

June 23, 2020

BY ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket 5022 - Suspension of Service Terminations and Certain Collections Activities
During the COVID-19 Emergency
Response to PUC's Weekly Data Request**

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed the Company's response to the PUC's Weekly Data Request in the above-referenced matter.

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

Sincerely,



Raquel J. Webster

Enclosure

cc: Docket 5022 Service List
Jon Hagopian, Esq.
John Bell, Division
Linda George, Division

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

PUC 1-1

Request:

Please provide the following information on a weekly basis for the period commencing March 2020 (Please provide in the format provided to the Massachusetts Department of Public Utilities – referenced in Cargill Hearing Officer Memorandum dated April 9, 2020).

- Total Number of Customers
- Revenues (\$)
- Sales (kWh Electric/Therms Gas)
- Age Arrearages/Unpaid Bills
 - Arrears 30 Days - 60 Days
 - Arrears 60 Days – 90 Days
 - Arrears 90 Days >

- Number of Customers Eligible for Termination of Service (Shut-Off) Unpaid Bill
- Number of Customers on Arrearage Management Plan
- Number of Customers on Payment Plan
- Uncollected Accounts/Arrearages
- Sort by Rate Class:
 - Residential
 - Residential Low-Income
 - Small Commercial and Industrial (“C&I”)
 - Medium C&I
 - Large C&I

- Historic Comparisons -12 Months’ Historic Data
 - Variance in dollars
 - Variance percentage

Response:

Per the PUC’s request, the Company is providing a PDF version of Attachment PUC 1-1. The Company has also provided the Excel document attached as Attachment PUC 1-1.

| | 2019 | | | | | | | | | | | | 2020 | | | | | 2019 / 2020 Variance (Percent Change) | | | | | | | 2019 / 2020 Variance (Amount Change) | | | | | | | |
|---|-------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-----|---------------------------------------|---------------|----------------|----------------|------|-----|-----|--------------------------------------|--------------------|--------------------|-----|-----|-----|-----|-----|
| | Mar | Apr | May | Jun | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | 6/20/2020 | Jul | Aug | Sep | Mar | Apr | May | Jun | Jul | Aug | Sep | Mar | Apr | May | Jun | Jul | Aug |
| Medium C&I | | | | | | | | | | | | | | | | | | | | 0.0% | 0.0% | 0.0% | | | | 0 | 0 | 0 | | | | |
| Large C&I | | | | | | | | | | | | | | | | | | | | 0.0% | 0.0% | 0.0% | | | | 0 | 0 | 0 | | | | |
| Total | 1,625 | 1,745 | 2,077 | 2,235 | 2,294 | 2,396 | 2,405 | 2,371 | 2,252 | 2,083 | 1,969 | 1,864 | 1,848 | 1,858 | 1,755 | 1,687 | | | 13.7% | 6.5% | -15.5% | | | | 223 | 113 | (322) | | | | | |
| Customers Disconnected for Non-Payment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | | 184 | 838 | 1,119 | 714 | 1,174 | 1,230 | 666 | 1 | 1 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 0.0% | -100.0% | -100.0% | | | | 6 | (184) | (838) | | | | | |
| Low Income Residential | | 25 | 274 | 349 | 205 | 344 | 244 | 196 | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.0% | -100.0% | -100.0% | | | | 1 | (25) | (274) | | | | | |
| Small C&I | | 20 | 47 | 25 | 36 | 23 | 29 | 29 | 14 | 48 | 28 | 18 | 15 | 4 | 4 | 4 | 4 | 4 | -80.0% | -100.0% | -100.0% | | | | (16) | (47) | (25) | | | | | |
| Medium C&I | | 1 | 5 | 3 | 4 | 4 | 4 | 4 | 2 | 2 | 2 | 1 | 2 | 3 | 3 | 3 | 3 | 3 | 200.0% | -100.0% | -100.0% | | | | 2 | (5) | (3) | | | | | |
| Large C&I | | | | | | | | | | | | | | | | | | | 0.0% | 0.0% | 0.0% | | | | 0 | 0 | 0 | | | | | |
| Total | 21 | 261 | 1,140 | 1,508 | 946 | 1,551 | 1,505 | 881 | 51 | 31 | 19 | 25 | 14 | 0 | 0 | 0 | | | -33.3% | -100.0% | -100.0% | | | | (7) | (261) | (1,140) | | | | | |
| Customers on Payment Plans | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | 8,238 | 8,796 | 9,709 | 10,119 | 9,713 | 9,547 | 9,925 | 10,231 | 9,675 | 9,309 | 8,841 | 9,042 | 8,200 | 5,622 | 4,731 | 4,813 | | | -0.5% | -36.1% | -51.3% | | | | (98) | (3,174) | (4,978) | | | | | |
| Low Income Residential | 2,648 | 2,746 | 3,427 | 3,747 | 3,538 | 3,555 | 3,614 | 3,693 | 3,385 | 3,100 | 2,663 | 2,386 | 2,134 | 1,657 | 1,601 | 1,637 | | | -19.4% | -39.7% | -53.3% | | | | (514) | (1,089) | (1,826) | | | | | |
| Small C&I | 136 | 162 | 182 | 176 | 171 | 172 | 145 | 158 | 188 | 187 | 201 | 179 | 148 | 106 | 169 | 237 | | | 8.8% | -34.6% | -7.1% | | | | 12 | (96) | (13) | | | | | |
| Medium C&I | 27 | 30 | 35 | 41 | 37 | 34 | 32 | 24 | 26 | 29 | 33 | 28 | 18 | 17 | 41 | 42 | | | -33.3% | -43.3% | -17.1% | | | | (9) | (13) | 6 | | | | | |
| Large C&I | 3 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | -100.0% | -66.7% | -66.7% | | | | (3) | (3) | (3) | | | | | |
| Total | 11,052 | 11,737 | 13,356 | 14,086 | 13,460 | 13,309 | 13,707 | 14,107 | 13,274 | 12,625 | 11,738 | 11,635 | 10,500 | 7,403 | 6,543 | 6,729 | | | -5.0% | -36.9% | -51.0% | | | | (552) | (4,334) | (6,819) | | | | | |
| Current A/R | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | \$30,955,905 | \$25,608,882 | \$24,214,210 | \$28,050,501 | \$35,332,063 | \$43,437,885 | \$36,535,957 | \$28,964,608 | \$28,944,286 | \$35,487,362 | \$40,109,691 | \$35,265,331 | \$31,722,305 | \$30,721,872 | \$30,670,306 | \$28,224,333 | | | 2.5% | 20.0% | 26.7% | | | | \$766,399 | 5,112,990 | 6,456,096 | | | | | |
| Low Income Residential | \$2,576,528 | \$2,146,608 | \$1,973,847 | \$2,095,656 | \$2,344,416 | \$3,020,792 | \$2,653,930 | \$2,248,411 | \$2,269,251 | \$2,757,027 | \$3,088,911 | \$2,479,572 | \$2,232,924 | \$2,227,272 | \$2,105,180 | \$1,906,138 | | | -13.3% | 3.8% | 6.7% | | | | (514,404) | 80,664 | 131,333 | | | | | |
| Small C&I | \$7,431,596 | \$6,556,675 | \$5,872,706 | \$6,449,981 | \$7,156,249 | \$7,897,689 | \$7,528,843 | \$6,451,059 | \$6,342,639 | \$7,671,336 | \$8,364,728 | \$7,831,689 | \$7,211,184 | \$6,907,526 | \$5,864,376 | \$5,743,172 | | | -3.0% | 5.4% | -0.1% | | | | (\$220,413) | 350,851 | (8,330) | | | | | |
| Medium C&I | \$12,767,530 | \$11,641,174 | \$10,810,664 | \$11,347,866 | \$12,030,758 | \$12,527,810 | \$12,330,254 | \$11,208,640 | \$10,567,197 | \$12,431,401 | \$13,672,164 | \$12,927,091 | \$11,710,033 | \$12,099,491 | \$10,666,033 | \$10,599,705 | | | -8.3% | 3.9% | -1.3% | | | | (\$1,057,497) | 458,317 | (144,631) | | | | | |
| Large C&I | \$15,252,895 | \$14,598,453 | \$12,564,331 | \$14,148,291 | \$13,826,719 | \$14,646,131 | \$15,663,749 | \$14,326,614 | \$13,951,053 | \$14,233,765 | \$14,617,621 | \$15,238,560 | \$12,527,458 | \$15,138,288 | \$13,497,589 | \$13,131,378 | | | -17.9% | 3.7% | 7.4% | | | | (\$2,725,437) | 539,835 | 933,258 | | | | | |
| Total | 68,984,255 | \$60,551,791 | \$55,435,758 | \$62,092,294 | \$70,690,204 | \$81,530,307 | \$74,712,732 | \$63,199,332 | \$61,974,425 | \$72,560,892 | \$79,853,115 | \$73,742,253 | \$65,403,904 | \$67,094,449 | \$62,803,484 | \$59,604,726 | | | -5.2% | 10.8% | 13.3% | | | | (\$3,580,351) | \$6,542,658 | \$7,367,726 | | | | | |
| Collection Effectiveness | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | 63.1% | 64.5% | 62.2% | 68.4% | 68.6% | 67.5% | 66.3% | 56.1% | 60.4% | 63.8% | 57.4% | 57.1% | 52.1% | 50.9% | 40.7% | | | | -17.3% | -21.0% | -10.9% | | | | -10.9% | -13.5% | | | | | | |
| Low Income Residential | 21.1% | 24.5% | 21.0% | 24.2% | 22.5% | 22.3% | 22.3% | 16.9% | 19.2% | 18.9% | 20.9% | 17.8% | 15.9% | 16.9% | 12.1% | | | | -24.4% | -30.8% | -7.5% | | | | -5.1% | -7.5% | | | | | | |
| Small C&I | 75.6% | 76.3% | 77.0% | 77.0% | 79.1% | 76.1% | 78.0% | 71.4% | 74.3% | 77.3% | 74.6% | 70.1% | 58.7% | 62.3% | 50.3% | | | | -22.4% | -18.4% | -16.9% | | | | -16.9% | -14.0% | | | | | | |
| Medium C&I | 85.6% | 88.2% | 88.6% | 88.7% | 89.0% | 86.8% | 88.7% | 88.7% | 84.7% | 88.1% | 86.4% | 82.9% | 70.0% | 77.2% | 65.4% | | | | -18.2% | -12.6% | -11.1% | | | | -15.6% | -11.1% | | | | | | |
| Large C&I | 89.5% | 92.3% | 91.7% | 90.8% | 94.0% | 88.2% | 95.0% | 90.3% | 88.1% | 89.3% | 91.4% | 86.9% | 85.5% | 88.2% | 81.0% | | | | -4.5% | -4.3% | -4.0% | | | | -4.0% | -4.0% | | | | | | |
| Total | 68.2% | 70.1% | 67.9% | 72.1% | 72.4% | 69.8% | 71.3% | 61.8% | 64.8% | 68.0% | 63.8% | 62.0% | 55.6% | 57.4% | 46.0% | | | | -18.5% | -18.1% | -12.7% | | | | -12.7% | -12.7% | | | | | | |

Footnotes (if necessary)
 (1) Summed on billing month rather than calendar month.
 (2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.

Company: Narragansett Electric Company (Gas Business)

GAS

Contact Information

Date: 6/20/2020

| | 2019 | | | | | | | | | | | | 2020 | | | | | 2019 / 2020 Variance (Percent Change) | | | | | | | | | 2019 / 2020 Variance (Amount Change) | | | | | | |
|---|---------------------|---------------------|---------------------|---------------------|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-----|---------------------------------------|-----|---------------|----------------|----------------|-----|-----|-----|-----|--------------------------------------|--------------------|--------------------|-----|-----|-----|-----|
| | Mar | Apr | May | Jun | July | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | 6/20/2020 | Jul | Aug | Sep | Mar | Apr | May | Jun | Jul | Aug | Sep | Mar | Apr | May | Jun | Jul | Aug | Sep |
| Medium C&I | | | | | | | | | | | | | | | | | | | | 0.0% | 0.0% | 0.0% | | | | | 0 | 0 | 0 | | | | |
| Large C&I | | | | | | | | | | | | | | | | | | | | 0.0% | 0.0% | 0.0% | | | | | 0 | 0 | 0 | | | | |
| Total | 914 | 1,040 | 1,334 | 1,461 | 1,463 | 1,485 | 1,400 | 1,338 | 1,219 | 1,113 | 1,049 | 992 | 959 | 947 | 876 | 799 | | | | 4.9% | -8.9% | -34.3% | | | | | 45 | (93) | (458) | | | | |
| Customers Disconnected for Non-Payment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | 1 | 50 | 36 | 134 | 62 | 120 | 153 | 60 | 1 | | | 17 | 15 | | | | | | | 1400.0% | -100.0% | -100.0% | | | | | 14 | (50) | (36) | | | | |
| Low Income Residential | 3 | 13 | 14 | 32 | 13 | 37 | 38 | 35 | | | | 3 | 2 | | | | | | | -33.3% | -100.0% | -100.0% | | | | | (1) | (13) | (14) | | | | |
| Small C&I | 19 | 10 | 1 | 6 | 3 | 5 | 2 | 3 | 10 | 4 | 6 | 10 | 4 | | | | | | | -78.9% | -100.0% | -100.0% | | | | | (15) | (10) | (1) | | | | |
| Medium C&I | 4 | 3 | 1 | | | | | | | | | 3 | | | | | | | | -100.0% | -100.0% | -100.0% | | | | | (4) | (3) | (1) | | | | |
| Large C&I | 1 | | | | | | | | | | | 1 | | | | | | | | 0.0% | 0.0% | 0.0% | | | | | 0 | 0 | 0 | | | | |
| Total | 27 | 76 | 52 | 172 | 79 | 163 | 193 | 98 | 11 | 6 | 6 | 34 | 21 | 0 | 0 | 0 | | | | -22.2% | -100.0% | -100.0% | | | | | (6) | (76) | (52) | | | | |
| Customers on Payment Plans | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | 4,871 | 5,617 | 6,513 | 6,784 | 6,995 | 6,311 | 5,977 | 5,519 | 4,639 | 4,496 | 4,299 | 4,878 | 4,677 | 3,358 | 2,929 | 3,024 | | | | -4.0% | -40.2% | -55.0% | | | | | (194) | (2,259) | (3,584) | | | | |
| Low Income Residential | 1,334 | 1,474 | 1,843 | 1,783 | 1,614 | 1,627 | 1,643 | 1,705 | 1,554 | 1,454 | 1,267 | 858 | 767 | 592 | 606 | 628 | | | | -42.5% | -59.8% | -67.1% | | | | | (567) | (882) | (1,237) | | | | |
| Small C&I | 54 | 57 | 68 | 65 | 36 | 46 | 29 | 29 | 40 | 43 | 48 | 46 | 34 | 39 | 82 | 104 | | | | -37.0% | -31.6% | -20.6% | | | | | (20) | (18) | 14 | | | | |
| Medium C&I | 10 | 11 | 11 | 15 | 18 | 20 | 20 | 15 | 14 | 16 | 19 | 14 | 13 | 12 | 21 | 22 | | | | 30.0% | 31.1% | 50.9% | | | | | 3 | 3 | 10 | | | | |
| Large C&I | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 4 | 2 | 1 | | | | 100.0% | 300.0% | 0.0% | | | | | 1 | 3 | 2 | | | | |
| Total | 6,270 | 7,160 | 8,435 | 8,648 | 8,284 | 8,005 | 7,669 | 7,268 | 6,247 | 6,010 | 5,634 | 5,797 | 5,483 | 4,005 | 3,640 | 3,779 | | | | -12.4% | -44.1% | -56.8% | | | | | (777) | (3,155) | (4,795) | | | | |
| Current A/R | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | \$24,536,142 | \$16,363,974 | \$11,393,203 | \$8,401,747 | \$5,978,197 | \$6,514,759 | \$7,000,644 | \$7,896,146 | \$14,472,878 | \$21,135,053 | \$26,094,909 | \$25,886,538 | \$20,420,361 | \$18,201,596 | \$15,280,691 | \$9,242,387 | | | | -16.8% | 11.2% | 34.1% | | | | | (\$4,115,780) | 1,837,622 | 3,887,488 | | | | |
| Low Income Residential | \$3,493,717 | \$1,573,701 | \$967,014 | \$575,532 | \$373,305 | \$399,484 | \$443,889 | \$565,131 | \$927,007 | \$1,486,557 | \$1,961,164 | \$1,312,359 | \$1,109,048 | \$1,009,276 | \$801,553 | \$493,554 | | | | -68.3% | -35.9% | -17.1% | | | | | (\$2,384,668) | (\$64,425) | (165,461) | | | | |
| Small C&I | \$3,663,163 | \$2,244,719 | \$1,325,301 | \$857,290 | \$648,863 | \$685,487 | \$697,801 | \$806,551 | \$1,814,799 | \$3,097,114 | \$3,727,656 | \$3,747,473 | \$2,882,196 | \$2,416,192 | \$1,614,758 | \$983,856 | | | | -21.3% | 7.6% | 21.8% | | | | | (\$780,927) | 171,473 | 289,457 | | | | |
| Medium C&I | \$4,907,926 | \$3,551,606 | \$2,446,533 | \$1,789,006 | \$1,441,078 | \$1,324,570 | \$1,569,761 | \$1,757,928 | \$2,735,596 | \$4,142,713 | \$4,618,656 | \$4,489,686 | \$3,703,538 | \$3,600,527 | \$2,597,682 | \$1,965,752 | | | | -24.5% | 1.4% | 6.2% | | | | | (\$1,204,388) | 48,921 | 151,149 | | | | |
| Large C&I | \$2,636,702 | \$2,236,176 | \$1,531,388 | \$1,366,618 | \$1,516,664 | \$844,734 | \$1,203,357 | \$1,237,119 | \$1,965,837 | \$3,192,934 | \$3,251,478 | \$2,631,929 | \$2,559,201 | \$3,418,983 | \$2,162,061 | \$2,568,392 | | | | -2.9% | 52.9% | 41.2% | | | | | (\$77,501) | 1,182,807 | 630,673 | | | | |
| Total | \$39,237,650 | \$25,970,176 | \$17,663,440 | \$12,990,192 | \$9,958,107 | \$9,769,034 | \$10,915,452 | \$12,262,875 | \$21,916,116 | \$33,054,371 | \$39,653,862 | \$38,067,987 | \$30,674,345 | \$28,646,574 | \$22,456,745 | \$15,253,941 | | | | -21.8% | 10.3% | 27.1% | | | | | (\$8,563,305) | \$2,676,399 | \$4,793,305 | | | | |
| Collection Effectiveness | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Residential | 62.1% | 57.1% | 49.2% | 45.6% | 40.4% | 41.2% | 48.2% | 42.6% | 61.9% | 65.0% | 56.3% | 58.0% | 58.0% | 48.1% | 46.5% | 32.5% | | | | -22.6% | -18.7% | | | | | | -14.0% | -10.7% | | | | | |
| Low Income Residential | 28.0% | 25.2% | 29.9% | 19.2% | 9.7% | 9.0% | 10.7% | 8.7% | 17.1% | 13.8% | 34.5% | 16.9% | 16.9% | 13.8% | 15.4% | 7.6% | | | | -50.8% | -39.0% | | | | | | -14.2% | -9.9% | | | | | |
| Small C&I | 78.7% | 76.6% | 73.9% | 70.9% | 68.1% | 67.7% | 72.5% | 77.6% | 84.3% | 81.7% | 78.7% | 73.7% | 73.7% | 56.5% | 64.5% | 45.3% | | | | -28.2% | -15.8% | | | | | | -22.1% | -12.1% | | | | | |
| Medium C&I | 80.0% | 78.1% | 76.8% | 71.4% | 68.3% | 72.0% | 67.9% | 76.6% | 83.4% | 83.4% | 79.5% | 78.0% | 78.0% | 61.1% | 71.2% | 56.1% | | | | -23.6% | -8.9% | | | | | | -18.9% | -6.9% | | | | | |
| Large C&I | 82.4% | 83.6% | 89.2% | 81.2% | 87.0% | 77.0% | 86.6% | 80.1% | 84.6% | 85.3% | 85.2% | 78.3% | 78.3% | 61.4% | 84.0% | 51.6% | | | | -25.4% | 0.6% | | | | | | -21.0% | 0.5% | | | | | |
| Total | 61.8% | 58.0% | 52.7% | 47.3% | 43.6% | 41.6% | 48.7% | 44.4% | 61.0% | 64.6% | 60.0% | 58.8% | 58.8% | 47.1% | 50.1% | 33.2% | | | | -23.8% | -13.6% | | | | | | -14.7% | -7.9% | | | | | |

Footnotes (if necessary)
 (1) Summed on billing month rather than calendar month.
 (2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.