		\$0 \$0	\$2,953 \$2,475
25.a Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$2,904 \$2,838	\$2,332 \$2,120		\$1,978 \$2,107	\$2,905 \$2,109	\$2,712 \$1,844		\$0 \$0	\$2,953 \$2,475
25.b Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0

	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
<b>.</b>	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas
Restorations	0 0	0 0	0 0	0 0	1,247 511	1 081 277	2 101 470	1.308 404	27 9	84 24	1 0 0	0 0	1 10
26 Number of Service Restorations within 7 days of termination  26.a Number of Service Restorations within 7 days of termination on accounts with NO special protection	0 0	0 0	0 0	0 0	1,247 511	1,081 277 1.081 277	2,101 170	1,308 404		84 24	1 0 0	0 0	1 19
26.b Number of Service Restorations within 7 days of termination on accounts with No special protection  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	1,247 511	0 0	2,101 470	1,308 404	0 0	84 24	0 0	0 0	0 0
27 Average balance of of service restorations	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$2,199 \$2,341	\$2,042 \$1,788	\$1,824 \$1,992	\$1,770 \$1,930	\$2.597 \$2.011	\$2,236 \$1,853	3 50 50	\$0 \$0	\$1,792 \$2,433
27.a Average balance of of service restorations on accounts with NO special protection	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$2,199 \$2,341	\$2,042 \$1,788	\$1,824 \$1,992	\$1,770 \$1,930	\$2,597 \$2,011	\$2,236 \$1,853	3 \$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 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	50 \$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
Write-Offs	***	0.0	***			,							
29 Number of Accounts Classified as Written-Off	1,401 839	1,366 920	1,280 846	1,534 914	1,208 791	1,572 1,078	1,472 931	1,720 1,164	1,606 1,061	1,723 1,074	2,040 1,248	1,545 850	1,438 793
29.a Number of Residential Accounts Classified as Written-Off	1,294 788	1,228 865	1,171 789	1,421 852	1,101 738	1,481 1,015	1,369 880	1,626 1,124	1,480 1,017	1,594 997	1,844 1,148	1,387 808	1,285 734
29.b Number of Commercial and Industrisal Classified as Written-Off	107 51	138 55	109 57	113 62	107 53	91 63	103 51	. 94 40	126 44	1 129 77	196 100	158 42	153 59
30 Dollar Value of Accounts Classified as Written-Off	\$936,569 \$499,859	\$999,195 \$653,142	1 /- /- 1 1/	1, 1 1, 1 1, 1 1, 1	\$1,243,056 \$870,339	\$1,374,137 \$863,440	1 /- /-	\$2,809,379 \$1,510,794	1 / ,	1 / / /	1 /- / 1 //	1 /	\$1,377,137 \$607,874
30.a Dollar Value of Residential Accounts Classified as Written-Off	\$800,963 \$455,988	\$814,122 \$607,553	\$942,343 \$597,478	\$1,351,050 \$808,671	\$1,067,770 \$761,869	\$1,205,793 \$786,694		\$2,653,159 \$1,465,079	\$1,903,453 \$1,242,515	\$1,657,490 \$909,284	\$2,167,326 \$1,230,168	\$1,375,178 \$821,368	\$1,063,841 \$549,484
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$135,606 \$43,871	\$185,074 \$45,588	\$370,580 \$71,025	\$139,179 \$44,065	\$175,286 \$108,470	\$168,345 \$76,746	\$277,365 \$47,104	\$156,220 \$45,715	\$189,756 \$72,655	\$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 \$361,230	\$463,087 \$333,957	\$585,560 \$366,803	\$490,734 \$282,156	\$444,861 \$302,290	\$455,500 \$263,822	\$589,624 \$362,625	\$469,222 \$365,114	\$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		\$364,360 \$306,026	\$544,611 \$339,598	\$382,345 \$262,755	\$404,411 \$247,548		\$540,628 \$340,904	\$430,170 \$347,579	\$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 \$8,691	\$21,537 \$15,490	\$98,727 \$27,931	\$40,949 \$27,205	\$108,388 \$19,401	\$40,450 \$54,741	\$66,097 \$15,299	\$48,996 \$21,721	\$39,052 \$17,535	\$30,038 \$12,904	\$43,826 \$34,073	\$69,799 \$28,788	\$126,721 \$15,563
32 Dollar value of NET A/R Write-Offs  32.a Dollar Value of Residential NET A/R Write-Offs	\$320,757 \$85,288 \$209,626 \$50,109	\$537,730 \$291,911 \$374,193 \$261,813	\$849,835 \$334,546 \$577,983 \$291,452	\$904,670 \$485,933 \$806,439 \$469,073	\$752,322 \$588,183 \$685,425 \$499,115	\$929,276 \$561,151 \$801.381 \$539.146	\$1,166,111 \$654,765 \$954,843 \$622,961	\$2,219,755 \$1,148,168 \$2,112,531 \$1,124,175	\$1,623,987 \$950,057 \$1,473,283 \$894,936	7 \$1,392,958 \$672,134 5 \$1,275,141 \$582,274	\$2,031,965 \$1,065,828 \$1,695,233 \$962,035	\$\\\\$1,172,443\\\\\$596,897 \\\$932,005\\\\\$585,099	\$746,962 \$293,251 \$560,387 \$250,424
32.a Dollar Value of Residential NET A/R Write-Offs  32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$209,626 \$50,109	1. ,		\$806,439 \$469,073	\$685,425 \$499,115	\$127,895 \$22,005	1 ,			, ., .,		\$ \$932,005 \$585,099 \$240,438 \$11,798	1 , , ,
Low Income Discount Rate	,111,131 ,33,10U	9103,330 930,033	9271,032 9 <del>4</del> 3,034	930,230 910,000	, ,00,007	7127,000 922,000	7211,200 731,004	7101,224 723,333	ÿ130,70 <del>1</del> ÿ33,120	, 9117,017 903,000	, ,550,752 ,105,795	, 7240,430 911,730	9100,575 942,027
33 Number of Low-Income Accounts	31,980 19,874	32,174 20,162	32,602 20,733	31,926 20,611	37,749 24,711	36,436 23,652	36,070 23,247	35,283 23,005	36,054 23,393	35,427 23,165	35,454 23,279	36,154 23,668	37,886 24,393
33.a Number of Accounts (no rider)	27,069 16,650			27,682 17,823	32,440 21,234	31,395 20,381		30,273 19,778	31,037 20,153				32,559 20,921
33.b Number of Accounts (with rider)	4,911 3,224	, .,	5,152 3,344	4,244 2,788	5,309 3,477	5,041 3,271	5,049 3,238	5,010 3,227	5,017 3,240		4,926 3,235	5,013 3,279	5,327 3,472
34 Percent of customers on the low-income discount	7.2% 7.9%	7.2% 8.0%	7.4% 8.3%	7.2% 8.2%	8.5% 9.9%	8.2% 9.5%	8.1% 9.3%	8.0% 9.2%	8.1% 9.3%	<u> </u>	<del>                                     </del>		8.5% 9.8%
35 Total receipts	\$3,080,091 \$1,947,544	\$1,532,230 \$966,749	\$1,367,568 \$769,988	\$1,879,513 \$401,159	\$4,256,619 \$1,102,849	\$2,372,736 \$598,363	\$2,878,120 \$402,724	\$2,184,500 \$703,330	\$2,444,584 \$895,038	\$1,997,861 \$889,216	\$2,975,863 \$2,297,288	\$2,990,432 \$2,607,467	\$3,571,468 \$2,527,410
36 Total receipts paid by LIHEAP	\$157,202 \$700,600	\$106,917 \$501,900	\$155,096 \$811,873	\$31,759 \$71,565	\$47,007 \$272,309	\$135,702 \$597,052	\$32,022 \$138,955	\$1,388 \$0	\$709 \$2,410	\$0 \$0	\$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	\$106,036 \$501,087	\$147,552 \$806,923	\$29,890 \$71,328	\$42,687 \$268,545	\$130,094 \$591,243	\$28,175 \$137,242	\$1,388 \$0	\$709 \$2,410	\$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 \$813	\$7,544 \$4,950	\$1,869 \$237	\$4,320 \$3,764	\$5,608 \$5,809	\$3,847 \$1,713	\$0 \$0	\$0 \$0	\$0 \$0	\$2,615 \$1,866	\$8,257 \$14,748	\$1,885 \$910
Total number of customers receiving a LIHEAP payment for the month	443 1,819	318 1,326	444 2,114	95 190	135 689	469 1,552	83 346	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 \$1,940,726	\$2,013,093 \$1,217,264	\$2,487,143 \$799,373	\$3,308,160 \$667,269	\$3,623,375 \$694,555	\$3,391,194 \$644,116	\$2,745,891 \$725,712	\$2,607,361 \$1,324,044	\$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	2,148 1,406	2,648 1,494	2,286 1,056	2,706 1,174	2,956 1,226	2,284 1,111	2,108 1,149	2,716 1,424	2,505 1,451	2,474 1,753	2,934 2,243	3,069 2,152	3,192 2,405
39.a Number of accounts reported above that have an active DPA	124 69	138 86	102 62	104 35	179 48	194 26	253 20	223 23	173 29	150 54	204 131	172 143	245 177
39.b Number of accounts reported above without an active DPA	2,024 1,337	2,510 1,408	2,184 994	2,602 1,139	2,777 1,178	2,090 1,085	1,855 1,129	2,493 1,401	2,332 1,422	2 2,324 1,699	2,730 2,112	2,897 2,009	2,947 2,228
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill													
40	\$198,904 \$161,579	\$213,331 \$187,009	\$147,610 \$70,671	\$187,945 \$89,550	\$248,711 \$89,467	\$198,412 \$41,608	\$149,088 \$36,842	\$188,864 \$35,408	\$196,289 \$51,796	\$126,286 \$83,267	7 \$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	\$25,896 \$11,523	\$14,191 \$6,065	\$14,396 \$3,198	\$24,542 \$22,829	\$22,089 \$1,802	\$20,167 \$914	\$19,475 \$1,852	\$13,161 \$1,375	\$12,249 \$2,850		\$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 \$175,486	\$133,420 \$64,606	\$173,549 \$86,352	\$224,169 \$66,639	\$176,323 \$39,806	\$128,921 \$35,928	\$169,389 \$33,556	\$183,128 \$50,422	\$114,037 \$80,417	\$193,721 \$178,300	\$224,755 \$208,652	\$230,006 \$259,017
Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,375 1,141	1,242 1,113	1,215 956	1,368 864	1,162 711	1.175 654	1,075 610	1,258 687	1,791 861	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	81 100	193 156	207 125	243 104	304 82	343 50	351 34	391 71	1,031 932	3 212 124	290 206	294 242
41.b Number of accounts reported above without an active DPA	1,171 1,023			1,161 739	919 607	871 572							
	-/	-/	-7	_,	,	0.2			-7:00			-7.00	
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$302,254 \$349,482	\$174,328 \$118,512	\$211,044 \$188,807	\$242,844 \$146,744	\$206,652 \$105,940	\$245,050 \$86,197	\$198,929 \$42,569	\$230,736 \$51,363	\$360,705 \$77,500	\$242,601 \$87,269	\$217,998 \$185,694	\$349,808 \$355,039	\$397,220 \$473,312
42.a Dollar value of accounts reported above that have an active DPA	\$54,614 \$39,594	\$13,894 \$10,442	\$45,610 \$39,578	\$57,096 \$27,078	\$56,749 \$28,007	\$90,573 \$25,131	\$82,485 \$7,728	\$75,020 \$5,403	\$91,927 \$14,952	\$55,637 \$11,402	\$46,809 \$27,459	\$76,835 \$60,135	\$76,002 \$88,757
42.b Dollar value of accounts reported above without an active DPA	\$247,640 \$309,889	\$160,434 \$108,069	\$165,434 \$149,228	\$185,747 \$119,666	\$149,902 \$77,932	\$154,477 \$61,066	\$116,444 \$34,840	\$155,716 \$45,960	\$268,778 \$62,548	\$ \$186,964 \$75,867	\$171,189 \$158,236	\$272,973 \$294,903	\$321,218 \$384,555
43 Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	9,235 4,712	10,749 6,006	9,653 5,240	12,331 7,836	11,536 7,676	10,257 7,076	9,485 6,878	9,318 6,732	9,826 6,900		10,594 6,908	10,626 6,770	11,317 7,144
43.a Number of accounts reported above that have an active DPA	2,059 625	2,646 996	2,901 1,165	5,004 2,679	6,136 3,510	5,362 3,354		4,844 3,053	4,128 2,476		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	8,103 5,010	6,752 4,075	7,327 5,157	5,400 4,166	4,895 3,722	3,988 3,448	4,474 3,679	5,698 4,424	6,785 5,062	7,658 5,525	7,878 5,546	8,418 5,866
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 \$7,503,266	\$16,224,552 \$7,554,140	\$22,699,759 \$12,084,688	\$21,681,361 \$11,707,243	\$20,053,329 \$10,540,977	\$18,974,171 \$9,843,040	\$18,541,253 \$9,391,730	\$18,956,989 \$9,230,425	\$18,712,841 \$9,208,204	\$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	\$3,476,346 \$1,165,129	\$3,973,469 \$1,426,635	\$7.682.613 \$3.495.218	\$ \$21,681,361 \$11,707,243	\$9.117.335 \$4.245.485		\$18,541,253 \$9,391,730		\$\\\ \$18,712,841 \\\ \$9,208,204 2 \\\ \$5.171.765 \\\ \$2.136.127	518,657,013 \$9,445,965 7 \$4.107.010 \$1.580.136	1 -77 - 1-77	\$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 \$6,338,137	\$12,251,082 \$6,127,505	\$15,017,146 \$8,589,470	\$11.772.735 \$7.145.335	\$10,935,994 \$6,295,491	\$9,680,315 \$5,527,888	\$10.483.491 \$5.673.932	\$12.629.552 \$6.446.413	\$ \$13,541,076 \$7,072,077	7 \$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 8,613	13,154 7,252	16,405 9,874	15,654 9,613	13,716 8,841	12,668 8,637	13,292 8,843	14,122 9,212	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	2,865 1,182	3,196 1,383	5,315 2,839	6,558 3,662	5,860 3,462		5,418 3,110	4,692 2,576	4,023 2,141		3,210 1,573	3,438 1,697
45.b Number of accounts reported above without an active DPA	10,371 6,447	11,774 7,431	9,958 5,869	11,090 7,035	9,096 5,951	7,856 5,379	6,575 5,137	7,874 5,733	9,430 6,636	10,487 7,615	11,499 8,511	12,210 8,777	12,869 9,321
46 Total Dollar Value of low-income delinquent accounts	\$15,340,731 \$7,123,297	\$16,307,513 \$7,808,787	\$16,583,206 \$7,813,618	\$23,130,548 \$12,320,982	\$22,136,723 \$11,902,650	\$20,496,791 \$10,668,781	\$19,322,188 \$9,922,451	\$18,960,853 \$9,478,500	\$19,513,983 \$9,359,722	\$19,081,728 \$9,378,741	\$19,094,057 \$9,822,967	\$19,651,966 \$10,520,055	\$21,281,272 \$12,068,066
46.a Dollar value of accounts reported above that have an active DPA	\$2,810,503 \$807,773	\$3,516,136 \$1,187,094	\$4,033,270 \$1,472,278	\$7,754,105 \$3,525,494	\$9,989,917 \$4,612,744	\$9,229,998 \$4,272,418	1 - / / / / / /	\$8,152,257 \$3,725,053	\$6,432,525 \$2,800,338	\$5,239,651 \$2,150,379			\$4,186,690 \$1,744,358
46.b Dollar value of accounts reported above without an active DPA	\$12,530,228 \$6,315,524	\$12,791,377 \$6,621,692	\$12,549,936 \$6,341,339	\$15,376,442 \$8,795,488	\$12,146,806 \$7,289,906	\$11,266,794 \$6,396,363	\$9,925,681 \$5,598,657	\$10,808,596 \$5,753,447	\$13,081,458 \$6,559,383	\$ \$13,842,077 \$7,228,362	\$14,914,914 \$8,202,364	\$15,794,833 \$8,974,572	\$17,094,582 \$10,323,708
Shut-Offs													
47 Number of low-income Accounts Sent Notice of Disconnection	0 0	0 0	0 0	0 0	5,633 4,220	5,292 3,755	4,108 3,217	2,748 1,798	173 84	37 19	104 89	143 137	393 262
48 Number of low-income Service Disconnections for Non-Payment	0 0	0 0	0 0	0 0	58 32	211 46	409 133	160 62	0 0	0 0	0 0	0 0	0 0
Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.00/	0.0% 0.0%	0.0% 0.0%	0.00/	0.20/ 0.40/	0.69/ 0.30/	1.1% 0.6%	0.59/ 0.30/	0.00/	6 0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.00/
Restorations	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.2% 0.1%	0.6% 0.2%	1.1% 0.6%	0.5% 0.3%	0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%
50 Number of low-income Service Restorations for non-payment	0 0	0 0	0 0	0 0	49 20	152 14	354 80	148 44	0 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 0	2 3	1 1 3	1 3	1 1 3	0 0	0 0	0 0	0 0	0 0
Write-Off					,			1					ů 0
52 Number of low-income accounts Classified as Written-Off	99 68	102 73	113 72	138 77	105 60	113 87	95 61	138 109	154 122	150 112	2 223 156	143 106	104 51
53 Dollar Value of low income accounts classified as written-off	\$94,692 \$55,256	\$116,030 \$68,333		\$212,085 \$86,823		\$120,982 \$104,259	\$160,062 \$71,587	\$274,547 \$135,873					\$156,287 \$69,451
54 Dollar Value of low-income write-off recoveries	\$129,433 \$58,863			\$113,557 \$71,111	\$73,132 \$25,966	\$75,504 \$37,724		\$71,306 \$56,982	\$63,535 \$54,168		\$70,773 \$28,898		\$125,073 \$42,031
55 Dollar value of NET low-income A/R Write-Offs	-\$34,741 -\$3,607	\$30,704 -\$2,169	\$31,506 \$34,062	\$98,528 \$15,711	\$70,679 \$36,449	\$45,478 \$66,535	\$95,551 \$36,539	\$203,241 \$78,890	\$257,310 \$106,445	\$155,103 \$136,069	\$303,887 \$221,750	\$193,563 \$117,511	\$31,214 \$27,420

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		Mar-2	21	A 2:		Mav-2	1	Jun-2		Jul-21		A 2	. T	C== 21	T	Oct-21		Nov-2		Dec-2	11	Jan-2		Feb-2		Mar-22	
		Electric	Gas	Apr-2: Electric	636	Flectric	E3c	Jun-2	Gas	Electric	Gas	Aug-2 Electric	636	Sep-21 Electric	Gas	Electric	Gas	NOV-2	636	Electric	.T	Jan-2 Electric	Gas	Electric	Gas	Electric	Gas
	Arrearage Management Program	Liectric	Gas	Liectric	Gas	LIECUIC	Gas	Liectric	Gas	Liectric	Gas	LIECUIC	Gas	LIECUIC	Gas	Liectric	Uas	Liecuic	Gas	Liectric	Gas	Liecuic	Uas	Liecuic	Jas	Liectric	Uas
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	\$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%

## 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

April 22, 2022

Date

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