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Rhode Island Energy™
a PPL company

December 21, 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 – November 2023**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy ("Company"), I have enclosed an electronic copy of the Company's Low-Income Monthly Report for November 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

Enclosure

cc: Docket 4770 Service List
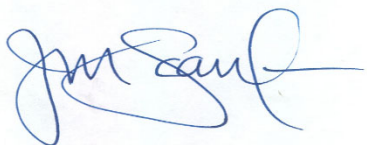
		Nov-22		Dec-22		Jan-23		Feb-23		Mar-23		Apr-23		May-23		Jun-23		Jul-23		Aug-23		Sep-23		Oct-23		Nov-23	
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	General Residential																										
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	445,699	248,006	447,310	249,333	447,843	249,366	448,628	249,628	448,992	249,701	449,641	250,096	450,133	250,196	449,905	249,821	450,321	249,954	450,430	250,100	452,577	251,315	451,803	251,391	451,682	252,184
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	444,501	247,487	445,284	248,113	446,155	248,450	447,043	248,742	447,553	248,902	447,718	249,106	447,532	248,804	447,523	248,510	448,088	248,816	448,570	249,099	449,132	249,580	449,598	250,256	450,115	251,360
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	1,198	519	2,026	1,220	1,688	916	1,585	886	1,439	799	1,923	990	2,601	1,392	2,382	1,311	2,233	1,138	1,860	1,001	3,445	1,735	2,205	1,135	1,567	824
2	Total Billed, does not include ESCO	$58,623,914	$21,018,301	$63,892,014	$40,450,274	$78,772,865	$61,572,521	$58,878,485	$52,718,999	$61,562,761	$51,686,587	$56,103,931	$39,558,560	$45,447,573	$21,583,045	$44,727,072	$14,522,284	$68,332,704	$11,809,687	$75,925,802	$9,978,136	$67,982,962	$10,605,864	$55,940,551	$13,211,113	$56,550,572	$23,969,178
3	Average active residential account bill (line 2 / line 1.a)	$131.89	$84.93	$143.49	$163.03	$176.56	$247.83	$131.71	$211.94	$137.55	$207.66	$125.31	$158.80	$101.55	$86.75	$99.94	$58.44	$152.50	$47.46	$169.26	$40.06	$151.37	$42.49	$124.42	$52.79	$125.64	$95.36
4	Total Receipts	$25,227,134	$8,409,045	$24,747,962	$10,606,269	$31,935,304	$24,091,545	$33,982,972	$30,135,843	$32,879,558	$26,901,457	$34,062,315	$22,708,210	$32,123,201	$17,297,108	$29,710,906	$9,903,635	$34,772,880	$6,136,391	$46,059,025	$6,280,776	$41,999,849	$7,411,738	$39,940,754	$9,985,188	$33,784,241	$14,478,960
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	5,993	3,811	6,000	3,827	6,029	3,846	6,072	3,854	6,052	3,827	6,153	3,871	6,134	3,856	6,177	3,893	6,248	3,921	6,286	3,958	6,343	3,974	3,515	2,304	3,515	2,304
6	Number of Standard Accounts Protected	3,298	2,134	3,219	2,103	3,268	2,117	3,321	2,135	3,297	2,129	3,333	2,114	3,292	2,064	3,346	2,098	3,399	2,128	3,374	2,112	3,415	2,132	1,606	1,070	1,797	1,202
6.a	Elderly	1,044	753	1,027	741	1,041	742	1,075	753	1,063	749	1,117	765	1,108	746	1,099	746	1,108	750	1,089	739	1,094	742	1,109	755	1,139	766
6.b	Infant	77	58	79	63	80	60	79	62	82	60	80	64	75	61	92	71	107	73	101	70	105	70	111	82	106	73
6.c	Handicapped	240	151	227	145	257	180	238	164	217	149	215	158	242	154	233	145	259	167	188	120	195	123	292	164	470	300
6.d	Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6.e	Unemployed	46	3	44	32	44	30	45	31	45	30	44	29	44	30	44	29	45	32	42	31	41	32	40	32	39	32
6.f	Seriously ill	1,891	1,141	1,842	1,122	1,846	1,105	1,884	1,125	1,890	1,141	1,877	1,098	1,823	1,073	1,878	1,107	1,880	1,106	1,954	1,152	1,980	1,165	54	37	43	31
7	Number of Low-Income Accounts Protected	2,695	1,677	2,781	1,724	2,761	1,729	2,751	1,719	2,755	1,698	2,820	1,757	2,842	1,792	2,831	1,795	2,849	1,793	2,912	1,846	2,928	1,842	1,483	916	1,718	1,102
7.a	Elderly	732	450	739	451	747	461	757	465	762	456	814	489	817	496	820	505	824	510	805	493	808	489	816	478	846	512
7.b	Infant	184	139	190	141	188	141	192	139	188	141	181	132	181	130	185	141	204	147	242	173	255	178	260	183	263	198
7.c	Handicapped	287	202	293	182	337	205	329	207	299	185	304	201	333	231	319	210	336	210	256	165	256	170	338	222	561	371
7.d	Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	0	0	1
7.e	Unemployed	26	12	27	12	27	13	26	12	25	12	27	13	26	12	31	13	25	11	25	11	23	10	26	10	27	11
7.f	Seriously ill	1,466	874	1,532	938	1,462	909	1,447	896	1,481	904	1,494	922	1,485	923	1,481	925	1,460	914	1,584	1,003	1,586	994	43	22	21	9
	Delinquency (Includes Active and Pending final accounts)																										
8	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	25,863	9,074	28,435	17,023	30,296	21,767	33,768	23,899	32,699	22,102	31,589	20,667	31,288	18,250	30,628	16,283	33,335	16,916	38,654	16,809	38,358	16,262	38,076	17,454	34,392	18,215
8.a	Number of accounts reported above that have an active DPA	914	361	807	381	1,126	877	1,261	1,131	966	924	856	761	815	581	640	330	687	282	1,139	246	1,214	248	1,019	266	674	267
8.b	Number of accounts reported above without an active DPA	24,949	8,713	27,628	16,642	29,170	20,890	32,507	22,768	31,733	21,178	30,733	19,906	30,473	17,669	29,988	15,953	32,648	16,634	37,515	16,563	37,144	16,014	37,057	17,188	33,718	17,948
9	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	$8,186,384	$1,921,275	$9,877,889	$3,613,234	$12,636,480	$7,953,708	$15,108,266	$11,541,395	$14,097,157	$11,559,996	$13,754,830	$11,479,053	$12,183,094	$8,985,450	$9,955,421	$5,007,968	$10,597,495	$3,762,720	$15,611,580	$2,930,146	$16,969,228	$2,669,104	$16,324,208	$2,817,312	$13,011,175	$3,314,247
9.a	Dollar Value of accounts reported above that have an active DPA	$2,358,615	$646,927	$2,300,668	$860,322	$2,762,598	$1,513,955	$3,278,895	$2,167,786	$3,065,120	$2,216,134	$3,057,145	$2,247,331	$3,032,440	$2,086,152	$2,578,294	$1,300,688	$2,694,965	$1,027,461	$4,013,129	$801,408	$4,459,566	$723,303	$4,264,244	$753,013	$3,154,096	$737,721
9.b	Dollar Value of accounts reported above without an active DPA	$5,827,769	$1,274,348	$7,577,221	$2,752,912	$9,873,882	$6,439,753	$11,829,371	$9,373,609	$11,032,038	$9,343,863	$10,697,686	$9,231,722	$9,150,654	$6,899,297	$7,377,127	$3,707,280	$7,902,530	$2,735,259	$11,598,451	$2,128,738	$12,509,662	$1,945,801	$12,059,965	$2,064,299	$9,857,079	$2,576,526
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	12,417	2,984	10,800	4,944	10,528	6,510	12,189	9,742	13,888	10,980	14,028	10,855	14,001	10,834	13,213	9,010	12,073	7,085	12,785	6,888	15,056	6,452	15,823	6,389	16,509	7,116
10.a	Number of accounts reported above that have an active DPA	2,013	511	1,167	476	1,196	667	1,683	1,376	1,823	1,742	1,509	1,493	1,688	1,537	1,340	1,036	1,137	615	1,356	472	1,956	415	1,880	404	1,653	426
10.b	Number of accounts reported above without an active DPA	10,404	2,473	9,633	4,468	9,332	5,843	10,506	8,366	12,065	9,238	12,519	9,362	12,313	9,297	11,873	7,974	10,936	6,470	11,429	6,416	13,100	6,037	13,943	5,985	14,856	6,690
11	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	$6,937,377	$1,256,146	$5,665,886	$1,616,604	$6,045,347	$2,213,299	$8,000,636	$5,042,588	$9,526,566	$7,251,585	$9,108,085	$7,512,227	$9,213,948	$7,780,019	$7,733,371	$5,992,040	$6,251,335	$3,577,669	$6,272,435	$2,401,699	$8,705,252	$1,960,739	$9,756,186	$1,739,007	$9,813,369	$1,881,188
11.a	Dollar Value of accounts reported above that have an active DPA	$2,744,401	$505,539	$1,844,903	$526,844	$1,861,393	$621,808	$2,476,620	$1,350,799	$2,943,611	$1,944,325	$2,766,622	$1,997,845	$3,306,801	$2,449,082	$2,894,189	$2,056,059	$2,330,771	$1,279,501	$2,539,746	$900,469	$3,509,531	$755,303	$3,804,483	$652,254	$3,466,223	$619,081
11.b	Dollar Value of accounts reported above without an active DPA	$4,192,976	$750,607	$3,820,983	$1,089,759	$4,183,954	$1,591,491	$5,524,017	$3,691,788	$6,582,955	$5,307,260	$6,341,463	$5,514,382	$5,907,147	$5,330,936	$4,839,182	$3,935,981	$3,920,564	$2,298,169	$3,732,688	$1,501,230	$5,195,721	$1,205,436	$5,951,703	$1,086,753	$6,347,146	$1,262,107
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	37,176	23,656	38,395	23,122	38,077	23,149	37,570	23,128	39,632	25,897	42,687	28,959	43,055	29,986	44,626	31,927	45,027	32,784	43,393	31,832	43,748	31,279	46,019	30,259	49,179	29,552
12.a	Number of accounts reported above that have an active DPA	14,054	9,644	12,145	7,880	11,386	6,382	11,313	6,159	11,857	6,653	12,549	7,482	14,505	9,362	15,909	10,946	16,114	11,461	17,647	11,754	17,107	11,505	17,504	11,250	16,676	9,889
12.b	Number of accounts reported above without an active DPA	23,122	14,012	26,250	15,242	26,691	16,767	26,257	16,969	27,775	19,244	30,138	21,477	28,550	20,624	28,717	20,981	28,913	21,323	25,746	20,078	26,641	19,774	28,515	19,009	32,503	19,663
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	$35,249,853	$19,905,079	$36,464,343	$18,832,070	$36,549,492	$18,190,941	$36,853,461	$17,729,647	$39,613,311	$20,058,114	$43,519,121	$23,581,384	$45,332,708	$25,817,936	$48,186,297	$28,901,590	$49,519,037	$30,479,446	$47,940,176	$29,511,064	$47,509,409	$28,232,515	$48,978,719	$26,682,693	$52,030,349	$25,200,579
13.a	Dollar Value of accounts reported on above that have an active DPA	$13,590,220	$7,799,796	$11,613,356	$6,309,545	$10,800,282	$5,090,416	$10,902,552	$4,782,427	$11,852,993	$5,222,209	$13,223,398	$6,025,542	$15,873,955	$7,774,784	$18,090,086	$9,916,155	$18,419,201	$10,743,473	$20,345,944	$11,075,641	$19,393,700	$10,479,696	$18,644,891	$9,005,755
13.b	Dollar value of accounts reported above without an active DPA	$21,659,632	$12,105,284	$24,850,987	$12,522,525	$25,749,210	$13,100,525	$25,950,910	$12,947,220	$27,760,319	$14,835,905	$30,295,723	$17,555,842	$29,458,753	$18,043,152	$30,096,211	$18,985,434	$31,099,836	$19,735,973	$27,594,231	$18,435,424	$28,115,709	$17,457,978	$29,790,975	$16,202,997	$33,385,458	$16,194,823
14	Total Number of delinquent accounts	75,456	35,714	77,630	45,089	78,901	51,426	83,527	56,769	86,219	58,979	88,304	60,481	88,344	59,070	88,467	57,220	90,435	56,785	94,832	55,529	97,162	53,993	99,918	54,102	100,080	54,883
14.a	Number of accounts reported above that have an active DPA	16,981	10,516	14,119	8,737	13,708	7,926	14,257	8,666	14,646	9,319	14,914	9,736	17,008	11,480	17,889	12,312	17,938	12,358	20,142	12,472	20,277	12,168	20,403	11,920	19,003	10,582
14.b	Number of accounts reported above without an active DPA	58,475	25,198	63,511	36,352	65,193	43,500	69,270	48,103	71,573	49,660	73,390	50,745	71,336	47,590	70,578	44,908	72,497	44,427	74,690	43,057	76,885	41,825	79,515	42,182	81,077	44,301
15	Total Dollar Value of delinquent accounts	$50,373,613	$23,082,500	$52,008,118	$24,061,908	$55,231,319	$28,357,948	$59,962,364	$34,313,630	$63,237,035	$38,869,695	$66,382,037	$42,572,664	$66,729,750	$42,583,405	$65,875,090	$39,901,598	$66,367,867	$37,819,835	$69,824,191	$34,842,909	$73,183,889	$32,862,357	$75,059,114	$31,239,011	$74,854,893	$30,396,014
15.a	Dollar Value of accounts reported above that have an active DPA	$18,693,236	$8,952,261	$15,758,927	$7,696,711	$15,424,272	$7,226,179	$16,658,066	$8,301,012	$17,861,723	$9,382,668	$19,047,165	$10,270,718	$22,213,196	$12,310,018	$23,562,569	$13,272,903	$23,444,937	$13,050,434	$26,898,819	$12,777,517	$27,362,797	$12,233,142	$27,256,470	$11,884,963	$25,265,210	$10,362,557
15.b	Dollar Value of accounts reported above without an active DPA	$31,680,377	$14,130,239	$36,249,191	$16,365,197	$39,807,046	$21,131,769	$43,304,298	$26,012,618	$45,375,312	$29,487,027	$47,334,872	$32,301,946	$44,516,553	$30,273,386	$42,312,521	$26,628,695	$42,922,930	$24,769,401	$42,925,372	$22,065,392	$45,821,092	$20,609,215	$47,802,643	$19,354,049	$49,589,683	$20,033,457
16	Total Dollar Value of current accounts	$29,083,085	$7,835,857	$48,703,520	$31,604,682	$56,525,766	$41,053,693	$46,028,001	$35,336,685	$46,122,949	$35,213,806	$39,609,074	$25,140,776	$35,156,953	$16,086,423	$39,223,924	$11,560,708	$55,742,061	$9,228,655	$59,690,543	$9,137,635	$58,449,142	$10,285,358	$44,193,316	$11,226,401	$46,827,177	$22,098,407
17	Total Active and Pending Final A/R	$79,456,698	$30,918,357	$100,711,639	$55,666,590	$111,757,085	$69,411,641	$105,990,364	$69,650,311	$109,359,784	$74,083,502	$105,991,110	$67,713,439	$101,886,703	$58,669,827	$105,099,013	$51,462,306	$119,109,928	$47,048,490	$129,514,734	$43,980,544	$131,633,031	$43,147,715	$119,252,430	$42,465,412	$121,682,071	$52,494,421
	Collection Agencies																										
18	Number of cases referred to collection agencies	2,093	1,292	1,618	1,147	1,399	853	1,555	1,143	1,475	1,072	1,538	1,094	1,698	1,117	1,757	1,149	2,149	1,430	2,362	1,697	1,909	1,388	2,078	1,409	911	588
	Payment Plans																										
19	Number of new payments plans, not including AMP	3,188	1,570	3,096	1,653	4,446	2,788	4,247	3,355	4,977	3,866	4,307	3,318	6,585	5,064	5,976	4,187	5,533	3,689	11,703	3,590	5,676	3,059	7,000	3,141	4,396	2,201
20	Number of payment plans defaulted	4,888	2,383	5,361	2,976	5,312	3,864	3,814	2,524	4,278	2,895	4,168	2,789	5,061	3,410	4,766	2,906	5,525	3,383	4,445	3,297	5,212	3,194	6,980	3,569	5,504	3,071
21	Number of active payment agreements	15,440	9,557	13,926	8,659	12,976	7,398	13,411	8,093	14,339	9,138	14,115	9,222	15,914	10,751	17,243	11,803	16,441	11,309	18,143	11,175	19,361	11,551	18,914	10,906	17,927	10,019
21.a	Number of Active Step-down agreements	2,492	1,461	2,244	1,279	2,290	1,304	2,490	1,661	2,670	1,996	2,652	2,209	3,465	2,953	3,776	3,238	3,629	2,920	3,145	2,743	3,778	2,789	3,881	2,358	3,774	2,042
21.b	Number of Active non-Step plans	12,918	8,084	11,661	7,368	10,665	6,082	10,888	6,422	11,646	7,134	11,437	7,003	12,420	7,788	13,428	8,552	12,778	8,365	14,970	8,415	15,583	8,762	15,033	8,548	14,153	7,977
21.c	Number of regulatory order non-Step plans	29	11	20	11	20	11	22	10	23	8	26	10	29	10	39	13	34	24	28	17	0	0	0	0	0	0
21.d	Number of Commission sanctioned "October Rule" payment plans	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Number of new budget plans, not including AMP	735	432	865	554	1,384	1,052	966	751	867	640	729	544	829	564	631	374	816	352	1,042	401	775	324	771	317	614	344
	Shut-Offs																										
23	Number of Accounts Sent Notice of Disconnection for non-payment	20,637	8,375	25,541	10,656	33,487	23,269	19,947	14,290	32,262	21,977	40,364	31,073	48,179	37,032	46,012	32,819	40,475	26,542	43,957	26,702	42,033	22,834	49,384	24,688	28,073	14,013
24	Number of Service Disconnections for non-payment	0	38	0	31	0	35	0	27	0	46	110	166	776	661	1,230	959	1,190	1,277	1,959	1,323	1,444	767	2,419	874	3	7
24.a	Number of Service Disconnections for non-payment on accounts with NO special protection	0	38	0	31	0	35	0	27	0	46	110	166	776	661	1,230	959	1,190	1,277	1,959	1,323	1,444	767	2,419	874	3	7
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
24.c	Number of Service Disconnections for non-payment in excess of $1000	0	29	0	25	0	30	0	26	0	44	101	143	646	547	860	670	813	843	1,268	827	841	421	1,464	457	1	7
24.d	Ratio of service disconnections for nonpayment to total Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%	0.3%	0.3%	0.4%	0.3%	0.5%	0.4%	0.5%	0.3%	0.3%	0.5%	0.3%	0.0%	0.0%
25	Average balance of Service Disconnections for non-payment	$0	$1,971	$0	$2,150	$0	$2,037	$0	$2,723	$0	$3,210	$3,480	$2,300	$2,942	$2,270	$2,211	$1,950	$2,186	$1,784	$1,856	$1,591	$1,833	$1,576	$1,874	$1,481	$1,072	$3,104
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	$0	$1,971	$0	$2,150	$0	$2,037	$0	$2,723	$0	$3,210	$3,480	$2,300	$2,942	$2,270	$2,211	$1,950	$2,186	$1,784	$1,856	$1,591	$1,833	$1,576	$1,874	$1,481	$1,072	$3,104
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
	Restorations																										
26	Number of Service Restorations within 7 days of termination	0	35	0	23	0	31	0	19	0	35	98	143	672	511	1,096	769	1,048	934	1,737	992	1,301	602	2,103	597	3	7
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection	0	35	0	23	0	31	0	19	0	35	98	143	672	511	1,096	769	1,048	934	1,737	992	1,301	602	2,103	597	3	7
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Average balance of of service restorations	$0	$1,918	$0	$2,039	$0	$1,736	$0	$2,174	$0	$3,069	$3,165	$2,123	$2,571	$2,036	$1,881	$1,594	$1,900	$1,539	$1,662	$1,380	$1,607	$1,365	$1,722	$1,259	$1,768	$3,235
27.a	Average balance of of service restorations on accounts with NO special protection	$0	$1,918	$0	$2,039	$0	$1,736	$0	$2,174	$0	$3,069	$3,165	$2,123	$2,571	$2,036	$1,881	$1,594	$1,900	$1,539	$1,662	$1,380	$1,607	$1,365	$1,722	$1,259	$1,768	$3,235
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	$0	$0	$0	$0	$0	$0
28	Average duration of service disconnection for Service Restorations within 7 days of termination	0.0	2.0	0.0	2.0	0.0	2.0	0.0	2.0	0.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0
	Write-Offs																										
29	Number of Accounts Classified as Written-Off	1,718	1,247	1,873	1,271	1,774	1,153	1,468	938	1,245	804	1,084	722	1,363	958	1,446	1,041	1,444	988	1,884	1,174	1,748	1,255	1,854	1,286	1,409	1,063
29.a	Number of Residential Accounts Classified as Written-Off	1,572	1,173	1,745	1,210	1,599	1,074	1,294	876	1,109	746	967	679	1,255	900	1,279	978	1,341	911	1,782	1,117	1,633	1,167	1,739	1,188	1,304	1,004
29.b	Number of Commercial and Industrial Classified as Written-Off	146	74	128	61	175	79	174	62	136	58	117	43	108	58	167	63	103	77	102	57	115	88	115	98	105	59
30	Dollar Value of Accounts Classified as Written-Off	$1,947,889	$1,187,510	$1,958,878	$1,010,257	$1,908,440	$896,753	$1,567,540	$801,086	$1,350,294	$512,217	$1,139,844	$599,135	$1,208,009	$805,386	$1,572,425	$977,917	$1,435,676	$961,134	$1,938,713	$1,130,094	$1,861,563	$1,403,478	$2,032,617	$1,368,221	$1,651,977	$1,047,648
30.a	Dollar Value of Residential Accounts Classified as Written-Off	$1,526,298	$1,114,677	$1,725,052	$937,348	$1,481,687	$798,732	$1,158,540	$747,580	$898,708	$478,999	$814,998	$490,866	$933,707	$691,664	$1,060,106	$880,889	$1,154,718	$801,745	$1,760,937	$1,029,537	$1,605,557	$1,302,239	$1,755,073	$1,257,429	$1,450,024	$1,041,436
30.b	Dollar Value of Commercial and Industrial Classified as Written-Off	$421,591	$72,833	$233,826	$72,909	$426,753	$98,022	$408,828	$53,506	$451,585	$33,219	$324,846	$78,310	$274,303	$113,542	$512,319	$98,548	$280,958	$159,389	$177,777	$100,557	$277,544	$101,238	$277,544	$110,792	$201,954	$46,212
31	Dollar Value of write-off recoveries	$753,817	$536,753	$433,262	$258,120	$633,040	$246,595	$543,502	$278,792	$507,180	$305,071	$396,005	$309,695	$473,327	$245,639	$447,528	$194,659	$356,578	$207,042	$366,866	$247,995	$350,075	$240,292	$548,931	$453,781	$542,978	$281,160
31.a	Dollar Value of Residential write-off recoveries	$597,344	$483,950	$306,208	$247,944	$510,229	$241,104	$498,439	$261,656	$486,637	$282,430	$352,003	$289,778	$414,871	$227,290	$357,731	$185,126	$306,731	$207,042	$366,866	$247,995	$350,075	$240,292	$548,931	$453,781	$542,978	$281,160
31.b	Dollar value of Commercial and Industrial write-off recoveries	$156,473	$52,803	$127,054	$10,177	$126,291	$5,494	$45,062	$17,136	$20,542	$22,641	$43,997	$19,917	$30,457	$54,198	$29,847	$11,383	$42,958	$4,884	$37,284	$11,518	$38,135	$18,519	$42,850	$51,040	$49,458	$64,079
32	Dollar value of NET A/R Write-Offs	$1,194,072	$650,757	$1,525,616	$752,137	$1,371,236	$650,155	$1,024,039	$522,294	$843,114	$207,146	$743,840	$259,440	$735,682	$560,113	$1,177,346	$787,263	$1,039,251	$742,710	$1,528,889	$877,215	$1,474,204	$1,151,667	$1,402,567	$872,863	$1,199,458	$606,470
32.a	Dollar Value of Residential NET A/R Write-Offs	$928,954	$630,727	$1,318,844	$689,405	$971,459	$557,627	$660,273	$485,925	$412,070	$186,169	$462,395	$201,087	$491,836	$450,769	$747,071	$695,763	$788,140	$594,703	$1,394,071	$781,542	$1,255,481	$1,061,947	$1,206,139	$805,692	$1,020,709	$604,274
32.b	Dollar Value of Commercial and Industrial NET A/R Write-Offs	$265,117	$20,030	$206,772	$62,732	$399,777	$92,527	$363,766	$36,370	$431,043	$20,977	$281,445	$58,393	$243,846	$109,345	$430,275	$91,500	$251,111	$148,007	$134,818	$95,673	$218,722	$89,721	$196,428	$67,172	$178,749	$2,205

		Nov-22		Dec-22		Jan-23		Feb-23		Mar-23		Apr-23		May-23		Jun-23		Jul-23		Aug-23		Sep-23		Oct-23		Nov-23	
		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
	Low Income Discount Rate																										
33	Number of Low-Income Accounts	37,132	22,456	39,042	23,333	38,489	23,185	38,510	23,301	39,220	23,025	39,924	23,713	40,150	24,401	39,134	24,001	38,551	23,746	39,605	24,309	39,069	23,791	38,840	23,113	38,167	23,007
33.a	Number of Accounts (no rider)	31,811	19,135	33,512	19,899	32,982	19,762	32,782	19,728	33,710	19,558	34,211	20,139	34,379	20,791	33,580	20,551	33,117	20,432	34,144	20,998	33,632	20,495	33,308	19,831	32,681	19,704
33.b	Number of Accounts (with rider)	5,321	3,321	5,530	3,434	5,507	3,423	5,728	3,573	5,510	3,467	5,713	3,574	5,771	3,610	5,554	3,450	5,434	3,314	5,461	3,311	5,437	3,296	5,532	3,282	5,486	3,303
34	Percent of customers on the low-income discount	8.4%	9.1%	8.8%	9.4%	8.6%	9.3%	8.6%	9.4%	8.8%	9.3%	8.9%	9.5%	9.0%	9.8%	8.7%	9.7%	8.6%	9.5%	8.8%	9.8%	8.7%	9.5%	8.6%	9.2%	8.5%	9.2%
35	Total receipts	$2,562,653	$462,428	$2,817,451	$561,277	$1,433,802	$1,614,164	$1,881,701	$2,909,720	$1,786,008	$2,168,341	$1,682,457	$2,020,438	$2,463,216	$2,461,829	$2,400,624	$1,747,679	$2,275,251	$1,135,253	$3,441,420	$1,036,664	$3,312,233	$664,861	$3,424,938	$1,929,756	$3,964,965	$694,072
36	Total receipts paid by LIHEAP	$930	$0	$0	$205	$96,295	$320,683	$1,400,559	$452,586	$140,787	$711,182	$120,799	$802,096	$187,754	$1,068,747	$144,485	$784,929	$55,732	$375,584	$54,407	$278,070	$7,501	$16,885	$6,695	$8,441	$7,258	$68,997
36.a	Total receipts paid by Regular LIHEAP	$930	$0	$0	$205	$96,295	$320,683	$1,397,551	$449,355	$140,787	$711,182	$105,593	$790,871	$173,648	$1,053,889	$137,683	$779,402	$50,852	$370,165	$51,409	$276,749	$6,501	$16,885	$5,620	$7,441	$7,258	$68,997
36.b	Total receipts paid by Crisis LIHEAP	$0	$0	$0	$0	$0	$0	$3,008	$3,231	$0	$0	$15,206	$11,225	$14,106	$14,858	$6,801	$5,527	$4,880	$5,419	$2,998	$1,321	$1,000	$0	$1,075	$1,000	$0	$0
37	Total number of customers receiving a LIHEAP payment for the month	2		0	1	361	813	3,688	1,374	365	1,833	369	2,091	736	2,726	461	2,020	178	970	160	711	16	44	10	19	19	175
38	Total billed	$3,418,838	$1,518,458	$3,809,298	$2,851,830	$4,800,932	$4,130,176	$3,703,385	$3,521,545	$3,930,559	$3,410,696	$3,476,717	$2,545,899	$2,889,314	$1,608,389	$2,688,916	$1,153,151	$3,769,884	$879,804	$4,083,588	$771,433	$3,907,116	$829,871	$3,106,717	$946,502	$3,317,718	$1,719,920
	Delinquency																										
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	1,677	882	1,829	1,934	1,952	2,914	2,149	2,555	2,112	1,899	2,716	1,913	2,769	1,698	2,693	1,379	2,768	1,218	3,542	1,164	3,997	1,330	3,540	1,231	2,714	1,408
39.a	Number of accounts reported above that have an active DPA	216	85	197	58	223	199	215	184	197	160	157	131	172	119	121	70	126	43	229	35	259	35	170	34	166	46
39.b	Number of accounts reported above without an active DPA	1,461	797	1,632	1,876	1,729	2,715	1,934	2,371	1,915	1,739	2,559	1,782	2,597	1,579	2,572	1,309	2,642	1,175	3,313	1,129	3,738	1,295	3,370	1,197	2,548	1,362
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	$103,565	$38,366	$143,106	$76,914	$186,466	$270,774	$298,116	$335,946	$233,042	$231,172	$283,242	$223,763	$245,399	$147,174	$195,043	$83,586	$215,613	$51,693	$389,442	$61,192	$391,871	$57,254	$343,982	$57,211	$254,647	$83,219
40.a	Dollar value of accounts reported above that have an active DPA	$23,114	$3,884	$32,704	$4,448	$29,925	$26,414	$40,853	$29,149	$30,822	$23,935	$37,992	$22,171	$27,394	$19,326	$22,482	$6,324	$15,105	$4,179	$43,278	$10,515	$38,530	$5,493	$26,240	$2,498	$18,972	$5,265
40.b	Dollar value of accounts reported above without an active DPA	$80,451	$34,483	$110,402	$72,466	$156,541	$244,360	$257,263	$306,797	$202,220	$207,237	$245,250	$201,592	$218,005	$127,848	$172,561	$77,262	$200,508	$47,514	$346,164	$50,677	$353,341	$51,762	$317,742	$54,713	$235,675	$77,954
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,304	457	954	786	1,004	1,198	1,225	1,747	1,460	1,712	1,598	1,394	1,660	1,324	1,603	1,093	1,555	862	1,572	735	2,065	718	2,344	733	2,006	727
41.a	Number of accounts reported above that have an active DPA	372	113	233	104	247	134	292	232	323	248	278	220	312	286	271	228	264	128	297	87	428	72	446	73	353	78
41.b	Number of accounts reported above without an active DPA	932	344	721	682	757	1,064	933	1,515	1,320	1,464	1,320	1,174	1,348	1,038	1,332	865	1,291	734	1,275	648	1,637	646	1,898	660	1,653	649
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	$246,652	$51,282	$236,323	$110,471	$284,277	$219,700	$401,634	$510,271	$493,310	$519,622	$457,172	$412,066	$399,712	$350,523	$295,222	$184,402	$281,970	$105,861	$338,757	$67,560	$489,820	$78,329	$541,554	$74,859	$405,014	$80,702
42.a	Dollar value of accounts reported above that have an active DPA	$76,197	$12,892	$58,113	$14,685	$77,913	$30,814	$107,135	$82,207	$129,641	$91,163	$107,256	$85,534	$126,096	$103,381	$71,659	$63,158	$81,213	$20,007	$84,923	$13,596	$138,849	$23,371	$138,737	$17,843	$92,624	$11,402
42.b	Dollar value of accounts reported above without an active DPA	$170,455	$38,390	$178,210	$95,786	$206,364	$188,886	$294,499	$428,064	$363,669	$428,459	$349,916	$326,532	$273,616	$247,142	$223,564	$121,243	$200,757	$85,854	$253,834	$53,964	$350,972	$54,958	$402,817	$57,016	$312,390	$69,300
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	6,407	4,952	6,426	5,410	6,268	5,551	6,138	5,384	6,557	5,797	7,500	6,447	8,047	6,557	8,091	6,303	8,328	6,407	9,035	6,652	9,067	6,453	9,698	6,202	10,059	6,188
43.a	Number of accounts reported above that have an active DPA	2,045	1,619	1,802	1,349	1,705	977	1,680	973	1,751	978	1,965	1,234	3,117	2,235	3,557	2,633	3,386	2,575	4,221	2,843	4,361	2,949	4,277	2,706	4,097	2,362
43.b	Number of accounts reported above without an active DPA	4,362	3,333	4,624	4,061	4,563	4,574	4,458	4,411	4,806	4,819	5,535	5,213	4,930	4,322	4,534	3,670	4,942	3,832	4,814	3,809	4,706	3,504	5,421	3,496	5,962	3,826
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	$5,857,783	$3,291,881	$6,413,146	$3,862,147	$6,906,364	$4,506,082	$7,543,112	$5,198,991	$8,436,784	$5,960,481	$9,759,039	$6,918,832	$10,468,765	$7,222,508	$10,331,527	$6,685,603	$10,497,132	$6,453,723	$11,724,682	$6,449,946	$12,119,886	$6,002,868	$12,868,413	$5,718,885	$13,173,155	$5,692,952
44.a	Dollar value of accounts reported above that have an active DPA	$1,806,481	$936,333	$1,655,014	$855,387	$1,652,162	$801,379	$1,829,053	$946,733	$1,971,837	$1,010,761	$2,331,327	$1,303,787	$4,096,975	$2,401,332	$4,596,161	$2,740,375	$4,226,199	$2,584,823	$5,444,878	$2,693,643	$5,720,387	$2,763,390	$5,547,151	$2,495,939	$5,198,067	$2,151,160
44.b	Dollar value of accounts reported above without an active DPA	$4,051,301	$2,355,548	$4,758,132	$3,006,760	$5,254,178	$3,704,704	$5,714,059	$4,252,257	$6,464,947	$4,949,719	$7,427,712	$5,615,045	$6,371,790	$4,821,175	$5,735,366	$3,945,228	$6,270,932	$3,868,900	$6,279,804	$3,756,302	$6,399,499	$3,239,478	$7,321,262	$3,222,946	$7,975,088	$3,541,793
45	Total Number of low-income delinquent accounts	9,388	6,291	9,209	8,130	9,224	9,663	9,512	9,686	10,129	9,408	11,814	9,754	12,476	9,579	12,387	8,775	12,651	8,487	14,149	8,551	15,129	8,166	15,582	8,323	14,779	8,323
45.a	Number of accounts reported above that have an active DPA	2,633	1,817	2,232	1,511	2,175	1,310	2,187	1,389	2,271	1,386	2,400	1,585	3,601	2,640	3,949	2,931	3,776	2,746	4,747	2,965	5,048	3,056	4,893	2,813	4,616	2,486
45.b	Number of accounts reported above without an active DPA	6,755	4,474	6,977	6,619	7,049	8,353	7,325	8,297	7,858	8,022	9,414	8,169	8,875	6,939	8,438	5,844	8,875	5,741	9,402	5,586	10,081	5,445	10,689	5,353	10,163	5,837
46	Total Dollar Value of low-income delinquent accounts	$6,208,000	$3,381,529	$6,792,575	$4,049,532	$7,377,083	$4,996,557	$8,242,862	$6,045,208	$9,163,135	$6,711,274	$10,499,453	$7,554,661	$11,113,876	$7,720,205	$10,821,792	$6,953,590	$10,994,715	$6,611,276	$12,452,882	$6,578,698	$13,001,577	$6,138,452	$13,753,949	$5,850,955	$13,832,816	$5,856,873
46.a	Dollar value of accounts reported above that have an active DPA	$1,905,793	$953,109	$1,745,830	$874,520	$1,760,000	$858,606	$1,977,041	$1,058,089	$2,132,299	$1,125,859	$2,476,575	$1,411,492	$4,250,465	$2,524,039	$4,690,301	$2,809,857	$4,322,518	$2,609,009	$5,573,079	$2,717,755	$5,897,766	$2,792,254	$5,712,128	$2,516,280	$5,309,663	$2,167,827
46.b	Dollar value of accounts reported above without an active DPA	$4,302,207	$2,428,420	$5,046,745	$3,175,012	$5,617,083	$4,137,950	$6,265,822	$4,987,119	$7,030,836	$5,585,415	$8,022,878	$6,143,169	$6,863,411	$5,196,165	$6,131,491	$4,143,733	$6,672,197	$4,002,268	$6,879,802	$3,860,944	$7,103,811	$3,346,198	$8,041,821	$3,334,675	$8,523,153	$3,689,046
	Shut-Offs																										
47	Number of low-income Accounts Sent Notice of Disconnection	48	31	341	180	3,693	3,821	84	116	190	102	4,049	4,306	6,055	5,826	5,396	4,447	5,122	3,823	5,476	3,710	5,486	3,344	6,691	3,598	134	76
48	Number of low-income Service Disconnections for Non-Payment	0	0	0	0	0	0	0	0	0	0	0	0	195	124	228	166	176	177	408	204	252	123	403	117	0	0
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%	0.6%	0.7%	0.5%	0.7%	1.0%	0.8%	0.6%	0.5%	1.0%	0.5%	0.0%	0.0%
	Restorations																										
50	Number of low-income Service Restorations for non-payment	0	0	0	0	0	0	0	0	0	0	0	0	159	47	206	99	156	107	355	120	235	83	377	109	0	0
51	Average duration of low-income service disconnection for restored accounts	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	3	0	0	0	0	0	0	0	3	0	0
	Write-Off																										
52	Number of low-income accounts Classified as Written-Off	184	146	165	105	154	122	131	131	106	102	112	104	153	126	146	143	143	114	247	148	200	154	200	174	161	153
53	Dollar Value of low income accounts classified as written-off	$130,953	$79,079	$121,848	$59,529	$118,226	$90,958	$133,364	$75,276	$98,199	$51,780	$93,266	$71,780	$132,516	$109,573	$156,214	$117,585	$163,569	$97,517	$398,189	$151,471	$282,043	$196,633	$296,808	$218,978	$202,498	$185,808
54	Dollar Value of low-income write-off recoveries	$210,345	$121,322	$81,346	$33,742	$120,101	$32,615	$91,771	$30,775	$89,421	$50,701	$66,488	$43,982	$103,079	$61,527	$41,545	$20,013	$61,210	$31,007	$53,647	$40,978	$92,380	$37,000	$61,344	$76,887	$60,332	$46,259
55	Dollar value of NET low-income A/R Write-Offs	-$79,391	-$42,243	$40,501	$25,787	-$1,876	$58,343	$41,593	$44,501	$8,778	$619	$26,778	$27,798	$29,437	$48,047	$114,670	$97,572	$102,359	$66,510	$344,542	$110,493	$189,664	$159,633	$235,464	$142,092	$142,166	$139,549

		Nov-22 Electric	Nov-22 Gas	Dec-22 Electric	Dec-22 Gas	Jan-23 Electric	Jan-23 Gas	Feb-23 Electric	Feb-23 Gas	Mar-23 Electric	Mar-23 Gas	Apr-23 Electric	Apr-23 Gas	May-23 Electric	May-23 Gas	Jun-23 Electric	Jun-23 Gas	Jul-23 Electric	Jul-23 Gas	Aug-23 Electric	Aug-23 Gas	Sep-23 Electric	Sep-23 Gas	Oct-23 Electric	Oct-23 Gas	Nov-23 Electric	Nov-23 Gas
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	962	456	939	402	948	415	938	418	958	435	1,051	518	1,121	684	1,118	737	1,073	786	1,017	754	983	740	972	712	988	663
57	Percent of low-income customers enrolled on the AMP	2.6%	2.0%	2.4%	1.7%	2.5%	1.8%	2.4%	1.8%	2.4%	1.9%	2.6%	2.2%	2.8%	2.8%	2.9%	3.1%	2.8%	3.3%	2.6%	3.1%	2.5%	3.1%	2.5%	3.1%	2.6%	2.9%
58	Total receipts paid by enrollees	$159,407	$35,048	$158,369	$23,124	$52,766	$24,499	$49,973	$24,597	$54,704	$32,006	$50,138	$31,658	$77,708	$42,636	$106,928	$51,727	$97,610	$53,438	$129,170	$60,654	$113,843	$50,162	$126,496	$52,132	$157,022	$40,792
59	Total receipts paid by LIHEAP	$0	$0	$0	$0	$5,358	$4,680	$25,362	$42,511	$8,150	$16,034	$12,059	$31,715	$17,421	$125,063	$21,689	$93,305	$7,923	$66,561	$6,146	$34,347	$983	$923	$2,806	$1,460	$1,743	$13,105
60	Total billed to program participants, includes both arrears payment and current bill	$730,362	$169,576	$611,653	$122,227	$526,188	$105,821	$463,076	$90,096	$420,837	$88,349	$476,672	$117,017	$608,946	$210,355	$613,715	$221,652	$612,896	$260,169	$592,548	$225,182	$531,294	$196,333	$536,039	$168,288	$544,659	$167,480
61	Number of newly enrolled customers	44	28	38	10	69	57	51	59	83	52	130	94	217	249	162	149	148	119	155	119	134	86	138	73	136	72
61.a	Number of newly enrolled customers: not associated with service restoration	44	28	38	10	69	57	51	59	83	52	130	94	217	249	162	149	148	119	155	119	134	86	138	73	136	72
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	90	52	61	60	65	66	53	50	51	34	49	28	73	66	71	62	92	67	114	114	99	95	112	112	116	99
62.a	Number of customers exited the program by default	57	38	42	54	48	56	34	42	32	25	21	22	27	40	36	30	59	41	73	98	72	76	90	95	90	86
62.b	Number of customers exited the program by cancellation	33	14	19	6	17	10	19	8	19	9	28	6	46	26	35	32	33	26	41	16	27	19	22	17	26	13
63	Number of customers successfully completing a 12-month program	10	5	6	3	7	1	11	4	13	4	27	6	95	39	96	31	124	29	122	26	71	14	58	11	12	4
63.a	Number of customers successfully completing a 12-month program with remaining arrears	10	5	6	3	7	1	11	4	13	4	27	6	95	39	96	31	124	29	122	26	71	14	58	11	12	4
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	418	245	347	208	357	210	359	226	419	278	520	345	685	503	792	586	815	610	836	622	879	626	886	578	876	518
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	$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	$1,414,856	$793,502	$1,587,946	$882,067	$1,665,292	$883,307	$1,689,822	$850,784	$1,700,329	$837,509	$1,648,254	$781,184	$1,656,731	$775,149
66	Number of AMP program participants receiving LIHEAP	0	0	0	0	7	6	31	54	9	19	16	41	24	148	27	114	10	79	8	41	1	1	2	2	2	16
67	Percent of AMP customers receiving LIHEAP payments	0.0%	0.0%	0.0%	0.0%	0.7%	1.4%	3.3%	12.9%	0.9%	4.4%	1.5%	7.9%	2.1%	21.6%	2.4%	15.5%	0.9%	10.1%	0.8%	5.4%	0.1%	0.1%	0.2%	0.3%	0.2%	2.4%

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

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_____   December 21, 2023
Joanne M. Scanlon   Date

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