280 Melrose Street Providence, RI 02907 Phone 401-784-7263



May 26, 2023

## VIA 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 Rhode Island Energy for Approval of a Change in Electric and Gas Base Distribution Rates Low-Income Monthly Report – April 2023

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy ("Company"), I have enclosed an electronic copy¹ of the Company's Low-Income Monthly Report for April 2023 in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at 401-784-4263.

Very truly yours,

Andrew S. Marcaccio

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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> 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.

|              | General Residential  | Apr-22<br>Electric Gas                           | May-22<br>Electric Ga                      | Jun-22<br>s Electric Gas                        | Jul-22<br>Electric Ga     | Aug-22<br>s Electric Gas   | Sep-22<br>Electric Gas                                     | Oct-22<br>Electric* Gas*                                   | Nov-22<br>Electric Gas                                | Dec-22<br>Electric Gas                                | Jan-23<br>Electric Gas                                    | Feb-23<br>Electric Gas                                    | Mar-23<br>Electric Gas                                  | Apr-23<br>Electric Gas                                 |
|--------------|--|--|--|---|---------------------------|--|--|--|---|---|---|---|---|--|
| 1<br>1.a     | Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)  Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts  Number of FANT Residential Accounts, includes discount rate and AMP accounts  Number of FANT Residential Accounts, includes discount rate and AMP accounts | 447,063 249,<br>444,650 248,<br>2.413 1.         | 338 444,249 24                             |   | 70 443,968 246            | 3,194 446,465 247,64<br>5,652 443,973 246,42<br>1,542 2,492 1,22 | 7 446,053 247,261<br>2 443,783 246,181<br>5 2.270 1.071    | 8 446,754 248,140<br>9 444,097 246,867<br>9 2,657 1,27     | 445,699 248,006<br>444,501 247,487<br>1.198 519       | 447,310 249,333<br>445,284 248,113<br>2,026 1,220     | 8 447,843 249,36<br>8 446,155 248,45<br>0 1.688 91        | 6 448,628 249,628<br>0 447,043 248,743<br>6 1.585 88      | 3 448,992 249,701<br>2 447,553 248,902<br>5 1.439 799   | 449,641 250,096<br>447,718 249,106<br>1,923 990        |
| 2            | Total Billed, does not include ESCO  | \$48,474,234 \$36,490,                           | 31 \$41,614,051 \$22,42                    | ,542 \$44,526,377 \$11,409,9                    | 75 \$62,845,633 \$10,157  | 7,539 \$77,663,732 \$8,909,71                                    | 7 \$66,130,635 \$9,404,292                                 | 2 \$47,769,948 \$11,443,301                                | \$58,623,914 \$21,018,301                             | \$63,892,014 \$40,450,274                             | \$78,772,865 \$61,572,52                                  | 1 \$58,878,485 \$52,718,999                               | \$61,562,761 \$51,686,587                               | \$56,103,931 \$39,558,560                              |
| 3            | Average active residential account bill ( line 2 / line 1.a)   | \$109.02 \$146<br>\$29.633.915 \$19.755.         | .94 \$93.67 \$<br>943 \$26.979.715 \$14.52 |   |                           | 11.18 \$174.93 \$36.10<br>2.433 \$40.549.084 \$4.505.450         | 6 \$149.02 \$38.20<br>4 \$41.614.524 \$5.674.70            | 0 \$107.57 \$46.35<br>8 \$38.515.037 \$19.257.518          | \$131.89 \$84.93<br>\$25.227.134 \$8.409.045          | \$143.49 \$163.03<br>\$24.747.962 \$10.606.269        | \$176.56 \$247.8<br>\$31.935.304 \$24.091.54              | 3 \$131.71 \$211.94<br>5 \$33.982.972 \$30.135.843        | \$137.55 \$207.66<br>\$ \$32.879.558 \$26.901.457       | \$125.31 \$158.80<br>\$34.062.315 \$22.708.210         |
| 5            | Total Receipts  Total Number of Accounts Protected through SPECIAL PROTECTIONS   | \$29,633,915 \$19,755,<br>5.474 3.               |  | 7,539 \$28,837,755 \$7,209,4<br>1.494 5.689 3.5 |                           | 8,557 5.693 3.57   | 7 5.777 3.629  | 9 5.746 3.618  | \$25,227,134 \$8,409,045<br>5.732 3.614               | 524,747,962 \$10,606,265                              | 5.761 3.64  | 5 5.801 3.65  | 3 \$32,879,558 \$26,901,457<br>3 5.782 3.626            | \$34,062,315 \$22,708,210<br>5.892 3.675               |
| 6            | Number of Standard Accounts Protected  | 3,065 1,   | 3,084                                      | ,920 3,086 1,9                                  | 21 3,087 1                | 1,937 3,128 1,967  | 7 3,173 1,99:  | 1 3,166 1,991  | 3,221 2,076   | 3,140 2,040   | 3,188 2,05  | 7 3,242 2,073   | 3,215 2,069   | 3,253 2,050  |
|              | Elderly  | 969  | 0 994                                      | 702 1,012 7                                     | 16 1,008                  | 711 1,007 710  | 0 1,047 73   | 7 1,051 746  | 1,044 753   | 1,027 741   | 1,041 74  | 2 1,075 75  | 1,063 749   | 1,117 765  |
| 6.c          | Infant Handicapped   | 250  | 146 225                                    | 140 214 1                                       | 30 235                    | 138 224 13   | 2 256 15   | 5 272 184  | 240 151   | 227 145   | 257 18  | 238 16  | 217 149   | 215 158  |
| 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  |
| 6.e          | Unemployed   | 44   | 31 48                                      | 31 47   | 31 45                     | 31 46 3:   | 1 46 3   | 2 46 31  | 46 31   | 44 32   | 2 44 3  | 0 45 3:   | 1 45 30   | 44 29  |
| 7            | Seriously ill Number of Low-Income Accounts Protected  | 1,802 1,<br>2.409 1.                             |  | 1,047 1,813 1,0<br>1,574 2,603 1,6              |                           | 1,057 1,851 1,094<br>1,620 2,565 1,610                           | 4 1,824 1,063<br>0 2,604 1,631                             | 7 1,797 1,030<br>8 2,580 1,627                             | 1,891 1,141<br>2,511 1,538                            | 1,842 1,122<br>2,591 1,583                            | 1,846 1,10<br>3 2,573 1,58                                | 5 1,884 1,125<br>8 2,559 1,580                            | 1,890 1,141<br>2.567 1.557                              | 1,877 1,098<br>2,639 1,625                             |
| 7.a          | Elderly  |  | 134 716                                    | 450 749 4                                       |                           | 458 744 46   |  | 7 750 470  | 732 450   | 739 451   | 747 46  |   | 762 456   | 814 489  |
|              | Infant   | 0  | 0 0  | 0 0   | 0 0                       | 0 0 0  | 0 0  | 0 0  | 0 0   | 0 (   | 0   | 0 0   | 0 0   | 0 0  |
|              | Handicapped Welfare  | 296<br>0   | 0 287                                      | 205 300 1                                       | 90 306                    | 186 295 19   | 4 337 229  | 5 363 249  | 287 202   | 293 183   | 337 20  | 329 20  | 299 185   | 304 201<br>0 0   |
|              | Unemployed   | 27   | 14 27                                      | 13 27   | 12 25                     | 11 26 1  | 2 27 1   | 2 26 12  | 26 12   | 27 12   | 27 1  | 3 26 1  | 25 12   | 27 13  |
| 7.f          | Seriously ill  | 1,395  | 382 1,441                                  | 906 1,527 9                                     | 82 1,501                  | 965 1,500 931  | 8 1,487 924  | 4 1,441 896  | 1,466 874   | 1,532 938   | 1,462 90  | 9 1,447 890   | 1,481 904   | 1,494 922  |
| 0            | Delinquency (Includes Active and Pending final accounts)   | 31,272 19,                                       | 32,425 1                                   | 9,102 30,397 16,3                               | 78 34,351 16              | 5,685 34,996 15,280  | 8 39,908 16,49   | 4 37,312 16,912  | 25,863 9,074  | 28,435 17,023   | 30,296 21,76  | 7 33,768 23,899   | 32,699 22,102   | 31,589 20,667  |
| 8.a          | Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill<br>Number of accounts reported above that have an active DPA  | 900  | 754 825                                    | 603 616 2                                       | 76 34,331 10              | 185 1,119 22   | 2 1,351 20   | 3 1,295 245  | 914 361   | 807 381   | 1,126 87  | 7 1,261 1,13:   | 966 924   | 856 761  |
|              | Number of accounts reported above without an active DPA  | 30,372 19,                                       | 181 31,600 1                               | 3,499 29,781 16,0                               |                           | 5,500 33,877 15,060  | 6 38,557 16,29:  | 1 36,017 16,667  | 24,949 8,713  | 27,628 16,642   | 29,170 20,89  | 32,507 22,768   | 31,733 21,178   | 30,733 19,906  |
| 9            | Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill   | \$11,574,225 \$10,254,                           |  |   |                           |  |  | 2 \$12,911,760 \$2,368,890<br>7 \$3,474,603 \$638,184      | \$8,186,384 \$1,921,275                               | \$9,877,889 \$3,613,234                               | \$12,636,480 \$7,953,70                                   |   | \$14,097,157 \$11,559,996                               | \$13,754,830 \$11,479,053                              |
| 9.a<br>9.b   | Dollar Value of accounts reported above that have an active DPA  Dollar Value of accounts reported above without an active DPA   | \$2,887,059 \$2,226,<br>\$8,687,166 \$8,027,     |  |   |                           |  |  | 7 \$3,474,603 \$638,184<br>5 \$9,437,156 \$1,730,706       | \$2,358,615 \$646,927<br>\$5,827,769 \$1,274,348      | \$2,300,668 \$860,322<br>\$7,577,221 \$2,752,912      | \$2,762,598 \$1,513,95<br>\$9,873,882 \$6,439,75          |   |   | \$3,057,145 \$2,247,331<br>\$10,697,686 \$9,231,722    |
| 10           | Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill   | 12,421 10,                                       | 168 12,130                                 | ),118 12,607 8,5                                | 71 11,489 6               | 5,904 11,144 6,10  | 8 13,456 6,252   | 2 16,030 6,161   | 12,417 2,984  | 10,800 4,944  | 10,528 6,51   | 12,189 9,742  | 13,888 10,980   | 14,028 10,855  |
| 10.a         | Number of accounts reported above that have an active DPA  | 1,560 1,   |  | 1,337 1,337 S                                   |                           | 597 1,265 339  |  |  | 2,013 511   | 1,167 476   | 1,196 66  |   |   | 1,509 1,493  |
| 10.b         | Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 60-89 Davs after issuance of a bill   | 10,861 8,<br>\$8,451,033 \$7,981,                |  |   |                           | 5,307 9,879 5,769<br>7,379 \$5,252,572 \$1,993,654               |  | 9 13,511 5,706<br>4 \$8,188,453 \$1,500,505                | 10,404 2,473<br>\$6,937,377 \$1,256,146               | 9,633 4,468<br>\$5,665,886 \$1,616,604                | 9,332 5,84<br>\$6,045,347 \$2,213,29                      | 3 10,506 8,366<br>9 \$8,000,636 \$5,042,588               | 12,065 9,238<br>\$9,526,566 \$7,251,585                 | 12,519 9,362<br>\$9,108,085 \$7,512,227                |
| 11.a         | Dollar Value of accounts reported above that have an active DPA  | \$2,866,886 \$2,286,                             |  |   | 27 \$2,193,095 \$1,348    |  | 3 \$2,979,694 \$668,06                                     | 6 \$3,401,746 \$586,396                                    | \$2,744,401 \$505,539                                 | \$1,844,903 \$526,844                                 | \$1,861,393 \$621,800                                     |   |   | \$2,766,622 \$1,997,845                                |
|              | Dollar Value of accounts reported above without an active DPA  | \$5,584,148 \$5,694,                             |  |   | 22 \$3,400,425 \$2,328    |  | 1 \$4,308,657 \$1,059,79                                   | 7 \$4,786,707 \$914,108                                    | \$4,192,976 \$750,607                                 | \$3,820,983 \$1,089,759                               | \$4,183,954 \$1,591,49                                    |   |   | \$6,341,463 \$5,514,382                                |
|              | Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill  Number of accounts reported above that have an active DPA  | 46,533 29,<br>14,857 8,                          |  | 1,683 47,196 33,4<br>0,534 16,998 11,0          |                           | 3,826 45,181 33,22:<br>1,991 17,953 12,62                        | 1 43,395 31,72<br>8 17,134 12,28                           | 7 38,080 28,263<br>0 15,408 11,221                         | 37,176 23,656<br>14,054 9,644                         | 38,395 23,122<br>12,145 7,880                         | 38,077 23,149<br>11.386 6.38                              | 9 37,570 23,128<br>2 11,313 6,159                         | 3 39,632 25,897<br>9 11,857 6,653                       | 42,687 28,959<br>12.549 7.482                          |
|              | Number of accounts reported above without an active DPA  Number of accounts reported above without an active DPA   | 31.676 21.                                       |  | .149 30.198 22.3                                |                           | 17,933 12,020  | 3 26.261 19.44   |  | 23.122 14.012   | 26.250 15.242   | 26.691 16.76  |   |   | 30.138 21.477  |
| 13           | Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill   | \$64,192,462 \$33,076,                           |  |   |                           |  | 6 \$59,810,143 \$35,195,29                                 | 6 \$35,385,254 \$22,526,761                                | \$35,249,853 \$19,905,079                             | \$36,464,343 \$18,832,070                             | \$36,549,492 \$18,190,94                                  |   | \$39,613,311 \$20,058,114                               | \$43,519,121 \$23,581,384                              |
|              | Dollar value of accounts reported on above that have an active DPA   | \$17,563,568 \$7,577,<br>\$46,628,894 \$25,498.  |  |   |                           |  | 0 \$20,506,313 \$12,066,940<br>6 \$39,303,830 \$23,128,35  | 6 \$15,386,271 \$9,609,749<br>1 \$19,998,984 \$12,917.012  | \$13,590,220 \$7,799,796<br>\$21,659,632 \$12,105,284 | \$11,613,356 \$6,309,545<br>\$24,850,987 \$12,522,525 | \$10,800,282 \$5,090,41<br>\$25,749,210 \$13,100,52       |   |   | \$13,223,398 \$6,025,542<br>\$30,295,723 \$17,555,842  |
|              | Dollar value of accounts reported above without an active DPA  Total Number of delinquent accounts   | 90.226 59.                                       |  |   |                           |  | 7 96.759 54.47   | 3 91.422 51.336  | 75,456 35,714   | 77.630 45.089   | 78.901 51.42  | 6 83.527 56.769   | 86.219 58.979   | 88.304 60.481  |
| 14.a         | Number of accounts reported above that have an active DPA  | 17,317 10,                                       |  | ,474 18,951 12,3                                |                           |  | 9 20,379 12,84   | 6 19,222 11,921  | 16,981 10,516   | 14,119 8,737  | 13,708 7,92   | 6 14,257 8,666  | 14,646 9,319  | 14,914 9,736   |
| 14.b         | Number of accounts reported above without an active DPA  | 72,909 49,                                       |  | 7,429 71,249 46,0                               |                           | 1,642 70,984 41,421  | 8 76,380 41,62   | 7 72,200 39,415  | 58,475 25,198   | 63,511 36,352   | 65,193 43,50  | 69,270 48,103   | 71,573 49,660   | 73,390 50,745  |
| 15.a         | Total Dollar Value of delinquent accounts  Dollar Value of accounts reported above that have an active DPA   | \$84,217,721 \$51,311,<br>\$23,317,513 \$12,090, |  |   |                           |  | 1 \$82,553,603 \$39,273,153<br>6 \$27,552,332 \$13,398,269 | 2 \$56,485,467 \$26,396,150<br>9 \$22,262,620 \$10,834,330 | \$50,373,613 \$23,082,500<br>\$18,693,236 \$8,952,261 | \$52,008,118 \$24,061,908<br>\$15,758,927 \$7,696,711 | \$ \$55,231,319 \$28,357,94<br>\$ \$15,424,272 \$7,226,17 | 8 \$59,962,363 \$34,313,630<br>9 \$16,658,066 \$8,301,013 | \$63,237,035 \$38,869,695<br>2 \$17,861,723 \$9,382,668 | \$66,382,037 \$42,572,664<br>\$19,047,165 \$10,270,718 |
|              | Dollar Value of accounts reported above without an active DPA  | \$60,900,208 \$39,220,                           |  |   |                           |  |  | 3 \$34,222,847 \$15,561,827                                | \$31,680,377 \$14,130,239                             | \$36,249,191 \$16,365,197                             | \$39,807,046 \$21,131,76                                  |   | \$45,375,312 \$29,487,027                               | \$47,334,872 \$32,301,946                              |
| 16           | Total Dollar Value of current accounts   | \$35,411,684 \$23,480,                           |  |   |                           |  |  | 7 \$37,716,635 \$10,417,188                                | \$29,083,085 \$7,835,857                              | \$48,703,520 \$31,604,682                             | \$56,525,766 \$41,053,69                                  |   | \$46,122,749 \$35,213,806                               | \$39,609,074 \$25,140,776                              |
| 17           | Total Active and Pending Final A/R Collection Agencies   | \$119,629,404 \$74,791,                          | 575 \$115,907,326 \$67,27                  | 1,910 \$121,356,986 \$59,149,3                  | 28 \$129,121,674 \$54,451 | 1,942 \$138,232,975 \$50,345,979                                 | 9 \$131,733,853 \$48,462,409                               | 9 \$94,202,102 \$36,813,344                                | \$79,456,698 \$30,918,357                             | \$100,711,639 \$55,666,590                            | \$111,757,085 \$69,411,64                                 | \$105,990,364 \$69,650,31                                 | \$109,359,784 \$74,083,502                              | \$105,991,110 \$67,713,439                             |
| 18           | Number of cases referred to collection agencies Payment Plans  | 1,442  | 390 1,413                                  | 985 1,466 1,0                                   | 86 1,783 1                | 1,263 2,398 1,613  | 2 1,859 1,29   | 9 2,152 1,406  | 2,093 1,292   | 1,618 1,147   | 1,399 85  | 3 1,555 1,14  | 1,475 1,072   | 1,538 1,094  |
| 19           | Number of new payments plans, not including AMP  | 5,757 4,   |  | ,282 5,843 4,0                                  |                           | ,266 7,195 4,015   | 6,797 3,39   | 7 8,638 4,144  | 3,188 1,570   | 3,096 1,653   | 4,446 2,78  | 8 4,247 3,355   | 4,977 3,866   | 4,307 3,318  |
| 20           | Number of payment plans defaulted  | 4,576 2,<br>16.505 10.                           |  | 3,519 5,310 3,5<br>1,300 17,670 11,5            |                           | 3,315 6,060 3,390<br>2,160 19,100 12,38                          | 8 6,305 3,32<br>5 17.757 11.33                             | 7 4,697 2,427<br>1 18.070 11.180                           | 4,888 2,383<br>15,440 9,557                           | 5,361 2,976<br>13.926 8.659                           | 5,312 3,86<br>12,976 7.39                                 |   | 4 4,278 2,895<br>3 14,339 9,138                         | 4,168 2,789<br>14,115 9,222                            |
| 21.a         | Number of active payment agreements Number of Active Step-plan agreements  | 1,692 1,   |  | 2,354 3,327 2,7                                 |                           | 2,766 3,502 2,74   |  | 5 2,885 1,900  | 2,492 1,461   | 2,244 1,279   | 2,290 1,30  |   | 2,670 1,996   | 2,652 2,209  |
| 21.b         | Number of Company issued non-Step plans  | 14,782 8,  |  | 3,924 14,319 8,7                                |                           | 9,377 15,553 9,618   |  |  | 12,918 8,084  | 11,661 7,368  | 10,665 6,08   |   |   | 11,437 7,003   |
| 21.c<br>21.d | Number of regulatory order non-Step plans  Number of Commission sanctioned "October Rule" payment plans  | 30   | 11 33                                      | 21 23   | 18 35                     | 16 44 19   | 9 47 1   | 8 34 13  | 29 11   | 20 11   | 20 1  | 1 22 10   | 23 8  | 26 10  |
| 22           | Number of new budget plans, not including AMP  | 778  | 664 1,082                                  | 769 922 5                                       | 59 1,173                  | 562 1,445 533  | 2 1,367 55:  | 1 981 474  | 735 432   | 865 554   | 1,384 1,05  | 2 966 75:   | 867 640   | 729 544  |
|              | Shut-Offs Shut-Offs  |  |  |   |                           |  |  |  |   |   |   |   |   |  |
| 23           | Number of Accounts Sent Notice of Disconnection for non-payment  | 44,097 33,<br>147                                | 389 46,991 3<br>194 343                    | 46,640 34,0<br>479 418 4                        |                           | 7,492 46,527 27,579<br>1,036 2,336 1,321                         | 9 45,397 23,46<br>8 2.046 94                               | 3 38,797 19,326<br>7 2.010 619                             | 20,637 8,375  | 25,541 10,656   | 33,487 23,26  | 9 19,947 14,290   | 32,262 21,977   | 40,364 31,073<br>110 166                               |
| 24<br>24.a   | Number of Service Disconnections for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection   |  | 194 343                                    | 429 418 4                                       |                           | 1,036 2,336 1,320  | 8 2,046 94<br>8 2,046 94                                   | 7 2,010 619  | 0 38  | 0 31  | 0 3   | 0 2   | 7 0 46  | 110 166  |
| 24.b         | Number of Service Disconnections for non-payment on accounts WITH a special protection   | 0  | 0 0  | 0 0   | 0 0                       | 0 0 0  | 0 0  | 0 0  | 0 0   | 0 (   | 0   | 0 0   | 0 0   | 0 0  |
| 24.c<br>24.d | Number of Service Disconnections for non-payment in excess of \$1000   | 134<br>0.0% 0                                    | 147 293                                    | 366 326 3<br>0.2% 0.1% 0.                       | 74 630<br>1% 0.2%         | 767 1,373 700<br>0.4% 0.5% 0.59                                  | 0 1,102 49i<br>6 0.5% 0.49                                 | 6 983 329  | 0 29  | 0 25  | 0 3   | 0 20  | 0 44  | 101 143  |
|              | Ratio of service disconnections for nonpayment to total Residential Customers  Average balance of Service Disconnections for non-payment   | 0.0% 0<br>\$3.016 \$2.                           |  | 0.2% 0.1% 0.<br>1.954 \$2.793 \$2.5             |                           | 0.4% 0.5% 0.59<br>2,008 \$1,875 \$1,513                          |  | 6 0.5% 0.3%<br>7 \$1.565 \$1.433                           | 0.0% 0.0%<br>\$0 \$1.971                              | 0.0% 0.09<br>\$0 \$2.150                              | 0.0% 0.09<br>0 \$0 \$2.03                                 | 6 0.0% 0.09<br>7 \$0 \$2.72                               | 6 0.0% 0.0%<br>8 \$0 \$3.210                            | 0.0% 0.1%<br>\$3.480 \$2.300                           |
| 25.a         | Average balance of Service Disconnections for non-payment on accounts with NO special protection   | \$3,016 \$2,                                     |  | ,954 \$2,793 \$2,5                              | 80 \$2,318 \$2            | 2,008 \$1,875 \$1,51   | 3 \$1,840 \$1,51   | 7 \$1,565 \$1,433  | \$0 \$1,971   | \$0 \$2,150   | \$0 \$2,03  | 7 \$0 \$2,72  | \$0 \$3,210   | \$3,480 \$2,300  |
|              | Average balance of Service Disconnections for non-payment on accounts WITH a special protection<br>Restorations  | \$0  | \$0 \$0                                    | \$0 \$0   | \$0 \$0                   | \$0 \$0 \$i  | 0 \$0 \$i  | 0 \$0 \$0  | \$0 \$0   | \$0 \$0   | \$0 \$0   | \$0 \$0   | \$0 \$0   | \$0 \$0  |
| 26<br>26.a   | Number of Service Restorations within 7 days of termination  | 135<br>135                                       | 158 274<br>158 274                         | 240 373 3<br>240 373 3                          | 00 740<br>00 740          | 802 2,024 1,000<br>802 2,024 1,000                               | 0 1,810 76<br>0 1,810 76                                   | 2 1,834 518<br>2 1,834 518                                 | 0 35  | 0 25  | 0 3   | 0 19  | 0 35  | 98 143   |
| 26.a<br>26.b | Number of Service Restorations within 7 days of termination on accounts with NO special protection<br>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  | 1,834 518  | 0 0   | 0 2   | 0 3   | 0 0   | 0 35  | 0 0  |
| 27           | Average balance of of service restorations   | \$2,547 \$2,                                     |  | 2,490 \$2,469 \$2,2                             |                           | 1,769 \$1,610 \$1,32   | 1 \$1,596 \$1,33   | 5 \$1,353 \$1,252  | \$0 \$1,918   | \$0 \$2,039   | \$0 \$1,73  | 6 \$0 \$2,174   |   | \$3,165 \$2,123  |
|              | Average balance of of service restorations on accounts with NO special protection  | \$2,547 \$2,                                     | 241 \$2,762 \$                             | 2,490 \$2,469 \$2,2                             |                           | 1,769 \$1,610 \$1,32   | 1 \$1,596 \$1,333  | \$1,353 \$1,252  | \$0 \$1,918   | \$0 \$2,039   | \$0 \$1,73  | 6 \$0 \$2,174   | \$0 \$3,069   | \$3,165 \$2,123  |
| 27.b         | Average balance of of service restorations on accounts WITH a special protection  Average duration of service disconnection for Service Restorations within 7 days of termination  | \$0<br>1.0                                       | \$0 \$0<br>3.0 1.0                         | \$0 \$0<br>3.0 1.0                              | \$0 \$0<br>1.0 1.0        | \$0 \$0 \$i<br>3.0 1.0 3.0                                       | 0 \$0 \$i<br>0 1.0 3.0                                     | 0 \$0 \$0<br>0 1.0 3.0                                     | \$0 \$0<br>0.0 2.0                                    | \$0 \$0<br>0.0 2.0                                    | \$0 \$0<br>0.0 2.0  | 0 \$0 \$0<br>0 0.0 2.0                                    | \$0 \$0<br>0 0.0 2.0                                    | \$0 \$0<br>1.0 2.0                                     |
|              | Average duration of service disconnection for Service Restorations within 7 days of termination  Write-Offs  |  |  |   |                           |  |  |  |   |   |   |   |   |  |
|              | Number of Accounts Classified as Written-Off   | 1,562  | 909 1,451                                  | 789 1,373 8                                     |                           | 1,236 1,939 1,44   | 7 1,613 1,084  | 4 2,436 1,775  | 1,718 1,247   | 1,873 1,271   | 1,774 1,15  | 3 1,468 938   | 1,245 804   | 1,084 722  |
|              | Number of Residential Accounts Classified as Written-Off Number of Commercial and Industrial Classified as Written-Off   | 1,427<br>135                                     | 352 1,328<br>57 123                        | 756 1,212 7<br>33 161                           | 84 1,518 1<br>83 122      | 1,155 1,792 1,353<br>81 147 9:                                   | 2 1,477 96-<br>5 136 12                                    | 4 2,276 1,709<br>0 160 66                                  | 1,572 1,173<br>146 74                                 | 1,745 1,210<br>128 61                                 | 1,599 1,07-   | 4 1,294 876<br>9 174 62                                   | 5 1,109 746<br>2 136 58                                 | 967 679<br>117 43                                      |
|              | Number of Commercial and Industrial Classified as Written-Off  Dollar Value of Accounts Classified as Written-Off  | \$1,668,539 \$811,                               |  |   |                           |  | 5 \$1,731,984 \$1,293,72                                   | 7 \$1,992,427 \$1,600,500                                  | \$1,947,889 \$1,187,510                               | \$1,958,878 \$1,010,257                               | \$1,908,440 \$896,75                                      | 3 \$1,567,540 \$801,080                                   |   | \$1,139,844 \$569,175                                  |
| 30.a         | Dollar Value of Residential Accounts Classified as Written-Off   | \$1,406,060 \$767,                               | 193 \$1,077,756 \$63                       | ,922 \$1,447,823 \$849,0                        | 71 \$1,444,137 \$1,106    | 5,369 \$1,722,349 \$1,695,05                                     | 3 \$1,424,134 \$1,081,600                                  | 0 \$1,655,987 \$1,521,656                                  | \$1,526,298 \$1,114,677                               | \$1,725,052 \$937,348                                 | \$1,481,687 \$798,73                                      | 2 \$1,158,712 \$747,580                                   | \$898,708 \$478,999                                     | \$814,998 \$490,866                                    |
| 30.b         | Dollar Value of Commercial and Industrial Classified as Written-Off  | \$262,479 \$43,<br>\$479,849 \$288,              |  |   |                           |  | 2 \$307,850 \$212,12<br>7 \$439,569 \$285,69               | 7 \$336,440 \$78,845                                       | \$421,591 \$72,833<br>\$753,817 \$536,753             | \$233,826 \$72,909<br>\$433,262 \$258,120             | \$426,753 \$98,02<br>\$537,204 \$246,59                   | 2 \$408,828 \$53,500<br>9 \$543,501 \$278,793             | \$ \$451,585 \$33,218<br>2 \$507,180 \$305,071          | \$324,846 \$78,310<br>\$396,005 \$309,695              |
| 31.a         | Dollar Value of write-off recoveries  Dollar Value of Residential write-off recoveries   | \$479,849 \$288,<br>\$441.711 \$277.             |  |   |                           |  |  | 7 \$2,643,852 \$1,693,918<br>1 \$2,558.953 \$1,658.207     | \$/53,81/ \$536,753<br>\$597.344 \$483.950            | \$433,262 \$258,120<br>\$406,208 \$247,944            | \$537,204 \$246,59<br>\$510,229 \$241.10                  |   |   | \$396,005 \$309,695<br>\$352.603 \$289.778             |
| 31.b         | Dollar Value of Commercial and Industrial write-off recoveries   | \$38,138 \$11,                                   | 180 \$100,394 \$1                          | 5,532 \$22,166 \$7,2                            | 38 \$18,882 \$10          | 0,885 \$18,815 \$35,74   | 2 \$29,645 \$12,14   | 6 \$84,899 \$35,711  | \$156,473 \$52,803                                    | \$27,054 \$10,177                                     | \$26,976 \$5,49   | 4 \$45,062 \$17,130                                       | \$20,542 \$12,241                                       | \$43,402 \$19,917                                      |
| 32           | Dollar value of NET A/R Write-Offs   | \$1,188,690 \$522,<br>\$964,349 \$490            |  |   |                           |  |  | 0 -\$651,425 -\$93,418<br>-\$907.966 -\$136.553            | \$1,194,072 \$650,757<br>\$928,954 \$630,727          | \$1,525,616 \$752,137<br>\$1,318.844 \$689.405        | \$1,371,236 \$650,15<br>\$971,459 \$557.62                |   |   | \$743,840 \$259,480<br>\$462.395 \$201.087             |
| 32.b         | Dollar Value of Residential NET A/R Write-Offs Dollar Value of Commercial and Industrial NET A/R Write-Offs  | \$224,341 \$32,                                  |  | 1,582 \$330,669 \$166,4                         |                           |  |  | 2 \$251,541 \$43,134                                       | \$265,117 \$20,030                                    | \$1,318,844 \$689,400                                 | \$399,777 \$92,52   | 7 \$363,766 \$36,370                                      |   | \$281,445 \$58,393                                     |
|              | Donar Vance or Commercial and Industrial NET AVA WITE-Ons  | , JAAT, JTA 332,                                 | ,202,000 31                                | , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,            | J200,050 3123             | , ,, 3/1,30  | JE 10,203 3133,30  | JAJA,J-1 343,134   | , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,               | 1 7200,772 302,732                                    | . ,,,,,,,, 332,32   | . ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,                   | J-31,0-3 J20,3//  | +=0x,++> 330,393                                       |

|              |   | Apr-2           | 22             | May-22                | _            | Jun-22                            | Jul-2          | , I            | Aug-22           | _              | Sep-2           | ,               | Oct-22             | _              | Nov-22             |                | Dec-22                   | Jan-          | .22        | Feb-23                  | I M:          | ar-23       | Apr            | .22         |
|--------------|---|-----------------|----------------|-----------------------|--------------|-----------------------------------|----------------|----------------|------------------|----------------|-----------------|-----------------|--------------------|----------------|--------------------|----------------|--------------------------|---------------|------------|-------------------------|---------------|-------------|----------------|-------------|
|              | · · · · · · · · · · · · · · · · · · ·   | Electric        | Gas            | Electric Gas          | Electri      |                                   | Electric       | Gas            | Electric         | Gas            | Electric        | Gas             | Electric* Gas      | s*             | Electric Ga        | as I           | Electric Gas             | Electric      | Gas        | Electric Gas            | Electric      | Gas         | Electric       | Gas         |
|              | Low Income Discount Rate  |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
| 33           | Number of Low-Income Accounts   | 37.744          | 24,417         | 37,820 24             | 318 39       | ,556 25,314                       | 38.699         | 24,685         | 38.905           | 24,358         | 38.651          | 24,526          | 38,412 2           | 4,361          | 37.132 2           | 2,456          | 39,042 23,33             | 3 38,489      | 23,18      | 5 38,510 23,3           | 1 39,220      | 23,025      | 39.924         | 23,713      |
| 33.a         | Number of Accounts (no rider)   | 32,571          | 21,029         | 32,975 21             |              | ,297 21,881                       | 33,483         | 21,318         | 33,737           | 21,037         | 33,317          | 21,096          |                    | 0,897          |                    | 19,135         | 33,512 19,89             | 9 32,982      |            |                         |               |             | 34,211         | 20,139      |
| 33.b         | Number of Accounts (with rider)   | 5,173           | 3,388          | 4,845 3               | 172 5        | ,259 3,433                        | 5,216          | 3,367          | 5,168            | 3,321          | 5,334           | 3,430           | 5,405              | 3,464          | 5,321              | 3,321          | 5,530 3,43               | 4 5,507       | 3,42       | 3 5,728 3,5             | 3 5,510       | 3,467       | 5,713          | 3,574       |
| 34           | Percent of customers on the low-income discount   | 8.5%            | 9.8%           |                       |              | 8.9% 10.2%                        | 8.7%           | 10.0%          | 8.8%             | 9.9%           | 8.7%            | 10.0%           |                    | 9.9%           |                    | 9.1%           | 8.8% 9.4                 |               |            |                         |               |             | 8.9%           | 9.5%        |
|              | Total receipts  | \$2.916.556     | \$2,377,702    | \$2,361,795 \$1,096   | 586 \$3,156  | ,145 \$1,636,933                  | \$3,172,378    | \$615,185      | \$4,102,523      | \$487,527      | \$2,266,009     | \$358,757       | \$7,111,429 \$669  | 9.690          | \$2,562,653 \$46   | 2,428          | \$2,817,451 \$561,27     | 7 \$1,433,802 | \$1,614,16 | 4 \$1,881,701 \$2,909,7 | 0 \$1,786.008 | \$2,168,341 | \$1,682,457    | \$2,020,438 |
| 36           | Total receipts paid by LIHEAP   | \$77.284        | \$782,400      | \$209,340 \$408       |              | .626 \$285.792                    | \$85,360       | \$540.279      | \$3,135          | \$44,916       | \$0             | \$2,413         |                    | 1.183          | \$930              | SO             | \$0 \$20                 |               |            |                         |               |             | \$120,799      | \$802.096   |
| 36.a         | Total receipts paid by Regular LIHEAP   | \$74,961        | \$754,759      | \$191.371 \$406       | 290 S63      | .569 \$285.277                    | \$77,300       | \$534.035      | \$3,135          | \$44,916       | \$0             | \$2,413         |                    | 1.183          | \$930              | SO             | \$0 \$20                 | 5 \$96,295    | \$320.68   | 3 \$1.397.551 \$449.3   | 5 \$140.787   | 7 \$711.182 | \$105,593      | \$790.871   |
| 36.b         | Total receipts paid by Crisis LIHEAP  | \$2,323         | \$27.641       | \$17,969 \$2          | 205          | \$57 \$515                        | \$8.060        | \$6,244        | \$0              | \$0            | \$0             | \$0             | \$88               | ŚO             | \$0                | SO             | \$0 9                    | 0 \$0         | Si         | 0 \$3,008 \$3,2         | 1 St          | ) \$0       | \$15,206       | \$11,225    |
| 37           | Total number of customers receiving a LIHEAP payment for the month  | 218             | 2,001          |                       |              | 159 699                           | 288            | 1,359          | 6                | 120            | 0               | 6               | 2                  | 3              | 2                  | 0              | 0                        | 1 361         | 81         |                         |               | 1,833       | 369            | 2,091       |
| 38           | Total billed  | \$3.066.990     | \$2,800,111    | \$2,542,450 \$1,749   | 831 \$2.697  | ,589 \$910,755                    | \$3,705,585    | \$817,577      | \$4,436,197      | \$706,421      | \$3,700,092     | \$745,830       | \$2,823,335 \$91   | 6.352          | \$3,418,838 \$1,51 | 8.458          | \$3.809.298 \$2.851.83   | 0 \$4,800,932 | \$4.130.17 | 6 \$3,703,385 \$3,521,5 | 5 \$3,930,559 | \$3,410,696 | \$3,476,717    | \$2,545,899 |
|              | Delinquency   |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
|              |   |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
| 39           | Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill   | 3,239           | 2,006          | 3,173 1               | 761 3        | 1,289 1,627                       | 3,890          | 1,481          | 3,879            | 1,296          | 4.366           | 1,550           | 2,992              | 1,523          | 1,677              | 882            | 1,829 1,93               | 4 1,952       | 2,91       | 4 2,149 2,5             | 5 2,113       | 1,899       | 2,716          | 1 913       |
| 39 a         | Number of accounts reported above that have an active DPA   | 193             | 149            | 162                   |              | 147 57                            | 176            | 32             | 234              | 38             | 244             | 2,330           | 312                | 52             | 216                | 85             | 197                      | 8 223         |            |                         |               |             | 157            | 131         |
| 39.b         | Number of accounts reported above without an active DPA   | 3.046           | 1.857          |                       |              | 1.142 1.570                       | 3.714          | 1,449          | 3.645            | 1.258          | 4.122           | 1.526           |                    | 1.471          | 1.461              | 797            | 1.632 1.87               |               |            |                         |               |             | 2.559          | 1.782       |
| 1            | Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a  | -,-40           | -,007          | -, 4                  |              | . 2,570                           | 5,.24          | -,./5          | -,5              | 2,230          | ,,              | -,-20           | -,                 |                | -,                 |                | 2,000                    | -,,,,,        | -,/1       |                         | 1,51          | 2,733       | 2,333          | -,702       |
| 40           | kill  | \$232,794       | \$198.080      | \$213.694 \$138       | 951 \$211    | .295 \$108.925                    | \$229.009      | \$53.876       | \$339.105        | \$50,529       | \$404.244       | \$56,795        | \$248.652 \$5      | 5 762          | \$103,565 \$3      | 8.366          | \$143.106 \$76.91        | 4 \$186.466   | \$270.77   | 4 \$298.116 \$335.9     | 6222 04       | \$231.172   | \$282.242      | \$223,763   |
| 40.a         | Dollar value of accounts reported above that have an active DPA   | \$26,980        | \$22,878       | \$26,851 \$9          |              |                                   | \$17,719       | \$5,738        | \$33,349         | \$8,231        | \$30.136        | \$1,315         |                    | 5,370          |                    | 3.884          | \$32,704 \$4,44          |               |            |                         |               |             | \$37,992       | \$22,171    |
| 40.a         | Dollar value of accounts reported above that have an active DPA  Dollar value of accounts reported above without an active DPA                                  | \$205.815       | \$175,202      | \$186,844 \$128       |              | 5,034 \$102,230                   | \$211,290      | \$48.137       | \$305,755        | \$42,298       | \$374,108       | \$55,480        |                    | 0.392          |                    | 34,483         | \$110,402 \$72,46        |               |            |                         |               | \$207,237   | \$245,250      |             |
| 40.0         |   | 7203,023        | 7173,101       | 7100,044 7110         | 372 3230     | ,034 7102,230                     | JE11,E30       | J40,137        | 9303,133         | J42,230        | 2374,100        | <b>\$33,400</b> | J223,072 J3        | 0,332          | J00,431 J3         | 74,403         | J110,401 J71,40          | 0 9130,341    | J244,30    | 3237,203 3300,7         | 7 9202,220    | , ,,,,,,,,  | 3243,230       | J202,332    |
| 41           | Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill   | 1,917           | 1,717          | 1.847 1               | ACE 1        | ,819 1,245                        | 1,623          | 945            | 1.791            | 704            | 2.016           | 701             | 2,107              | 834            | 1.304              | 457            | 954 78                   | 6 1,004       | 1,19       | 8 1,225 1,7             | 7 1.460       | 1,712       | 1.598          | 1,394       |
| 41.a         |   | 349             | 302            |                       |              | 309 223                           | 267            | 137            | 341              | 754            | 343             | 701             | 577                | 034            | 372                | 113            | 233 10                   |               |            |                         |               |             | 278            | 220         |
| 41.b         | Number of accounts reported above that have an active DPA   | 1.568           | 1.415          | 1.515 1               |              | .510 1.022                        | 1.356          | 808            | 1.450            | 726            | 1.673           | 727             | 1.530              | 743            | 932                | 344            | 721 68                   |               |            |                         |               |             | 1.320          | 1.174       |
|              | Number of accounts reported above without an active DPA  Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a | 1,300           | 1,413          | 1,313 1               | .13/ 1       | ,310 1,022                        | 1,530          | 808            | 1,430            | 720            | 1,073           | 121             | 1,330              | /43            | 732                | 344            | 721 00                   | /3/           | 1,00       | 333 1,3                 | 3 1,13        | 1,404       | 1,520          | 1,1/4       |
| 42           | Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a  | \$388,452       | \$480,589      | \$339,390 \$328       | 202 6200     | ,975 \$197,866                    | \$229,268      | \$105.266      | \$304,047        | \$63,067       | \$421,609       | \$67,243        | \$426,157 \$59     | 9,885          | \$246,652 \$5      | 1,282          | \$236,323 \$110,47       | 1 ¢204 277    | \$219,70   | 0 \$401,634 \$510,2     | 1 6402.21/    | \$519,622   | \$457,172      | \$412,066   |
| 42.a         | bil   | \$388,452       | \$96,255       | \$339,390 \$328       |              | 1,975 \$197,866<br>1,163 \$43.082 | \$229,268      | \$29,364       | \$304,047        | \$13,490       | \$106.624       | \$18,790        |                    | 3.597          |                    | 1,282          | \$58.113 \$14.68         |               |            |                         |               |             | \$457,172      | \$85,534    |
| 42.b         | Dollar value of accounts reported above that have an active DPA   |                 | \$384,334      | \$238,831 \$239       |              | ,812 \$154,784                    | \$168,794      | \$75,902       | \$224,963        | \$49,577       |                 | \$48,453        |                    | 6,288          |                    | 12,892         |                          |               |            |                         |               | 9 \$428,459 | \$349,916      |             |
| 42.0         | Dollar value of accounts reported above without an active DPA   | \$295,414       |                |                       |              |                                   |                |                |                  |                | \$314,985       |                 |                    | 0,288          |                    |                |                          |               |            |                         |               |             |                |             |
| 43.a         | Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill   | 11,322<br>3.497 | 7,255          | 11,339 7<br>4,770 2   |              | 2,056 8,437                       | 11,776         | 8,206          | 11,505           | 8,118          | 11,103          | 8,087           | 7,150<br>2.678     | 0,419          |                    | 4,952          | 6,426 5,41<br>1,802 1,34 |               | 5,55       |                         |               |             | 7,500<br>1.965 | 6,447       |
| 43.a<br>43.b | Number of accounts reported above that have an active DPA   | 7,825           | 1,769<br>5.486 |                       |              | i,161 3,258<br>i.895 5.179        | 5,042<br>6.734 | 3,212<br>4,994 | 4,872<br>6.633   | 3,225<br>4.893 | 7,295           | 2,663<br>5,424  |                    | 2,394<br>4.025 |                    | 1,619<br>3.333 | 1,802 1,34<br>4,624 4.06 |               |            |                         |               |             | 5,535          | 1,234       |
| 43.0         | Number of accounts reported above without an active DPA   | 7,825           | 5,480          | 0,509 4               | 791 6        | 5,895 5,179                       | 0,/34          | 4,994          | 0,033            | 4,893          | 7,295           | 5,424           | 4,472              | 4,025          | 4,302              | 3,333          | 4,024 4,00               | 1 4,503       | 4,57       | 4 4,458 4,4             | 4,800         | 4,819       | 5,535          | 5,213       |
| 1            | Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill   |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
| 44           |   | \$20,573,271    |                | \$20,396,494 \$11,781 |              | ,919 \$12,239,406                 |                |                | \$20,152,984 \$1 |                | \$19,937,639 \$ |                 | \$6,392,819 \$3,96 |                | \$5,857,783 \$3,29 |                | \$6,413,146 \$3,862,14   |               |            |                         |               | \$5,960,481 | \$9,759,039    |             |
| 44.a         | Dollar value of accounts reported above that have an active DPA   | \$5,102,402     |                | \$6,827,187 \$3,600   |              | ,004 \$3,738,925                  |                |                | \$6,761,555 \$   |                | \$5,485,169     |                 | \$2,396,833 \$1,38 |                |                    |                | \$1,655,014 \$855,38     |               |            |                         |               | \$1,010,761 | \$2,331,327    |             |
| 44.b         | Dollar value of accounts reported above without an active DPA   |                 |                | \$13,569,307 \$8,180  |              | ,915 \$8,500,482                  |                |                | \$13,391,429 \$  |                | \$14,452,470    |                 | \$3,995,986 \$2,57 |                | \$4,051,301 \$2,35 |                | \$4,758,132 \$3,006,76   |               |            |                         |               | \$4,949,719 | \$7,427,712    |             |
| 45           | Total Number of low-income delinquent accounts  | 16,478          | 10,978         | 16,359 10             |              | ,164 11,309                       | 17,289         | 10,632         | 17,175           | 10,208         | 17,485          | 10,418          |                    | 8,776          |                    | 6,291          | 9,209 8,13               |               |            |                         |               |             | 11,814         |             |
| 45.a         | Number of accounts reported above that have an active DPA   | 4,039           | 2,220          | 5,264 3               |              | ,617 3,538                        | 5,485          | 3,381          | 5,447            | 3,331          | 4,395           | 2,741           |                    | 2,537          |                    | 1,817          | 2,232 1,51               |               |            |                         |               |             | 2,400          | 1,585       |
| 45.b         | Number of accounts reported above without an active DPA   | 12,439          | 8,758          |                       |              | ,547 7,771                        | 11,804         | 7,251          | 11,728           | 6,877          | 13,090          | 7,677           |                    | 6,239          |                    | 4,474          | 6,977 6,61               |               | 8,35       |                         |               |             | 9,414          | 8,169       |
| 46           | Total Dollar Value of low-income delinquent accounts  | \$21,194,517    |                | \$20,949,578 \$12,248 |              | ,190 \$12,546,197                 |                |                | \$20,796,135 \$1 |                | \$20,763,492 \$ |                 | \$7,067,628 \$4,07 | 9,658          | \$6,208,000 \$3,38 |                | \$6,792,575 \$4,049,53   |               | \$4,996,55 |                         |               | \$6,711,274 | \$10,499,453   |             |
| 46.a         | Dollar value of accounts reported above that have an active DPA   |                 |                | \$6,954,597 \$3,699   |              | 1,428 \$3,788,702                 | \$7,008,799    |                | \$6,873,988 \$   |                | \$5,621,929     |                 | \$2,569,492 \$1,40 |                |                    |                | \$1,745,830 \$874,52     |               |            |                         |               | \$1,125,859 | \$2,476,575    |             |
| 46.b         | Dollar value of accounts reported above without an active DPA   | \$15,972,097    | \$9,951,399    | \$13,994,982 \$8,549  | 292 \$14,338 | 3,762 \$8,757,496                 | \$13,/42,656   | \$7,982,079    | \$13,922,148 \$  | /,52/,123      | \$15,141,563    | \$7,933,594     | \$4,498,137 \$2,67 | 4,610          | \$4,302,207 \$2,42 | 8,420          | \$5,046,745 \$3,175,01   | 2 \$5,617,083 | \$4,137,95 | 0 \$6,265,822 \$4,987,1 | 9 \$7,030,830 | \$5,585,415 | \$8,022,878    | \$6,143,169 |
| -            | Shut-Offs Shut-Offs   |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
| 47           | Number of low-income Accounts Sent Notice of Disconnection  | 7,178           | 5,991          | 7,384 6               | 024 5        | ,817 7,352                        | 7,214          | 5,105          | 7,648            | 4,697          | 7,924           | 4,556           |                    | 5,488          | 48                 | 31             | 341 18                   | 0 3,693       | 3,82       | 1 84 1                  | 6 190         |             | 4,049          | 4,306       |
| 48           | Number of low-income Service Disconnections for Non-Payment   | 0               | 1              | 69                    | 49           | 2 4                               | 12             | 5              | 37               | 7              | 30              | 11              | 13                 | 23             | 0                  | 0              |                          | 0             |            | 0 0                     | 0 (           | ) 0         | 0              |             |
|              | Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers   |                 |                |                       |              |                                   |                | - 1            |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         | 1             |             |                |             |
| 49           |   | 0.0%            | 0.0%           | 0.2%                  | 1.2%         | 0.0% 0.0%                         | 0.0%           | 0.0%           | 0.1%             | 0.0%           | 0.1%            | 0.0%            | 0.0%               | 0.1%           | 0.0%               | 0.0%           | 0.0% 0.0                 | 6 0.0%        | 0.09       | % 0.0% 0.0              | 6 0.09        | 0.0%        | 0.0%           | 0.0%        |
|              | Restorations  |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
| 50           | Number of low-income Service Restorations for non-payment   | 0               | 0              | 60                    | 41           | 2 4                               | 10             | 3              | 36               | 2              | 27              | 10              | 10                 | 19             | 0                  | 0              | 0                        | 0 0           |            | 0 0                     | 0 (           |             | 0              | 0           |
|              | Average duration of low-income service disconnection for restored accounts  | 0               | 0              | 1                     | 3            | 0 2                               | 1              | 2              | 1                | 1              | 1               | 3               | 1                  | 3              | 0                  | 0              | 0                        | 0 0           |            | 0 0                     | 0 (           | 0           | 0              | 0           |
|              | Write-Off   |                 |                |                       |              |                                   |                |                |                  |                |                 |                 |                    |                |                    |                |                          |               |            |                         |               |             |                |             |
| 52           | Number of low-income accounts Classified as Written-Off   | 179             | 129            | 152                   |              | 170 113                           | 202            | 177            | 239              | 199            | 166             | 124             | 693                | 550            | 184                | 146            | 165 10                   | 5 154         |            | 2 131 1                 | 1 100         |             | 112            | 104         |
| 53           | Dollar Value of low income accounts classified as written-off   | \$297,208       | \$176,747      | \$219,534 \$104       |              |                                   | \$319,657      | \$198,008      |                  | \$390,477      | \$255,851       | \$147,803       | \$270,494 \$27     | 0,800          |                    | 9,079          | \$121,848 \$59,52        |               |            |                         |               |             | \$93,266       | \$71,780    |
| 54           | Dollar Value of low-income write-off recoveries   | \$105,695       | \$39,124       | \$111,291 \$59        | 259 \$88     | 3,798 \$73,833                    | \$81,095       | \$52,642       | \$79,839         | \$58,037       | \$79,711        | \$49,251        | \$1,490,927 \$97   | 1,674          | \$210,345 \$12     | 1,322          | \$81,346 \$33,74         | 2 \$120,101   | \$32,61    | 5 \$91,771 \$30,7       | 5 \$89,42     | \$50,701    | \$66,488       | \$43,982    |
|              | Dollar value of NET low-income A/R Write-Offs   | \$191.513       | \$137.623      | \$108,243 \$45        | 390 \$228    | 3.282 \$102.196                   | \$238,561      | \$145.366      | \$294,915        | \$332,440      | \$176.140       | \$98,552        | -\$1,220,433 -\$70 | 0.874          | -\$79,391 -\$4     | 12,243         | \$40,501 \$25,78         | 7 -\$1.876    | \$58.34    | 3 \$41,593 \$44,5       | 1 \$8,778     | \$619       | \$26,778       | \$27,798    |

|      |   | Apr-2       | 22        | May-2       | 2         | Jun-2       | 2           | Jul-2       | 2           | Aug-22      | ۱ ۱         | Sep-22      | 2         | Oct-2     |           | Nov-22    | : 1       | Dec-2     | 22        | Jan-23    | ۱ ا       | Feb-23    | 3         | Mar-2     | 3         | Apr-23      | - 1       |
|------|---|-------------|-----------|-------------|-----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------|
|      |   | 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)   | 1,220       | 555       | 1,372       | 700       | 1,365       | 756         | 1,414       | 778         | 1,406       | 761         | 1,407       | 737       | 1,007     | 487       | 962       | 456       | 939       | 402       | 948       | 415       | 938       | 418       | 958       | 435       | 1,051       | 518       |
| 57   | Percent of low-income customers enrolled on the AMP   | 3.2%        | 2.3%      | 3.6%        | 2.9%      | 3.5%        | 3.0%        | 3.7%        | 3.2%        | 3.6%        | 3.1%        | 3.6%        | 3.0%      | 2.6%      | 2.0%      | 2.6%      | 2.0%      | 2.4%      | 1.7%      | 2.5%      | 1.8%      | 2.4%      | 1.8%      | 2.4%      | 1.9%      | 2.6%        | 2.2%      |
| 58   | Total receipts paid by enrollees  | \$108,108   | \$34,068  | \$155,060   | \$66,337  | \$164,514   | \$80,462    | \$165,989   | \$62,977    | \$194,038   | \$85,393    | \$352,906   | \$76,902  | \$341,352 | \$50,445  | \$159,407 | \$35,048  | \$158,369 | \$23,124  | \$52,766  | \$24,499  | \$49,973  | \$24,597  | \$54,704  | \$32,006  | \$50,138    | \$31,658  |
| 59   | Total receipts paid by LIHEAP   | \$4,187     | \$39,225  | \$31,375    | \$24,286  | \$7,382     | \$22,737    | \$13,607    | \$46,389    | \$0         | \$3,050     | \$0         | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$0       | \$5,358   | \$4,680   | \$25,362  | \$42,511  | \$8,150   | \$16,034  | \$12,059    | \$31,715  |
| 60   | Total billed to program participants, includes both arrears payment and current bill                  | \$663,798   | \$173,218 | \$912,684   | \$270,030 | \$1,143,735 | \$316,789   | \$1,271,849 | \$379,519   | \$1,322,019 | \$379,101   | \$1,251,933 | \$334,308 | \$870,058 | \$220,787 | \$730,362 | \$169,576 | \$611,653 | \$122,227 | \$526,188 | \$105,821 | \$463,076 | \$90,096  | \$420,837 | \$88,349  | \$476,672   | \$117,017 |
| 61   | Number of newly enrolled customers  | 158         | 118       | 334         | 219       | 288         | 161         | 235         | 108         | 224         | 105         | 165         | 71        | 77        | 39        | 44        | 28        | 38        | 10        | 69        | 57        | 51        | 59        | 83        | 52        | 130         | 94        |
| 61.a | Number of newly enrolled customers: not associated with service restoration                           | 158         | 118       | 334         | 219       | 288         | 161         | 235         | 108         | 224         | 105         | 165         | 71        | 77        | 39        | 44        | 28        | 38        | 10        | 69        | 57        | 51        | 59        | 83        | 52        | 130         | 94        |
| 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  | 117         | 59        | 121         | 71        | 95          | 60          | 86          | 48          | 152         | 81          | 144         | 80        | 469       | 278       | 90        | 52        | 61        | 60        | 65        | 66        | 53        | 50        | 51        | 34        | 49          | 28        |
| 62.a | Number of customers exited the program by default   | 65          | 37        | 48          | 32        | 64          | 43          | 42          | 31          | 88          | 62          | 82          | 60        | 79        | 61        | 57        | 38        | 42        | 54        | 48        | 56        | 34        | 42        | 32        | 25        | 21          | 22        |
| 62.b | Number of customers exited the program by cancellation  | 52          | 22        | 73          | 39        | 31          | 17          | 44          | 17          | 64          | 19          | 62          | 20        | 390       | 217       | 33        | 14        | 19        | 6         | 17        | 10        | 19        | 8         | 19        | 9         | 28          | 6         |
| 63   | Number of customers successfully completing a 12-month program  | 72          | 13        | 86          | 22        | 234         | 65          | 126         | 44          | 119         | 43          | 49          | 22        | 29        | 14        | 10        | 5         | 6         | 3         | 7         | 1         | 11        | 4         | 13        | 4         | 3           | 6         |
| 63.a | Number of customers successfully completing a 12-month program with remaining arrears                 | 72          | 13        | 86          | 22        | 234         | 65          | 126         | 44          | 119         | 43          | 49          | 22        | 29        | 14        | 10        | 5         | 6         | 3         | 7         | 1         | 11        | 4         | 13        | 4         | 3           | 6         |
| 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 | 925         | 426       | 1,070       | 567       | 1,148       | 649         | 1,247       | 684         | 1,269       | 666         | 1,242       | 633       | 536       | 334       | 418       | 245       | 347       | 208       | 357       | 210       | 359       | 226       | 419       | 278       | 520         | 345       |
| 65   | Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days                    | \$1,955,450 | \$797,249 | \$2,377,864 | \$995,651 | \$2,630,435 | \$1,095,748 | \$2,867,238 | \$1,116,767 | \$2,974,686 | \$1,071,782 | \$2,826,132 | \$982,003 | \$766,354 | \$297,789 | \$662,323 | \$260,643 | \$628,531 | \$258,440 | \$670,793 | \$317,452 | \$707,912 | \$372,872 | \$820,402 | \$460,322 | \$1,034,330 | \$573,993 |
| 66   | Number of AMP program participants receiving LIHEAP   | 7           | 55        | 40          | 35        | 10          | 33          | 19          | 68          | 0           | 5           | 0           | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 7         | 6         | 31        | 54        | 9         | 19        | 16          | 41        |
| 67   | Percent of AMP customers receiving LIHEAP payments  | 0.6%        | 9.9%      | 2.9%        | 5.0%      | 0.7%        | 4.4%        | 1.3%        | 8.7%        | 0.0%        | 0.7%        | 0.0%        | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.0%      | 0.7%      | 1.4%      | 3.3%      | 12.9%     | 0.9%      | 4.4%      | 1.5%        | 7.9%      |

<sup>\*</sup> October 2022 Docket 4770 Low income Monthly Report reflects significant month over month decreases in several report rows due to the implementation of the \$43.5M arrears forgiveness (Docket 22-08-GE). See columns AA and AB, report rows 12, 13, 15, 17, 43, 44, 5, and 46. Report rows 31, 31a, and 54 reflect increases in recoveries of previously written off accounts). Report row 56 reflects adecrease in Arrears Management Program enrolled accounts due to Table 1. This is never a triple days 1. This is never the second of the s

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Joanne M. Scanlon

May 26, 2023

Date

Narragansett Electric Co. d/b/a RI Energy - Docket No. 4770 & Docket No. 4780 (PST) Combined Service list updated 12/13/2022

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