

September 16, 2011

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 4296 – 2011 Distribution Adjustment Charge Filing
Responses to Division Data Requests – Set 2**

Dear Ms. Massaro:

Enclosed are National Grid's¹ responses to the Division's Second Set of Data Requests in the above-captioned proceeding.

Please be advised that due to the voluminous nature of the attachments associated with these responses, the Company is providing a CD-ROM that contains the following attachments identified as Attachment DIV 2-3(a) Part 1, Attachment DIV 2-3(a) Part 2, Attachment DIV 2-3(a) Part 3, Attachment DIV 2-3(b), Attachment DIV 2-3(c); Attachment DIV 2-4(a), Attachment DIV 2-4(b), Attachment DIV 2-4(c); Attachment 2-5(a), Part 1, Attachment 2-5(a), Part 2, Attachment 2-5(a), Part 3.

The Company's response to Division 2-7 will be forthcoming.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (401) 784-7667.

Very truly yours,



Thomas R. Teehan

Enclosure

cc: Docket 4269 Service List
Leo Wold, Esq.
Steve Scialabba

¹ The Narragansett Electric Company d/b/a National Grid.

Division 2-1

Request:

Re: The Direct Testimony of witness Nestor please provide all electronic spreadsheet files used in the development of each of the attachments and schedules. Please provide the requested spreadsheet files with all cell formulas intact.

Response:

The electronic spreadsheets of Mr. Nestor's testimony was provided to Mr. Oliver on August 1, 2011 and is being re-sent to Mr. Oliver. In addition, the Company is providing the electronic spreadsheet to the Division Staff and the Commission Staff. These spreadsheets are attached as Attachment DIV 2-1.

Prepared by or under the supervision of: John F. Nestor, III

Division 2-2

Request:

Re: Pages 7-9, of witness Nestor's direct testimony regarding the ATG program please provide:

- a. The amount spent annually for each of the last three years on administration costs associated with the ATG program.
- b. The amount of rebates issued to customers annually for each of the last three years including customer and project information.
- c. The amount of interest accrued on ATG related funds annually for each of the last the years.
- d. The size and timing of the rebates to be issued to the four customers with ATG projects, including the anticipated timing of any submission of any request(s) for commission approval of rebates greater \$500,000.

Response:

- a. No administrative costs have been charged to the AGT program for the last three years.
- b. No rebates have been issued to customers for the last three years.
- c. The amount of interest accrued on AGT funds for the last three years is set forth below:

2009	\$14,101
2010	\$10,966
2011	\$15,259

- d. At this time it is the Company's expectation that the first of the four customers would finalize its specific project and rebate request either very late in the fourth quarter of 2011 or early in the first quarter of 2012. The Company is continuing to work with all four of these customers and will submit any request greater than \$500,000 to the Commission for approval at the time the rebate is known.

Division 2-3

Request:

Re: page 2 of the Company's "Annual Environmental Report for Gas Service" which addresses activities associated with the 170 Allens Avenue project, please:

- a. Provide supporting invoices showing hours billed, rates charged, and service provided for the consulting services associated with the 170 Allens Avenue Project;
- b. Provide a breakdown of the \$393,810 of Property Purchase/Settlements/ Legal costs for the 170 Allens Avenue project including, but not limited to specification in each of three types of activities listed (i.e., Property Purchases, Settlements, and Legal costs and identifying:
 - i. Each property purchased;
 - ii. Each settlement negotiated; and
 - iii. All other legal services provided.
- c. Provide a copy of the referenced "Remedial Alternative Evaluation Report" for the 170 Allens Avenue project,
- d. Provide a copy of the referenced "cost sharing agreement with Cargill,"
- e. Provide supporting detail including all contactor invoices and descriptions of services billed for the \$345,177 of Construction/Disposal/Removal costs.

Response:

- a. The supporting invoices for the consulting services associated with the 170 Allens Ave project are attached as Attachment DIV 2-3(a). The attachment contains invoices from GEI Consultants, Inc.; GZA GeoEnvironmental, Inc. and History Associates, Inc. The invoices contain the hours billed, rates charged and services provided.
- b.
 - (i) No properties were purchased in FY11.
 - (ii) The Company entered into a cost sharing agreement with Cargill, Inc. under which the two companies agreed to share certain environmental costs related to 170 Allens Ave site. Cargill, Inc. and the Company were both named Potentially Responsible Parties for the 170 Allens Ave site by RIDEM. A payment of \$366,742 was made to Cargill for the net amount owed by the Company. A breakdown of the legal costs, including the Cargill payment, is attached as Attachment DIV 2-3(b).

Division 2-3 (continued)

- (iii) Hinckley Allen Snyder LLP is the Company's outside counsel for environmental legal matters related to the 170 Allens Ave site, including dealings with the environmental regulators, Cargill and Patrick Conley, the current site property owner. A breakdown of the legal costs, including payments to Hinckley Allen Snyder LLP, is attached as Attachment DIV 2-3(b).
- c. The document *Remedial Alternative Evaluation Report, 170 Allens Ave, Providence, Rhode Island, RIDEM Case No. 98-042 (a & b)*, by GZA GeoEnvironmental, Inc., dated December 2010 is attached as Attachment DIV 2-3(c).
- d. The cost sharing agreement between Cargill, Inc., and the Company is confidential and cannot be provided without the authorization of both parties. The Company is attempting to obtain the necessary consent.
- e. The supporting invoices for the \$33,778 in the Construction/Disposal/Removal costs for the 170 Allens Ave project are attached as Attachment DIV 2-3(e). The \$30,126 in charges for Clean Harbors Environmental Services, Inc. are associated with investigation-derived waste removal including drum drop-off, waste pick-up, waste transport and waste disposal, as well as one day of vacuum excavation of soil boring locations (for utility clearance) performed as part of the RIDEM-required investigation activities at the site. The \$3,652 in charges for TFord Company, Inc. are for the excavation of test pits performed as part of the RIDEM-required investigation activities at the site. The supporting invoices also include a Clean Harbors Environmental Services, Inc. invoice (Invoice SB0917620, \$1,976.37) that was inadvertently charged to the 170 Allens Ave project in FY10 and was credited in FY11.

Prepared by or under the supervision of: Michele Leone

Attachment DIV 2-3

Due to the voluminous nature of this file, the Company is providing the
Attachment on CD-ROM.

Attachment DIV 2-3(a) Part 1,
Attachment DIV 2-3(a) Part 2,
Attachment DIV 2-3(a) Part 3,
Attachment DIV 2-3(b)
Attachment DIV 2-3(c)

Division 2-4

Request:

Re: page 4 of the Company's "Annual Environmental Report for Gas Service" which addresses activities associated with the Pawtucket (Tidewater) MGP project, please:

- a. Provide a copy of the referenced "Short-Term Remedial Action Plan."
- b. Provide a copy of the referenced "Remedial Alternative Evaluation Report."
- c. Provide supporting detail including all contractor invoices and descriptions of services billed for the \$345,177 of Construction/Disposal/Removal costs.

Response:

- a. The following documents associated with the Tidewater Pipe Removal Short-Term Response Action Plan are attached as Attachment DIV 2-4(a):
 - *Short-Term Response Action Plan, Former Tidewater Facility, Pawtucket, Rhode Island*, by GZA GeoEnvironmental, Inc., dated October 1, 2010.
 - *Short-Term Response Action Plan (Revised), Former Tidewater Facility, Pawtucket, Rhode Island*, by GZA GeoEnvironmental, Inc., dated January 10, 2011.
 - *Evaluation of Applicability of Air Pollution Control Regulation No. 9 & Air Quality Monitoring Program, Proposed Above Ground Former Processing Pipe Removal, Former Tidewater Facility, Pawtucket, Rhode Island*, by GZA GeoEnvironmental, Inc., dated June 23, 2011.
- b. The document *Remedial Alternative Evaluation Report, Former Tidewater Facility and Former Power Plant, Tidewater and Merry Streets, Pawtucket, Rhode Island*, by GZA GeoEnvironmental, Inc., dated July 2011 is attached as Attachment DIV 2-4 (b).
- c. The supporting invoices for \$345,177 in the Construction/Disposal/Removal costs for the Tidewater site are attached as Attachment DIV 2-4(c). The \$120 in charges for Citiworks, Inc. is for repairs to the site fence. The \$7,839 in charges for Clean Harbors Environmental Services, Inc. are associated with waste removal including drum drop-off, waste pick-up, waste transport and waste disposal, as well as support activities required during the holder demolition and site investigation activities. The \$753 in charges for Environmental Soil Management, Inc. is for the thermal treatment

Division 2-4 (continued)

of soils generated during site investigation activities at the site. The \$329,530 in charges for TFord Company, Inc. is for the holder removal activities at the Tidewater site performed between August 2010 and December 2011. Please note that the environmental costs for this project are split between the Company's electric and gas operations, with the gas operations assuming 20 percent of the costs.

Prepared by or under the supervision of: Michele Leone

Attachment DIV 2-4

Due to the voluminous nature of this file, the Company is providing the
Attachments on CD-ROM.

Attachment DIV 2-4 (a)
Attachment DIV 2-4 (b)
Attachment DIV 2-4 (c)

Division 2-5

Request:

Re: the Company's "Annual Environmental Report for Gas Service" filed August 1, 2011, page 11 which addresses activities associated with the Thames & Wellington Project, please:

- a. Provide supporting invoices showing hours billed, rates charged, and service provided for the consulting services associated with the Thames & Wellington Project;
- b. Identify the cost category in which costs associated with "regular boom inspection and maintenance" are reflected and explain why those costs are categorized in that manner;
- c. Provide invoices showing the dates of services provided, the a detailed specification of the costs of services billed for labor, materials, and equipment used for "regular boom inspection and maintenance,"
- d. Please identify by date and title each consulting report provided to the Company relating to the Thames & Wellington Project during the annual period covered by this report.

Response:

- a. The supporting invoices for the consulting services associated with the Thames & Wellington Project are attached as Attachment DIV 2-5(a). The attachment contains invoices from GZA GeoEnvironmental, Inc. (GZA).
- b. The regular boom inspection and maintenance costs for the Thames & Wellington Project incurred in FY11 are included under the Consulting Costs category. The boom inspections and maintenance were performed by the consultant for the site, GZA. Due to the success of the Storm Drain Short Term Response Action, the booms were removed from Newport Harbor in fall of 2010 and are currently stored at the site, as required by the Rhode Island Department of Environmental Management (RIDEM), in case sheens are observed in the harbor in the future.
- c. The costs for the boom inspections are shown as Task 7 on the twelve GZA invoices included as Attachment DIV 2-5(a) above. The total GZA costs for FY11 were \$2,192.20 with \$2,053.02 in labor and \$139.18 in mileage expenses.

Division 2-5 (continued)

- d. The following consulting reports were provided to the Company and submitted to RIDEM during this reporting period (all reports were prepared by GZA):
- *Storm Drain Short Term Response Action Completion Report*, dated March 16, 2011
 - *Engineered Soil Cap Short Term Response Action Plan Addendum #2*, dated October 22, 2011
 - *RIDEM Monthly Status Report No. 1*, dated October 25, 2010
 - *RIDEM Monthly Status Report No. 2*, dated November 11, 2010
 - *RIDEM Monthly Status Report No. 3*, dated December 17, 2010
 - *RIDEM Monthly Status Report No. 4*, dated January 10, 2011
 - *RIDEM Monthly Status Report No. 5*, dated February 17, 2011
 - *RIDEM Monthly Status Report No. 6*, dated March 30, 2011
 - *RIDEM Monthly Status Report No. 7*, dated April 27, 2011
 - *RIDEM Monthly Status Report No. 8*, dated May 11, 2011
 - *RIDEM Monthly Status Report No. 9*, dated June 15, 2011

Prepared by or under the supervision of: Michele Leone

Attachment DIV 2-5

Due to the voluminous nature of this file, the Company is providing the
Attachment on CD-ROM.

Attachment DIV 2-5 (a), Part 1;
Attachment DIV 2-5 (a), Part 2;
Attachment DIV 2-5 (a), Part 3

Division 2-6

Request:

Re: Mercury Seal Regulator (MSR) Replacement program found on page 12 and 13, of the “Annual Environmental Report for Gas Service” filed August 1, 2011, please provide:

- a. The average cost per MSR removal for each annual reporting period for which costs for the MSR program have been claimed.
- b. Document the cause of each referenced spill;
- c. Provide an detailed explanation of why seven spills within one year for only 63 MSR removals should not be considered excessive;
- d. Provide the Company’s assessment of the responsible party for each spill; and
- e. Detail all efforts by the Company to recover the costs of clean-up for each spill from the responsible party(ies).
- f. Identify the number of MSR replacements that the Company expects to complete between 7/1/2011 to 6/30/2012:

Response:

- a. The Company has calculated the cost per MSR removal for the following years:
 - July 1, 2008-June 20, 2009: \$1,420;
 - July 1, 2009-June 20, 2010: \$1,586; and
 - July 1, 2010-June 20, 2011: \$1,219.

The documentation for the costs of spills and MSR removals for July 1, 2007 to June 20, 2008 and July 1, 2006 to June 20, 2007 have been archived and are not easily available. However, in an attempt to be responsive, the Company has calculated an approximate cost per MSR removal using the total costs billed to the project during these two periods and the number of MSRs removed in each period. These numbers may represent an overestimation of the cost per MSR removal, as the costs used to calculate the estimate include spill clean-up costs.

- July 1, 2006-June 20, 2007: \$1,261; and
- July 1, 2007-June 20, 2008: \$1,412.

Division 2-6 (continued)

- b. The following is a description of each spill referenced in the FY11 report:

6-21-11, 8 Eton Road, Barrington, RI

During removal of an inside meter vent line by a Company employee, mercury was released due to the difficult position of the piping in the basement. The source of the mercury in the line was from a previously removed MSR. The MSR had been removed prior to 1990.

12-9-10, 61 Freeman Street, Warwick, RI

During the removal of the MSR at this location, elevated levels of mercury vapor were detected which required the use of forced ventilation for greater than two hours. This action triggered a release reporting requirement with the Rhode Island Department of Environmental Management (RIDEM). Acceptable ambient levels returned within 12 hours. The source or cause of the mercury vapor was not determined.

11-22-10, 314 Greenwood Ave, Warwick, RI

A Company employee spilled mercury on the floor from the vent line during an inside-to-outside meter set conversion.

10-8-10, 33 Harmony Court, Warwick, RI

The property owner at this location had built walls and shelving around the gas meter and regulator set. These items limited the access to the area for removal of the meter set and regulator; due to this restriction, the Company employee was unable to completely deploy containment measures.

10-1-10, 179 Tanner Avenue, Warwick

The customer at this location had built a wall around the meter set and regulator limiting access to the gas service. The Company employee removing the MSR was unable to achieve complete containment without destroying the customer's property.

9-2-10, 106 Knowles Drive, Warwick, RI

Before starting a conversion of an inside meter set, the service technician noticed mercury beads on a shelf under the meter. The MSR had been removed from this site prior to 1990.

Division 2-6 (continued)

8-17-10, 2 Waverly Road, Barrington, RI

During renovation of a house, the handyman removed an MSR which resulted in a release. The homeowner claimed that the handyman had received permission from National Grid customer service to do this. The Company has no record that such permission was ever given and the handyman was not able to provide any documentation to this effect. It is the Company's policy not to allow non-employees to work on Company-owned equipment.

- c. The Company takes all possible precautions to prevent a spill of mercury during MSR removal. The procedure for MSR removal is documented in National Grid's Technical Instruction *Removing Mercury Regulators and Devices (060010-TI)*. Additionally, the disposal of MSRs and appurtenances is documented in *Environmental Guidance Document EG-138RI Mercury Seal Regulators*. Each document is provided as Attachment DIV2-6(c). These procedures detail step-by-step processes to ensure safe removal of MSRs. The Company aggressively worked in previous years to identify and remove mercury regulators in its service area. As a result, most MSRs have already been removed, and the ones remaining tend to be in locations in which the ability of Company employees to gain full access to the MSRs or to fully employ containment measures is restricted.

Additionally, in 2005 the Rhode Island Department of Health and Rhode Island Department of Environmental Management lowered the threshold for reporting releases of mercury to the environment. Consequently, spills of a comparatively minor nature are now reported to the Department that previously were not required to be reported.

- d. Five of the seven spills involved situations, such as partially obstructed access to the MSRs or surrounding area, in which holding third parties responsible for the spills would be legally difficult and hence not worth pursuing. One of the spills involved a situation in which the Company service technician accidentally caused a vent line to leak. A handyman caused the seventh spill; however, since he had no business insurance, and no other means of paying for the cost of the release, the Company did not pursue cost recovery against him.
- e. See the response to sub-part (d) above.

Division 2-6 (continued)

- f. It is estimated that 45 MSRs and impacted vent lines will be removed in the next year (July 1, 2011 through June 30, 2012). By comparison, the Company removed 704 in 2008. The MSRs to be removed in the next year are among the very last MSRs known to remain in operation in the Company's service area.

Prepared by or under the supervision of: Michele Leone

GAS OPERATING PROCEDURE

Removing Mercury Regulators and Devices 060010-TI

Rev. 1



Removing Mercury Regulators and Devices 060010-TI

1. Purpose

National Grid personnel and representatives shall adhere to the following technical instructions when removing, storing, and transporting mercury-sealed regulators or other mercury-containing devices to avoid contamination of personnel, representatives, vehicles, and customer premises.

This procedure applies to the removal of mercury-sealed gas regulators, associated vent lines, and other mercury-containing devices. It describes the steps to take to avoid mercury contamination and the instructions to follow in the event of a mercury spill.

2. Responsibilities

Customer Meter Services (CMS) personnel and representatives shall be responsible for:

- Removing mercury regulators
- Recording the locations and removals of mercury regulators
- Contacting Dispatch & Scheduling when a spill occurs

Dispatch & Scheduling shall be responsible for:

- Notifying Environmental Management and the Environmental contractor when walls and ceilings must be taken down in order to remove vent pipes.
- Contacting the area CMS Supervisor or on-call Supervisor, Environmental Management, and Safety when a spill occurs.

Environmental shall be responsible for:

- Overseeing mercury spill clean-up
- Setting the standards for clearance

Safety shall be responsible for:

- Responding to concerns regarding worker protection

3. Personal & Process Safety

- This procedure shall be reviewed prior to performing the actual work in the field.
- CMS technicians shall wear and utilize all appropriate PPE necessary for the removal of mercury regulators and associated vent lines in accordance with the current National Grid Safety Policy and the GDx PPE Matrix.
- In cases where a spill may occur – such as awkwardly-positioned or difficult-to-remove regulators – chemical protective disposable coveralls, disposable outer boots (yellow latex over-boots) and inner gloves (Nitrile) shall be worn for protection in addition to the requirements noted above.
- National Grid personnel, and representatives, shall remove mercury regulators with extreme caution. National Grid supervisors, and contractors, shall inform personnel, and representatives, of the steps to follow in the event of a spill.
- Personnel, and representatives, shall not remove mercury from the regulators.
- Personnel, and representatives, shall not repair or reseal mercury-sealed regulators. These regulators shall be changed as soon as possible.

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- Only qualified and authorized personnel shall remove mercury-sealed regulators and other mercury-containing instruments.
- Under no circumstances shall an ordinary home, or shop vacuum cleaner, be used for collecting mercury.



CAUTION: Extreme caution shall be exercised to avoid personal contact with, or spilling of, mercury.

- Mercury spill clean-up shall only be performed under the direction of approved Environmental Operations personnel or environmental contractors.
- CMS and Construct & Maintain personnel shall not perform mercury spill clean-up.

4. Operator Qualification Required Tasks [Qualified or Directed & Observed]

- Task 18 – Conducting Gas Leakage Surveys
- Task 70 – Abnormal Operating Conditions and Properties of Natural Gas
- Task 72 – Installation of Customer Meters and Regulators

5. Instructions

Preparing for Removal of Mercury Regulators and Vent Lines

	If a mercury regulator is found, personnel, or representatives, shall document it and notify their supervisors.
	IN RI ONLY: The environmental contractor shall be present at every removal. All removals in Rhode Island are completed in conjunction with an Environmental contractor, such as Clean Harbors. Trained and qualified personnel shall work with the contractor to remove the regulator and associated vent. The Environmental contractor shall monitor the work area for mercury vapor before beginning any removal work. The contractor shall retain the regulator and vent after removal, and shall check the customer's house after removing the regulator and/or vent to ensure the air quality meets required guidelines.
	NOTE: The following procedures apply to all regions.
	Confirm that mercury containment equipment is available.
	Isolate the mercury regulator by closing the service shut-off valve upstream of the regulator (e.g., riser valve). If one does not exist, close the curb valve or squeeze-off per, Plastic Squeeze-Off Operations [030015-TI] .
	Prior to removing the regulator, ensure the work area is clear of customer possessions. If necessary, remove the possessions.
	Install a plastic drop cloth, mercury spill mat, or large plastic tray on the floor directly beneath the mercury regulator or equipment being removed.
	NOTE: When a collapsible drum liner is not available, two large 6 mil plastic bags (i.e., double-bagged) shall be used to line the 10-gallon plastic container and to surround the regulator in order to prevent mercury from getting on the nearby walls, etc. while the mercury regulator is being removed.
	NOTE: When site conditions make the placement of the 10-gallon container under the regulator impossible, first place the mercury spill mat, or equivalent, on the floor and then place the collapsible drum liner, or equivalent, below and around the regulator to catch any loose mercury that might fall. Always tape the sides of the collapsible drum liner to the walls adjacent to the

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GAS OPERATING PROCEDURE

Removing Mercury Regulators and Devices 060010-TI

Rev. 1

	regulator to prevent mercury spillage on the walls.
	NOTE: The 10-gallon container shall be clean at the start of each removal job.
	Place the 10-gallon container and collapsible drum liner below and around the regulator, being sure to run the liner up the wall as high as the vent pipe to the regulator joint to catch any loose mercury that may fall. Tape the sides of the collapsible drum liner to the walls adjacent to the regulator to prevent any mercury spillage on the walls. Use additional plastic drop cloths to cover the walls and floor, if required.
	All openings (e.g., drains, sump pumps, floor cracks) shall be sealed with tape or duct seal.
	All air handling equipment in the basement (e.g., furnace, humidifier, de-humidifier, or other type equipment) shall be shut off.
	Tap the vent line with a non-sparking tool to dislodge any mercury in the line.
	CAUTION: In the event of contact with mercury, National Grid personnel, or representative, shall place his/her gloves in the plastic bag with the removed regulator for disposal dispose. Personnel, or representatives, shall wash their hands, or other exposed skin, immediately if they have direct contact with mercury.
	All disassembled vent piping shall be capped/plugged and taped immediately. (Tape shall be used in cases where the cap is not threaded.) Care should be taken when pitching the pipe to avoid a possible spill. (Permagum may also be used at each end of the pipe as long as the ends of the pipe are then taped closed with duct tape.)
	All vent lines shall be removed.
	<p>If removal of the vent line requires that the customer's ceiling or walls to be taken apart, then personnel, or representatives shall, complete the following:</p> <ul style="list-style-type: none"> • After the vent line from the mercury regulator has been cut and capped, remove the vertical vent line piping that was connected to the regulator. • Using the Jerome (RI environmental contractor uses Lumex) meter, take free air readings at the cut end of the vent pipe. • Perform the same test to the other end of the vent line located outside. • If a Jerome meter is not available, contact the supervisor and Environmental to obtain one.
	<p>NOTE: Do not insert the probe in the vent piping when taking mercury vapor readings.</p> <ul style="list-style-type: none"> • If a reading of 0.003 mg/m³ or greater is obtained: <ul style="list-style-type: none"> ○ notify Dispatch & Scheduling and the CMS or Area Supervisor ○ Dispatch & Scheduling shall notify Environmental Management and the Environmental contractor for removal of the vent line. • If a reading of less than 0.003 mg/m³ is obtained: <ul style="list-style-type: none"> ○ Existing vent line piping may be left in place. ○ Cap/plug all open ends of the existing vent pipe.
	NOTE: (IN RI ONLY) Place a CAUTION tag (part no. L-38) on the vent line.

GAS OPERATING PROCEDURE

Removing Mercury Regulators and Devices 060010-TI

Rev. 1

Mercury Regulator Removal Methods

	<p>Regulators may be removed using either of the two methods described below. If neither method is feasible, contact the CMS field supervisor responsible for mercury regulators.</p> <ul style="list-style-type: none"> • Union Method (Preferred Method) <ul style="list-style-type: none"> ○ Break union connection. ○ Remove union fitting from nipple. ○ Seal outlet side of regulator with plastic cap (taped on) or threaded cap or plug. Keep regulator in vertical position. ○ Spin off regulator (use extreme care to keep regulator tipping to a minimum when it comes off pipe threads). If the regulator does not freely spin due to being too close to the wall, or another obstruction, tip the elbow slightly to allow the regulator to spin. However, the regulator shall not be taken apart during removal. ○ Seal inlet side of regulator with plastic cap (taped on) or threaded cap or plug. ○ Place regulator in the lined 10-gallon container. • Cut-Out Method (Alternate Method) <ul style="list-style-type: none"> ○ Cut outlet with four-wheel cutter. ○ Seal outlet side of regulator with plastic cap (taped on) or threaded cap or plug, keeping regulator in vertical position. ○ Secure regulator. ○ Cut inlet with four-wheel cutter. ○ Seal inlet side of regulator with plastic cap (taped on) or threaded cap or plug. ○ Place regulator in the lined 10-gallon container.
	Place the associated scrap piping, into the lined transport container. Only one regulator shall be placed into each 10-gallon container.
	All tools and equipment, which may have come in contact with mercury, such as pipe cutters, shall be wiped down with terpene wipes or equivalent. Used wipes shall be placed into the lined transport container.
	Twist the top of the polyethylene liner bag to form a neck and secure with nylon cable tie, or tape, to seal.
	Place cover securely on the 10-gallon container.
	Inspect the work area, exit route and service vehicle for any signs of mercury contamination.
	IN UPSTATE NY ONLY: Prepare a, "Remove Regulator Tag" to send to the Gas Meter Shop in order to update the regulator inventory system. Update the service card with the new regulator number.

GAS OPERATING PROCEDURE

Removing Mercury Regulators and Devices 060010-TI

Rev. 1



Replacing Regulators

	Complete the replacement of the old mercury regulator using local procedures established for regulator installations.
	Install new vent line and ensure the vent terminus is away from building openings, etc., in accordance with current procedures.
	Open riser or curb valve, turn on and light up necessary equipment and check for leaks, in accordance with current procedures.
	Return work area to original condition.

Other Mercury-Containing Devices

	Any other devices suspected of containing mercury, such as Encoder Receiver Transmitters (ERTs), thermostats or switches shall be managed in accordance with this procedure and applicable Environmental Guidance documents.
	Removed device shall be: <ul style="list-style-type: none"> Placed in the container from which the replacement part came (if possible) Placed in a plastic containment bag that shall be sealed by twisting the top of the bag to form a neck and securing with nylon cable tie or with tape. Placed in a transport container lined with a plastic liner.

Transporting Mercury-Related Items

	All removed mercury regulators, vent piping, and other mercury-containing devices shall be transported on a daily basis using the container with a secure lid by National Grid personnel (except in RI) or approved Environmental contractors to the nearest Operations Center (except in RI) approved storage area.
	Each transport container shall be labeled and marked as specified below: <ul style="list-style-type: none"> Container with mercury regulator: <ul style="list-style-type: none"> Corrosive Label "MERCURY REGULATOR" in block lettering on outside of transport container Empty container: <ul style="list-style-type: none"> "DO NOT STORE ANY MATERIAL IN THIS CONTAINER. FOR HAZARDOUS MATERIAL ONLY"
	The 10-gallon container shall be sealed while inside vehicle.
	Securely fasten container to vehicle with a strap to prevent tipping.
	NOTE: Do not store mercury regulators, or contaminated items, in vehicles overnight.
	NOTE: When the transport container is not in use, the container shall not be used to store other items.

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GAS OPERATING PROCEDURE

Removing Mercury Regulators and Devices 060010-TI

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	At the storage location, carefully remove the transport container from the truck and place it next to the Department of Transportation (DOT) approved shipment barrel.
	Remove transport container cover and inspect for tears in the containment bag. If torn, use an additional bag to double bag the regulator before removing from the transport container.
	Remove cover from DOT barrel, lift bagged regulator from transport container and deposit into the DOT approved shipment barrel.
	Following transfer of mercury contaminated items into drum, replace and secure the cover.
	Inspect transport container for residual mercury. If residual mercury is found, dispose of the container by placing it in the DOT Shipment Barrel.
	In RI Only: <ul style="list-style-type: none"> The air quality technician shall check blanket and tools with mercury vapor meter for mercury contamination. If, at any time, the blanket and/or tools come in contact with mercury, they shall be bagged and treated as mercury-containing material. Transportation of mercury-containing materials shall be conducted by the approved environmental contractor. Return tools to the truck.

Storage at Operations Centers

	<p>Each designated work headquarters shall have DOT-approved shipment barrels with covers marked for either Universal Waste or Hazardous Waste:</p> <ul style="list-style-type: none"> If the mercury is intact and fully contained in equipment, place these items in the "UNIVERSAL WASTE – Mercury-containing equipment" accumulation drum. If the bagged waste contains contaminated debris, or any mercury-contaminated media where the mercury contamination is not fully contained in a device, place the waste in the accumulation drum marked, "HAZARDOUS WASTE."
	<p>NOTE: No on-site storage is available at any Rhode Island facility. The approved Environmental contractor shall be responsible for all removal, transportation and storage of mercury regulators, vent piping and contaminated items in Rhode Island.</p>

Handling Mercury Spills

	<p>In the case of <i>any</i> mercury spill during the removal process, immediately notify Dispatch & Scheduling (notify CMS supervisor in RI) and include the following:</p> <ul style="list-style-type: none"> Owner's name Address Phone number Date and time of spill Location of spill Approximate amount of spill

Effective Date: 03/15/2011

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Page 6 of 7

GAS OPERATING PROCEDURE

Removing Mercury Regulators and Devices 060010-TI

Rev. 1

	CAUTION: Do not walk into, or touch, the spilled mercury. All contaminated PPE shall be discarded into the containment bag at the job site. If work clothes or work boots have been contaminated with mercury as a result of the spill, remove and place the contaminated clothing in the bag.
	Carefully section off the spill area and utilize the mercury containment equipment.
	NOTE: CMS personnel shall provide support at the spill site until a National Grid responsible authority (e.g. Safety, Environmental Engineer, or environmental contractor) assumes control.
	Dispatch and Scheduling shall call the CMS Supervisor, or on-call Supervisor, Environmental Management and Safety. Media Relations should also be contacted, as needed. In RI, dispatchers shall immediately report the incident using the Emergency Response Chart.
	All spills shall be handled by an Environmental contractor designated by the Company. When the Environmental contractor is not on-site, and where mercury absorb powder can be applied safely, the mercury absorb powder should be applied to the mercury visible in the immediate area. The powder should not be applied beyond the immediate spill area. Personnel should not return to the vicinity of the spill after a spill occurs.
	Personnel, or representatives, shall inform the occupants of the house to avoid the spill area and personnel, or representatives, should attempt to ventilate and secure the area, if the spill occurs indoors.
	Chemical protective coveralls (CPC) and boots shall be utilized to exit the job site. Upon return to the Operations Center, personnel shall immediately shower and dispose of their clothing in the appropriate waste drum.
	All indoor work shall stop immediately in the presence of spilled mercury and shall remain suspended until the on-site air quality technician approves continuation of work. Technicians shall leave the immediate area but remain at the address for further instruction.
	Mercury vapor clearance levels shall be in accordance with those described in the Environmental Procedures.
	Environmental shall retain the spill clean-up documentation.

6. Knowledge Base & References:

Knowledge Base		References
Compliance History	Data Capture	Regulatory – Codes
Definitions	Document History	Technical Documents
Job Aid	Learning & Development	Tools Catalog
Standard Drawings	Tools & Equipment	

7. Attachments


None


Effective Date: 03/15/2011


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Page 7 of 7

 ENVIRONMENTAL GUIDANCE		DOC NO.	EG-138RI	Rev. No.	2
		PAGE	1 of 4		
		DATE	02/15/11		
SUBJECT Mercury Seal Regulators		REFERENCE EP No. 1 – Waste Management			
<p>PURPOSE: This document provides guidance on the management of mercury seal regulators (MSR), associated vent lines and spill debris.</p> <p>SCOPE: All operations of National Grid and its contractors which involve the management of mercury seal regulators and associated vent lines must comply with this guidance document.</p> <p>RESPONSIBILITIES: It is the responsibility of all company personnel and contractors to ensure that their activities are in compliance with regulatory requirements and conducted in a manner that is protective of the environment.</p> <p>PROCEDURE: This procedure controls the disposal of mercury-containing regulators, vent lines, spill debris and spill response. <i>TECHNICAL INSTRUCTION Removing Mercury Regulators and Devices – 060010-TI</i> describe the procedures for removal, replacement and transport to service centers of mercury seal regulators and vent lines.</p> <p>A. Initial</p> <ol style="list-style-type: none"> Only qualified personnel shall remove mercury-seal regulators and instruments containing mercury. Mercury-seal regulators shall not be repaired; existing mercury regulators require replacement. An air quality technician, such as Clean Harbors must approve the work area for entry of company personal before work begins. <p><i>If the air sampling results exceed 300 nanograms/cubic meter, then immediate notification is required to the Rhode Island Department of Environmental Management of a potential mercury release. Note that such a release may not be attributable to National Grid's equipment/operations and may be the responsibility of the property owner.</i></p> <ol style="list-style-type: none"> Mercury shall not be removed from the regulator. Under no circumstances shall an ordinary home or shop vacuum be used for collecting mercury. Extreme caution shall be exercised to avoid personal contact with or spilling of mercury. <i>If it is not known that the regulator contains mercury, it shall be treated as a mercury-containing regulator until proven otherwise.</i> 					
<p>APPROVED BY: VICE PRESIDENT, ENVIRONMENTAL SERVICES PRINTED COPIES ARE NOT DOCUMENT CONTROLLED. FOR LATEST AUTHORIZED VERSION PLEASE REFER TO THE NATIONAL GRID ENVIRONMENTAL INFONET SITE.</p>					

 ENVIRONMENTAL GUIDANCE		DOC NO.	EG-138RI	Rev. No.	2
		PAGE	2 of 4		
		DATE	02/15/11		
SUBJECT Mercury Seal Regulators		REFERENCE EP No. 1 – Waste Management			
<p>8. CAUTION: When changing the regulator due to a seal blow, extreme caution shall be taken to ensure that the vent line is properly secured and that any loose mercury that may have blown into the vent line is contained in the containment bag and does not spill.</p> <p>9. All open ends of the regulator shall immediately be capped/plugged upon removal.</p> <p>B. Spills</p> <ol style="list-style-type: none"> Spills are defined as: <ul style="list-style-type: none"> Visual observation of mercury; Detection of greater than 300 nanograms/cubic meter prior to the start of work; and, Air concentrations that do not return to below 300 nanograms/cubic meter within one hour after completion of work. Field Personnel shall notify their Area Supervisor and Emergency Dispatch. Emergency Dispatch will contact the Environmental Engineer to coordinate the spill response. The Environmental Engineer will notify the Rhode Island Department of Environmental Management. All indoor work will stop immediately in the presence of spilled mercury, and will remain suspended until the environmental Engineer approves the continuation of work. Inform the occupants of the house to avoid the area and attempt to ventilate and secure the area, if the spill occurred indoors. <u>DO NOT WALK INTO OR TOUCH THE SPILLED MERCURY.</u> All contaminated PPE shall be discarded into the containment bag at the job site. However, if work clothes or work boots have been contaminated with mercury as a result of the spill, return to the Operations Center with your PPE on. Then remove and bag all clothing and PPE for disposal, followed by a shower. Following completion of spill response the environmental consultant will collect an air sample for laboratory analysis. The location will be considered clear if the laboratory analysis of the air sample reports a release below 1,000 nanograms/cubic meter. 					
APPROVED BY: VICE PRESIDENT, ENVIRONMENTAL SERVICES PRINTED COPIES ARE NOT DOCUMENT CONTROLLED. FOR LATEST AUTHORIZED VERSION PLEASE REFER TO THE NATIONAL GRID ENVIRONMENTAL INFONET SITE.					

 ENVIRONMENTAL GUIDANCE		DOC NO.	EG-138RI	Rev. No.	2
		PAGE	3 of 4		
		DATE	02/15/11		
SUBJECT Mercury Seal Regulators		REFERENCE EP No. 1 – Waste Management			
<p>C. Classification of Waste Generated during Mercury Seal Regulator Removals</p> <ol style="list-style-type: none"> 1. Hazardous Waste: <ol style="list-style-type: none"> a. Mercury Seal Regulators that are not intact, or not capped and plugged; b. Spill debris; and, c. Vent line where there was a seal blow, or visible mercury was observed on the inside or outside of the line, or is suspect of being contaminated with mercury. 2. Universal Waste: <ol style="list-style-type: none"> a. Intact Mercury Seal Regulator, with all ports capped or plugged. 3. Non-Hazardous Waste: <ol style="list-style-type: none"> a. Vent line where there has not been a seal blow, and no visible mercury has been observed on the inside or outside of the vent line, and is not suspected of being contaminated with mercury. <p>D. Storage at Operations Centers</p> <ol style="list-style-type: none"> 1. Hazardous waste generated during MSR removals shall be transported from the site by Clean Harbors. 2. Universal waste generated during MSR removals may be transported from the site by Clean Harbors or company personal. 3. Uncontaminated vent piping may be placed in metal scrap bins for recycling or left attached to the MSR and managed as universal waste. 4. Under no circumstances shall regulators, contaminated vent piping or contaminated items be placed into containers without prior capping and bagging. 5. Waste containers shall be kept closed at all time except when adding waste <p>E. Records</p> <p>All Mercury spills will be documented on a “Spill Report.” The reports will be filled out and kept on file by Environmental.</p>					
<p>APPROVED BY: VICE PRESIDENT, ENVIRONMENTAL SERVICES PRINTED COPIES ARE NOT DOCUMENT CONTROLLED. FOR LATEST AUTHORIZED VERSION PLEASE REFER TO THE NATIONAL GRID ENVIRONMENTAL INFONET SITE.</p>					

 ENVIRONMENTAL GUIDANCE		DOC NO.	EG-138RI	Rev. No.	2																														
		PAGE		4 of 4																															
		DATE		02/15/11																															
SUBJECT Mercury Seal Regulators			REFERENCE EP No. 1 – Waste Management																																
<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th colspan="3">Record of Change</th> </tr> <tr style="background-color: #d3d3d3;"> <th colspan="3">Date of Review/Revision:</th> </tr> <tr style="background-color: #d3d3d3;"> <th style="width: 15%;">Revision</th> <th style="width: 15%;">Date</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">0</td> <td></td> <td>New EG for Rhode Island only.</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">11/29/06</td> <td>Updated.</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">02/15/11</td> <td>EG revised to remove Gas Operations procedures, and clarify classifications of waste.</td> </tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>						Record of Change			Date of Review/Revision:			Revision	Date	Description	0		New EG for Rhode Island only.	1	11/29/06	Updated.	2	02/15/11	EG revised to remove Gas Operations procedures, and clarify classifications of waste.												
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Division 2-8

Request:

Re: pages 16 and 17, of the “Annual Environmental Report for Gas Service,” filed August 1, 2011, please provide:

- a. The average cost per MSR removal for each annual reporting period for which costs for the MSR program have been claimed.

Response:

- a. Please see the response to Divisions Request 2-6 (a).

Prepared by or under the supervision of: Michele Leone

Division 2-9

Request:

Re: page 15 of the Company's "Annual Environmental Report for Gas Service," please provide a detailed explanation of, and supporting invoices for, the referenced \$54,151 of costs for Miscellaneous MGP, Rhode Island.

Response:

The costs carried under the MGP Miscellaneous, Rhode Island project are associated with general costs and Company labor associated with the management of the gas operations Rhode Island MGP Program. These costs included under this project the following categories:

- Contract analyst support (GZA GeoEnvironmental, Inc. and ProUnlimited charges). The contract analysts assist with preparation of regulatory filings and requests; cost tracking; vendor invoice management; preparation of third party billings; document production for legal discovery; file management; and general administrative support.
- Training expenses (Tom's Catering charges). This charge is for 10% of the lunch expenses incurred during the annual Occupational Safety and Health Administration (OSHA) training of the project managers that manage the RI MGP sites. This training is required for work at hazardous waste sites. The Company used internal personnel to perform the training to limit costs.
- Electric Power Research Institute (EPRI). Participation in the EPRI's "Program 50 - MGP Site Management" provides utilities the opportunity to review the latest technologies concerning remediation of MGP sites. The information provided to EPRI members helps assist utilities in making cost-effective choices for MGP remediation.
- Company labor. The labor under this project includes internal Company project management activities that are not specific to one of the projects in the filing, such as labor associated with attending required environmental training; preparation of the annual Environmental Report for Gas Service and associated responses; program cost tracking; and overall invoice management.
- Company expense. The expenses under this project include mileage and cell phone charges for Company employees incurred during the management of the MGP projects.

The supporting invoices the costs services associated with the Miscellaneous MGP Rhode Island project are attached as Attachment DIV 2-9.

Division Data Request 2-9

Date	Payee	Invoice No.	Amount
07/10/10	GZA GeoEnvironmental, Inc.	628224	\$6,840.00
09/01/10	GZA GeoEnvironmental, Inc.	615231*	-\$889.66
01/28/11	GZA GeoEnvironmental, Inc.	636596	\$6,120.00
06/30/10	ProUnlimited Inc.	2586960	\$284.50
07/07/10	ProUnlimited Inc.	2592276	\$119.92
07/14/10	ProUnlimited Inc.	2596434	\$141.08
07/21/10	ProUnlimited Inc.	2601270	\$211.61
07/28/10	ProUnlimited Inc.	2606008	\$141.08
09/08/10	ProUnlimited Inc.	2630533	\$106.88
10/13/10	ProUnlimited Inc.	2652384	\$151.91
11/03/10	ProUnlimited Inc.	2670290	\$114.00
11/17/10	ProUnlimited Inc.	2680281	\$85.50
11/24/10	ProUnlimited Inc.	2685645	\$28.50
12/29/10	ProUnlimited Inc.	2711045	\$85.50
01/05/11	ProUnlimited Inc.	2715318	\$99.75
01/12/11	ProUnlimited Inc.	2719408	\$99.75
01/19/11	ProUnlimited Inc.	2724852	\$28.50
01/26/11	ProUnlimited Inc.	2728303	\$85.50
02/02/11	ProUnlimited Inc.	2733065	\$144.30
02/09/11	ProUnlimited Inc.	2737602	\$151.52
02/16/11	ProUnlimited Inc.	2742162	\$57.72
02/23/11	ProUnlimited Inc.	2746795	\$173.16
03/02/11	ProUnlimited Inc.	2750801	\$28.86
03/09/11	ProUnlimited Inc.	2755511	\$43.29
03/16/11	ProUnlimited Inc.	2760311	\$72.15
03/23/11	ProUnlimited Inc.	2764594	\$115.44
03/30/11	ProUnlimited Inc.	2768958	\$86.58
04/06/11	ProUnlimited Inc.	2773550	\$101.01
04/13/11	ProUnlimited Inc.	2778440	\$175.57
04/20/11	ProUnlimited Inc.	2782985	\$71.25
05/11/11	ProUnlimited Inc.	2797221	\$71.25
05/25/11	ProUnlimited Inc.	2806923	\$99.75
06/01/11	ProUnlimited Inc.	2812045	\$99.75
06/15/11	ProUnlimited Inc.	2821304	\$35.63
06/22/11	ProUnlimited Inc.	2826926	\$88.07
06/29/11	ProUnlimited Inc.	2831891	\$82.53
06/01/10	Tom's Catering	NG031011A	\$78.14
02/01/11	EPRI	ep00388910	\$3,035.32
	Company Labor	NA	\$32,319.45
	Company Expenses	NA	\$3,165.66

Sum: \$54,151

* Credit from a mischarge in FY10



GZA GeoEnvironmental, Inc.
One Edgewater Drive
Norwood, MA 02062
Please remit payment to:
P.O. Box 711810
Cincinnati, OH 45271-1810

Attachment DIV 2-9
Docket 4269 - DAC 2011
Invoice
September 16, 2011
Page 2 of 14

Ms. Michele Leone
Manager, NE Site Investigation & Remediation
National Grid USA
40 Sylvan Road
Substation Engineering, W3.152
Waltham, MA 02451-1120

July 01, 2010

Project No: 01.0170183.00

Invoice No: 0628224

Project 01.0170183.00 Contract Analysis Svs

Project Name: Various SIR Projects
National Grid P.O. No. 0000102633/KSE PO No. 563727

Professional Services through June 25, 2010

Professional Personnel

	Hours	Rate	Amount	
Publications	152.00	45.00	6,840.00	
Totals	152.00		6,840.00	
Total Labor				6,840.00
		Total this Invoice		\$6,840.00

Project Manager Albert Ricciardelli

Project 01.0170183.00 Contract Analysis Svs

Invoice

Billing Backup

Wednesday, September 07, 2011

GZA GeoEnvironmental, Inc.

Invoice 0628224 Dated 7/1/2010

3:57:59 PM

Project 01.0170183.00 Contract Analysis Svs

Professional Personnel

			Hours	Rate	Amount
Publications					
90704	Vojta, Gertraud	6/1/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/2/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/3/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/4/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/7/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/8/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/9/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/10/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/11/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/14/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/15/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/16/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/17/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/18/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/21/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/22/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/23/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/24/2010	8.00	45.00	360.00
90704	Vojta, Gertraud	6/25/2010	8.00	45.00	360.00
Totals			152.00		6,840.00
Total Labor					6,840.00
Total this Project					\$6,840.00
Total this Report					\$6,840.00

GZA
GeoEnvironmental, Inc.

*Engineers and
Scientists*

July 9, 2009
File No. 03.0033526.00-PC



530 Broadway
Providence
Rhode Island
02909
401-421-4140
Fax: 401-751-8613
<http://www.gza.com>

Ms. Mae Schuelke
Environmental Analyst
Environmental Department, C-1
National Grid USA
300 Erie Boulevard West
Syracuse, New York 13202

Re: GZA Invoice No. 0615231
Hamlet Avenue Gate Station Project
Woonsocket, Rhode Island

Dear Ms. Schuelke:

The attached Invoice No. 0615231 in the amount of \$1779.33 for consulting services performed by GZA GeoEnvironmental, Inc. (GZA) associated with the Hamlet Avenue Gate Station Project in Woonsocket, Rhode Island. This represents the 1st invoice submitted in accordance with GZA's Proposal for Services dated April 23, 2009, (Purchase Order No. XXX and Work Authorization 7035-01). It covers costs accrued by GZA as of June 26, 2009.

The following summarizes the work performed by task during this reporting period. The attached Table 1 presents a breakdown of budgets, amounts billed to date, and % complete by task and budget.

Task 1.00 Health & Safety Plan

- Prepare draft Site-Specific Health and Safety Plan
- Plan provided to Client w/draft Soil Management Plan (see Task 2.00)

Task 2.00 Soil Management Plan

- Prepare draft Soil Management Plan & submit to Client for review

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An Equal Opportunity Employer M/F/V/H

National Grid USA
File No. 33526.00

July 9, 2009
Page 2



We appreciate the opportunity to assist National Grid with this project. If you have any questions on project costs or status, please feel free to call me at (401) 427-2726 or via email at mclark@gza.com.

Very truly yours,

GZA GEOENVIRONMENTAL, INC.

A handwritten signature in black ink, appearing to read "R. Michael Clark".

R. Michael Clark
Senior Project Manager

Attachment: Table
GZA Invoice No. 0615231

cc: Michele Leone (National Grid)



GZA GeoEnvironmental, Inc.
530 Broadway, Providence, RI 02909
p. 401-421-4140, f. 401-751-8613
Please remit payment to:
P.O. Box 711810
Cincinnati, OH 45271-1810

Attachment DIV 2-9
Docket 4269 - DAC 2011
September 16, 2011

Invoice

Miss Mae Schuelke
Environmental Analyst
National Grid USA
Environmental Department, C-1
300 Erie Boulevard West
Syracuse, NY 13202

July 9, 2009

Project No: 03.0033526.00
Invoice No: 0615231

Project 03.0033526.00 Hamlet Avenue Gate Station

For Professional Services through June 26, 2009

Task 0001 Health & Safety Plan

Professional Personnel

	Hours	Rate	Amount
	.50		0.00
SR Project Manager	5.50	138.00	759.00
Totals	6.00		759.00
Total Labor			759.00

Total this Task \$759.00

Task 0002 Soil Management Plan

Professional Personnel

	Hours	Rate	Amount
Principal	1.00	175.00	175.00
SR Project Manager	6.00	138.00	828.00
Totals	7.00		1,003.00
Total Labor			1,003.00

Reimbursable Travel/ Expenses

Travel		16.50	
Total Reimbursables	1.05 times	16.50	17.33

Total this Task \$1,020.33

Invoice Content

Labor Rates

Mark-Up

Budget

Supporting Doc.

Mathematical Accuracy

Technical

PM

Project Manager

R. Michael Clark

Total this Invoice \$1,779.33

✓

✓

✓

✓

✓

✓

08/01/2009

(As of June 26, 2009)

*National Grid of Rhode Island
Hamlet Avenue Gate Station
Woonsocket, Rhode Island*

Task	Description	Budget	Current Invoice (# 0615231) 4/28/09 to 6/26/09	Previously Invoiced	Total Billed To Date	Budget Remaining	% Used Current Budget	% Complete Task
1.00	Health & Safety Plan	\$881.00	\$776.33	\$0.00	\$776.33	\$104.67	88%	95%
2.00	Soil Management Plan	\$881.00	\$1,003.00	\$0.00	\$1,003.00	-\$122.00	114%	95%
3.00	Field Observations	\$7,652.00	\$0.00	\$0.00	\$0.00	\$7,652.00	0%	0%
4.00	Letter Report	\$1,370.00	\$0.00	\$0.00	\$0.00	\$1,370.00	0%	0%
Totals		\$10,784.00	\$1,779.33	\$0.00	\$1,779.33	\$9,004.67	16%	

Notes:

1. Invoice submitted in accordance with GZA's Proposals for Services dated April 23, 2009 & Work Authorization Form 7035-01



GZA GeoEnvironmental, Inc.
One Edgewater Drive
Norwood, MA 02062
Please remit payment to:
P.O. Box 711810
Cincinnati, OH 45271-1810

Attachment DIV 2-9
Docket 4269 - DAC 2011
Invoice
January 16, 2011
Page 8 of 14

Ms. Michele Leone
Manager, NE Site Investigation &
Remediation
National Grid USA
40 Sylvan Road, E3.724
Waltham, MA 02451-1120

January 28, 2011

Project No: 01.0170183.00

Invoice No: 0636596

Project 01.0170183.00 Contract Analysis Sys

Project Name: Various SIR Projects
National Grid P.O. No. 0000102633/KSE PO No. 563727

Professional Services through January 21, 2011

Professional Personnel

	Hours	Rate	Amount
Publications	136.00	45.00	6,120.00
Totals	136.00		6,120.00
Total Labor			6,120.00
Total this Invoice			\$6,120.00

Project Manager Albert Ricciardelli

OK to pay
michele
02/04/2011

11

CO: 48
WO: 993 0000 476
DTE 8

Project 01.0170183.00 Contract Analysis Svs

Invoice

Docket 4269 - DAC 2011
0636596
September 16, 2011

Page 9 of 14

Billing Backup

Friday, January 28, 2011

GZA GeoEnvironmental, Inc.

Invoice 0636596 Dated 1/28/2011

7:51:24 AM

Project 01.0170183.00 Contract Analysis Svs

Professional Personnel

			Hours	Rate	Amount	
Publications						
90704	Vojta, Gertraud	12/27/2010	8.00	45.00	360.00	
90704	Vojta, Gertraud	12/29/2010	8.00	45.00	360.00	
90704	Vojta, Gertraud	12/30/2010	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/3/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/4/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/5/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/6/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/7/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/11/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/12/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/13/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/14/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/17/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/18/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/19/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/20/2011	8.00	45.00	360.00	
90704	Vojta, Gertraud	1/21/2011	8.00	45.00	360.00	
Totals			136.00		6,120.00	
Total Labor						6,120.00
Total this Project						\$6,120.00
Total this Report						\$6,120.00



PRO Unlimited, Inc

Time Card #	Amount	Invoice #	Invoice Date	Contractor Name
3977924	\$ 284.50	2586960	06/30/2010	Carleen Crummett
3984808	\$ 119.92	2592276	07/07/2010	Carleen Crummett
3991631	\$ 141.08	2596434	07/14/2010	Carleen Crummett
3999028	\$ 211.61	2601270	07/21/2010	Carleen Crummett
4005791	\$ 141.08	2606008	07/28/2010	Carleen Crummett
4040578	\$ 106.88	2630533	09/08/2010	Lauren Donovan
4074590	\$ 151.91	2652384	10/13/2010	Lauren Donovan
4094139	\$ 114.00	2670290	11/03/2010	Lauren Donovan
4105833	\$ 85.50	2680281	11/17/2010	Lauren Donovan
4111783	\$ 28.50	2685645	11/24/2010	Lauren Donovan
4139603	\$ 85.50	2711045	12/29/2010	Lauren Donovan
4144387	\$ 99.75	2715318	01/05/2011	Lauren Donovan
4148482	\$ 99.75	2719408	01/12/2011	Lauren Donovan
4153025	\$ 28.50	2724852	01/19/2011	Lauren Donovan
4157931	\$ 85.50	2728303	01/26/2011	Lauren Donovan
4163047	\$ 144.30	2733065	02/02/2011	Lauren Donovan
4168080	\$ 151.52	2737602	02/09/2011	Lauren Donovan
4174110	\$ 57.72	2742162	02/16/2011	Lauren Donovan
4177252	\$ 173.16	2746795	02/23/2011	Lauren Donovan
4180156	\$ 28.86	2750801	03/02/2011	Lauren Donovan
4183034	\$ 43.29	2755511	03/09/2011	Lauren Donovan
4185884	\$ 72.15	2760311	03/16/2011	Lauren Donovan
4188771	\$ 115.44	2764594	03/23/2011	Lauren Donovan
4191329	\$ 86.58	2768958	03/30/2011	Lauren Donovan
4194116	\$ 101.01	2773550	04/06/2011	Lauren Donovan
4196816	\$ 175.57	2778440	04/13/2011	Lauren Donovan
4199487	\$ 71.25	2782985	04/20/2011	Lauren Donovan
4207030	\$ 71.25	2797221	05/11/2011	Lauren Donovan
4212371	\$ 99.75	2806923	05/25/2011	Lauren Donovan
4214890	\$ 99.75	2812045	06/01/2011	Lauren Donovan
4220020	\$ 35.63	2821304	06/15/2011	Lauren Donovan
4222845	\$ 88.07	2826926	06/22/2011	Lauren Donovan
4225494	\$ 82.53	2831891	06/29/2011	Lauren Donovan

TOM'S MARKET

Catering
Fresh. Local

Exceptional

821 TIOGUE AVENUE
COVENTRY, RHODE ISLAND 02816
TELEPHONE 401.826.0050 - FACSIMILE 401.826.0051

172 BELLEVUE AVENUE, SUITE 203
NEWPORT, RHODE ISLAND 02840
TELEPHONE 401.225.7712

National Grid / Bill Howard
Accounts Payable
300 Erie Boulevard West
Syracuse, New York 13202-0000

March 10, 2011
Melrose Platform
Auditorium

Menu

Breakfast

Assorted Fresh Baked Breakfast Pastry
Seasonal Fruit Salad
Individual Yogurt
Assorted Juice and Bottled Water
Coffee Service

Lunch Menu

2 Individual Salads with Sliced Grilled Chicken and Honey Balsamic Dressing
Vegetable Lo Mein Salad
Sweet and Sour Chicken
Mini Eggrolls
Crab Rangoons
Fortune Cookies
Assorted Soda and Bottled Water

Includes disposable supplies, buffet linens, and delivery

\$723.50

\$7.24 Rhode Island Food and Beverage Tax
\$50.65 Rhode Island Sales Tax

\$781.39 Total

Inv# NG031011A

PO#0000032922

Full Service Catering

WEDDINGS CHRISTENINGS CONFIRMATIONS GRADUATIONS BUSINESS EVENT PLANNING BAR/BAT MITZVAHS FUNERAL COLLATION

www.tomsmarketcatering.com

Accounts Payable

MAR 29 2011

Received

Lunch at required
OSHA training

10% to 00048/
9930000476



INVOICE

Invoice: EPRI 00389104
Invoice Date: February 2, 2011
Page: 1 of 1

Customer No: 206221
Payment Terms: Net 30
Due Date: March 4, 2011
Customer Ref:

Customer: National Grid UK, Ltd.
Edward Neuhauser
300 Erie Blvd West
Syracuse NY 13202
United States

AMOUNT DUE: 117,648.00 USD

For billing questions, please call: 650-855-2236

Original

Description	Net Amount
Annual Research Portfolio - P50	117,648.00
AMOUNT DUE:	117,648.00 USD

Please wire funds to:
Bank of America, New York, NY
ABA# 026009593
Acct. No.: 1233954313
SWIFT Address: BOFAUS3N

Please remit check to:
EPRI
13014 Collections Center Drive
Chicago IL 60693
United States

Tax I.D. # 23-7175375
EPRI is a non-profit United States Corporation.
Please include an invoice copy with your remittance.

Check Date: 3/2/2011

National Grid USA Service Company, Inc.

Attachment DIV 2-9
 Docket 4269 - DAC 2011
 September 16, 2011
 Page 13 of 14
 Check No. 9900214435

Invoice Number	Invoice Date	P.O. ID	Gross Amount	Discount Taken	Paid Amount
ep00388910	2/2/2011		117,648.00	0.00	117,648.00

OK
 Mailed
 3-3-11

Vendor Number	Vendor Name			Total Discounts	
0000005857	EPRI			\$0.00	
Check Number	Date		Total Amount	Discounts Taken	Total Paid Amount
9900214435	3/2/2011		\$117,648.00	\$0.00	\$117,648.00

DOCUMENT IS PRINTED ON CHEMICALLY REACTIVE PAPER. THE BACK OF THIS DOCUMENT INCLUDES A CHEMICAL WASH WARNING BOX.

National Grid USA Service Company, Inc.

BANK OF AMERICA

9900214435

300 Erie Boulevard West
 Syracuse, NY 13202-4250

52-153-112

Date 3/2/2011

Pay Amount \$117,648.00***

Pay

****ONE HUNDRED SEVENTEEN THOUSAND SIX HUNDRED FORTY-EIGHT AND XX / 100 DOLLAR****

To
 The
 Order
 Of

EPRI
 13014 COLLECTIONS CENTER DRIVE
 CHICAGO, IL 60693

Lorraine Lynch
 Authorized Signature

Void After 120 Days

⑈9900214435⑈ 1011201539⑈ 80017995⑈

[illegible]

Division 2-10

Request:

Re: Weather Normalization Factor found on Attachment NG-JFN-8 Page 1, please provide:

- a. Document the derivation of the degree day data used for each month and the source of that data;
- b. Verify the base temperature used in the computation of measures of degree day employed;

Response:

- a. The Normal Heating Degree Days come from the most recent approved rate case Docket 3943, Attachment NG-PCC-1, Page 1 of 13. The Actual Heating Degree Days come from the publication by National Oceanic and Atmospheric Administration. Attachment DIV 2-10 shows the daily actual heating degree day information from November 1, 2010 to March 31, 2011.
- b. The Heating Degree Day is the difference between the average daily temperature and the 65 degrees Fahrenheit at the Theodore Green State Airport, published by National Oceanic and Atmospheric Administration.

Prepared by or under the supervision of: John F. Nestor, III and Yi-An Chen

Actual Heating Degree Days

Day	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
1	23	14	23	45	31
2	24	26	22	37	29
3	25	28	35	45	43
4	19	29	35	42	38
5	11	34	33	33	20
6	17	36	40	27	11
7	22	34	36	32	24
8	23	38	34	37	29
9	13	43	35	44	30
10	18	45	36	45	24
11	19	29	39	47	20
12	14	24	36	40	20
13	12	21	40	34	21
14	18	39	46	20	30
15	14	45	45	36	30
16	13	39	38	37	24
17	8	39	47	24	21
18	17	36	36	18	8
19	27	36	28	33	23
20	24	36	35	38	28
21	28	31	39	41	29
22	16	28	47	39	24
23	10	30	52	34	28
24	22	32	58	36	29
25	30	38	43	24	29
26	23	39	42	32	33
27	29	39	37	35	30
28	29	39	41	27	27
29	27	35	35		25
30	27	33	38		23
31		28	44		25
Total	602	1043	1195	982	806

Division 2-11

Request:

Re: Attachment NG-JFN-4, page 1 of 3, please provide the source document(s) and all supporting workpapers in electronic spreadsheet format (with all cell references and formulae in tact) for the Firm Thru-put figure shown on line 14.

Response:

Please see Attachment DIV 2-11-1 and Attachment DIV 2-11-2.

Prepared by or under the supervision of: John F. Nestor, III and A. Leo Silverstrini

Rhode Island
Load Forecast: Sales
Therms

		OK															
		Peak	Peak	Peak	FY 0	Off Peak	Off Peak	Off Peak	Off Peak	Off Peak	Off Peak	Peak	Peak	Peak	Peak	Peak	FY 1
		Jan-11	Feb-11	Mar-11	Peak	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Peak
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12
1012 (1012) (1101)	Peak	Customers	27,502	27,417	27,346	27,280						27,058	26,932	26,879	26,780	26,626	26,449
	Volumes		773,148	816,539	660,507	552,423						487,872	573,587	749,081	724,273	620,467	529,230
	Off Peak	Customers					27,230	27,198	27,185	27,167	27,143	27,105					
		Volumes					449,022	373,622	318,233	292,329	299,754	330,285					
Total		Customers	27,502	27,417	27,346	27,280	27,230	27,198	27,185	27,167	27,143	27,105	27,058	26,932	26,879	26,780	26,626
		Volumes	773,148	816,539	660,507	552,423	449,022	373,622	318,233	292,329	299,754	330,285	487,872	573,587	749,081	724,273	620,467
1247 (1247) (1301)		Peak	Customers	200,580	200,609	200,644	199,635					199,644	201,101	201,827	201,976	202,108	201,170
		Volumes	33,697,342	32,668,761	24,799,150	16,025,320						10,285,936	22,841,308	34,455,970	33,659,216	25,117,067	17,051,178
		Off Peak	Customers				198,403	197,072	196,336	195,859	196,157	197,594					
		Volumes					10,729,334	4,966,308	3,524,888	3,627,125	3,603,038	4,321,524					
Total		Customers	200,580	200,609	200,644	199,635	198,403	197,072	196,336	195,859	196,157	197,594	199,644	201,101	201,827	201,976	202,108
		Volumes	33,697,342	32,668,761	24,799,150	16,025,320	10,729,334	4,966,308	3,524,888	3,627,125	3,603,038	4,321,524	10,285,936	22,841,308	34,455,970	33,659,216	25,117,067
2107	Peak	Customers	18,819	18,737	18,598	18,471						18,472	18,657	18,719	18,737	18,588	18,464
	Volumes		4,931,334	4,572,224	4,001,971	2,488,260						1,541,339	3,061,736	4,910,704	4,786,717	4,070,114	2,526,243
	Off Peak	Customers					18,280	18,093	17,964	17,895	17,998	18,205					
		Volumes					1,206,923	515,101	433,325	377,605	505,636	802,068					
Total		Customers	18,819	18,737	18,598	18,471	18,280	18,093	17,964	17,895	17,998	18,205	18,472	18,657	18,719	18,737	18,588
		Volumes	4,931,334	4,572,224	4,001,971	2,488,260	1,206,923	515,101	433,325	377,605	505,636	802,068	1,541,339	3,061,736	4,910,704	4,786,717	4,070,114
2237 (2237) (2231)	Peak	Customers	2,943	2,930	2,919	2,908						2,863	2,859	2,855	2,851	2,848	2,846
	Volumes		6,970,899	5,935,614	4,912,419	2,160,651						2,087,251	3,931,283	6,746,304	6,371,111	5,061,714	2,214,828
	Off Peak	Customers					2,899	2,890	2,883	2,876	2,871	2,866					
		Volumes					1,428,559	631,508	915,557	607,049	866,576	1,104,413					
Total		Customers	2,943	2,930	2,919	2,908	2,899	2,890	2,883	2,876	2,871	2,866	2,863	2,859	2,855	2,851	2,848
		Volumes	6,970,899	5,935,614	4,912,419	2,160,651	1,428,559	631,508	915,557	607,049	866,576	1,104,413	2,087,251	3,931,283	6,746,304	6,371,111	5,061,714
2367 (2367) (2331)	Peak	Customers	47	46	47	46						47	47	47	46	46	46
	Volumes		313,489	318,285	308,887	246,941						223,966	274,052	324,785	288,345	279,598	254,225
	Off Peak	Customers					46	45	45	45	46	46					
		Volumes					205,875	171,923	154,200	160,743	160,979	168,697					
Total		Customers	47	46	47	46	46	45	45	45	46	46	47	47	47	46	46
		Volumes	313,489	318,285	308,887	246,941	205,875	171,923	154,200	160,743	160,979	168,697	223,966	274,052	324,785	288,345	279,598
2496	Peak	Customers	6	6	6	6						6	6	6	6	6	6
	Volumes		167,149	227,544	168,238	145,926						144,601	163,393	174,951	192,715	139,612	153,112
	Off Peak	Customers					6	6	6	6	6	6					
		Volumes					136,495	136,434	125,162	128,299	119,960	120,322					
Total		Customers	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
		Volumes	167,149	227,544	168,238	145,926	136,495	136,434	125,162	128,299	119,960	120,322	144,601	163,393	174,951	192,715	139,612

Rhode Island
Load Forecast: Sales
Therms

OK

Terms			FY 0										FY 1					
			Peak Jan-11	Peak Feb-11	Peak Mar-11	Peak Apr-11	Off Peak May-11	Off Peak Jun-11	Off Peak Jul-11	Off Peak Aug-11	Off Peak Sep-11	Off Peak Oct-11	Peak Nov-11	Peak Dec-11	Peak Jan-12	Peak Feb-12	Peak Mar-12	FY 1 Peak Apr-12
3367 (3367) (3331)	Peak	Customers	126	126	127	126							127	127	126	126	126	126
		Volumes	1,141,352	1,176,233	1,090,038	853,699							504,253	817,981	1,147,452	1,215,401	1,101,548	865,481
	Off Peak	Customers					126	126	126	126	126	126						
		Volumes					333,277	117,340	44,038	43,232	106,614	221,801						
	Total	Customers	126	126	127	126	126	126	126	126	126	126	127	127	126	126	126	126
		Volumes	1,141,352	1,176,233	1,090,038	853,699	333,277	117,340	44,038	43,232	106,614	221,801	504,253	817,981	1,147,452	1,215,401	1,101,548	865,481
3496	Peak	Customers	2	2	2	2							2	2	2	2	2	2
		Volumes	102,527	77,287	65,637	22,782							24,278	52,678	104,069	90,368	73,315	25,508
	Off Peak	Customers					2	2	2	2	2	2						
		Volumes					13,673	4,989	9,840	3,362	6,892	4,300						
	Total	Customers	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
		Volumes	102,527	77,287	65,637	22,782	13,673	4,989	9,840	3,362	6,892	4,300	24,278	52,678	104,069	90,368	73,315	25,508
Total Sales Customers			250,025	249,873	249,689	248,474	246,992	245,432	244,547	243,976	244,349	245,950	248,219	249,731	250,461	250,524	250,350	249,109
Total Sales Volumes			48,097,239	45,792,486	36,006,846	22,496,002	14,503,158	6,917,224	5,525,244	5,239,743	5,669,449	7,073,410	15,299,497	31,716,018	48,613,315	47,328,146	36,463,435	23,619,803

Off Peak <u>May-12</u>	Off Peak <u>Jun-12</u>	Off Peak <u>Jul-12</u>	Off Peak <u>Aug-12</u>	Off Peak <u>Sep-12</u>	Off Peak <u>Oct-12</u>	Peak <u>Nov-12</u>	Peak <u>Dec-12</u>	Peak <u>Jan-13</u>	Peak <u>Feb-13</u>	Peak <u>Mar-13</u>	FY 2 Peak <u>Apr-13</u>	Off Peak <u>May-13</u>	Off Peak <u>Jun-13</u>	Off Peak <u>Jul-13</u>	Off Peak <u>Aug-13</u>	Off Peak <u>Sep-13</u>	Off Peak <u>Oct-13</u>	Peak <u>Nov-13</u>
						26,116 438,717	25,982 550,164	25,946 707,929	25,875 700,254	25,752 603,326	25,578 517,723							25,201 421,961
26,317 439,279	26,194 357,644	26,191 318,039	26,185 287,443	26,174 285,295	26,153 351,429							25,420 425,357	25,322 351,957	25,245 309,766	25,243 275,805	25,238 289,665	25,228 324,956	
						201,380 10,481,134	202,845 22,572,264	203,578 34,842,867	203,733 33,768,224	203,864 25,229,157	202,930 16,730,286						5,495,618	203,151 10,037,596
199,992 10,815,959	198,704 4,734,913	198,001 4,228,474	197,549 3,623,674	197,868 3,451,155	199,319 4,099,661							201,755 9,623,630	200,469 4,584,345	199,768 3,817,856	199,318 3,008,983	199,639 3,215,707	201,091 3,840,880	
199,992 10,815,959	198,704 4,734,913	198,001 4,228,474	197,549 3,623,674	197,868 3,451,155	199,319 4,099,661	201,380 10,481,134	202,845 22,572,264	203,578 34,842,867	203,733 33,768,224	203,864 25,229,157	202,930 16,730,286	201,755 9,623,630	200,469 4,584,345	199,768 3,817,856	199,318 3,008,983	199,639 3,215,707	201,091 3,840,880	203,151 10,037,596
						18,466 1,595,630	18,656 3,097,676	18,719 4,893,863	18,731 4,769,238	18,585 4,070,054	18,454 2,546,574						171,715,333	18,450 1,601,490
18,271 1,220,966	18,084 476,312	17,953 422,152	17,884 345,392	17,990 492,633	18,204 804,870							18,264 1,222,261	18,077 459,965	17,952 413,846	17,884 317,964	17,992 476,886	18,205 787,597	
18,271 1,220,966	18,084 476,312	17,953 422,152	17,884 345,392	17,990 492,633	18,204 804,870	18,466 1,595,630	18,656 3,097,676	18,719 4,893,863	18,731 4,769,238	18,585 4,070,054	18,454 2,546,574	18,264 1,222,261	18,077 459,965	17,952 413,846	17,884 317,964	17,992 476,886	18,205 787,597	18,450 1,601,490
						2,838 2,305,150	2,837 4,054,119	2,836 6,734,887	2,835 6,794,478	2,834 5,145,658	2,833 2,366,695						24,651,554	2,833 2,384,352
2,844 1,397,560	2,842 361,852	2,840 793,494	2,839 387,352	2,838 749,518	2,838 1,063,908							2,832 1,419,376	2,832 275,466	2,831 740,866	2,831 240,363	2,832 666,812	2,832 991,022	
2,844 1,397,560	2,842 361,852	2,840 793,494	2,839 387,352	2,838 749,518	2,838 1,063,908	2,838 2,305,150	2,837 4,054,119	2,836 6,734,887	2,835 6,794,478	2,834 5,145,658	2,833 2,366,695	2,832 1,419,376	2,832 275,466	2,831 740,866	2,831 240,363	2,832 666,812	2,832 991,022	2,833 2,384,352
						47 231,095	47 272,829	47 321,701	46 288,968	46 303,651	46 261,186						31,734,892	47 236,140
45 209,381	45 174,889	45 171,104	45 154,197	45 157,406	46 206,019							45 211,681	45 179,235	45 153,536	45 136,416	45 178,733	46 200,642	
45 209,381	45 174,889	45 171,104	45 154,197	45 157,406	46 206,019	47 231,095	47 272,829	47 321,701	46 288,968	46 303,651	46 261,186	45 211,681	45 179,235	45 153,536	45 136,416	45 178,733	46 200,642	47 236,140
						6 149,202	6 158,320	6 173,106	6 198,801	6 165,276	6 162,172							6 156,026
6 139,586	6 138,676	6 141,112	6 120,491	6 115,156	6 156,055							6 143,978	6 145,149	6 125,597	6 104,690	6 139,189	6 152,880	
6 139,586	6 138,676	6 141,112	6 120,491	6 115,156	6 156,055	6 149,202	6 158,320	6 173,106	6 198,801	6 165,276	6 162,172	6 143,978	6 145,149	6 125,597	6 104,690	6 139,189	6 152,880	6 156,026

Off Peak <u>May-12</u>	Off Peak <u>Jun-12</u>	Off Peak <u>Jul-12</u>	Off Peak <u>Aug-12</u>	Off Peak <u>Sep-12</u>	Off Peak <u>Oct-12</u>	Peak <u>Nov-12</u>	Peak <u>Dec-12</u>	Peak <u>Jan-13</u>	Peak <u>Feb-13</u>	Peak <u>Mar-13</u>	FY 2 Peak <u>Apr-13</u>	Off Peak <u>May-13</u>	Off Peak <u>Jun-13</u>	Off Peak <u>Jul-13</u>	Off Peak <u>Aug-13</u>	Off Peak <u>Sep-13</u>	Off Peak <u>Oct-13</u>	Peak <u>Nov-13</u>
						127 527,330	127 841,444	126 1,205,736	126 1,251,223	126 1,160,225	126 916,514							126 561,681
126 347,672	126 130,669	126 60,894	126 60,330	126 125,041	126 242,552							126 381,368	126 155,306	126 83,511	126 81,346	126 147,101	126 268,137	
126 347,672	126 130,669	126 60,894	126 60,330	126 125,041	126 242,552	127 527,330	127 841,444	126 1,205,736	126 1,251,223	126 1,160,225	126 916,514	126 381,368	126 155,306	126 83,511	126 81,346	126 147,101	126 268,137	126 561,681
						2 27,965	2 55,187	2 101,498	2 97,367	2 72,694	2 26,039							2 28,474
2 12,017	2 0	2 4,350	2 0	2 1,508	2 766							2 9,467	2 0	2 462	2 0	2 0	2 0	2 0
2 12,017	2 0	2 4,350	2 0	2 1,508	2 766	2 27,965	2 55,187	2 101,498	2 97,367	2 72,694	2 26,039	2 9,467	2 0	2 462	2 0	2 0	2 0	2 28,474
247,603	246,003	245,164	244,636	245,049	246,694	248,982	250,502	251,260	251,354	251,215	249,975	248,450	246,879	245,975	245,455	245,880	247,536	249,816
14,582,422	6,374,955	6,139,619	4,978,880	5,377,714	6,925,260	15,756,221	31,602,002	48,981,589	47,868,553	36,750,042	23,527,188	13,437,119	6,151,423	5,645,442	4,165,567	5,114,091	6,566,114	15,427,721

Peak Dec-13	Peak Jan-14	Peak Feb-14	Peak Mar-14	FY 3 Peak Apr-14	Off Peak May-14	Off Peak Jun-14	Off Peak Jul-14	Off Peak Aug-14	Off Peak Sep-14	Off Peak Oct-14	Peak Nov-14	Peak Dec-14	Peak Jan-15	Peak Feb-15	Peak Mar-15	FY 4 Peak Apr-15	Off Peak May-15	Off Peak Jun-15	Off Peak Jul-15
25,152	25,026	24,975	24,882	24,725							24,287	24,244	24,104	24,066	23,999	23,867			
525,881	682,633	676,903	585,180	500,659							403,559	506,774	658,100	653,435	564,634	484,434			
					24,550	24,421	24,308	24,308	24,307	24,306							23,695	23,538	23,447
					413,384	340,812	297,605	271,902	272,795	312,338							399,662	328,248	289,880
25,152	25,026	24,975	24,882	24,725	24,550	24,421	24,308	24,308	24,307	24,306	24,287	24,244	24,104	24,066	23,999	23,867	23,695	23,538	23,447
525,881	682,633	676,903	585,180	500,659	413,384	340,812	297,605	271,902	272,795	312,338	403,559	506,774	658,100	653,435	564,634	484,434	399,662	328,248	289,880
204,613	205,347	205,503	205,633	204,699							204,921	206,382	207,115	207,272	207,401	206,469			
22,569,669	35,218,047	33,488,405	25,174,903	16,216,124							10,019,531	22,968,319	35,262,006	33,572,374	25,362,902	16,143,798			
					203,524	202,239	201,540	201,089	201,412	202,862							205,293	204,009	203,310
					9,350,590	4,425,633	3,123,716	2,926,718	3,101,454	3,634,620							9,743,355	4,381,999	3,272,388
204,613	205,347	205,503	205,633	204,699	203,524	202,239	201,540	201,089	201,412	202,862	204,921	206,382	207,115	207,272	207,401	206,469	205,293	204,009	203,310
22,569,669	35,218,047	33,488,405	25,174,903	16,216,124	9,350,590	4,425,633	3,123,716	2,926,718	3,101,454	3,634,620	10,019,531	22,968,319	35,262,006	33,572,374	25,362,902	16,143,798	9,743,355	4,381,999	3,272,388
18,636	18,709	18,717	18,568	18,425							18,407	18,594	18,678	18,684	18,551	18,361			
3,108,682	5,016,913	4,917,406	4,176,430	2,640,118							1,635,188	3,151,876	5,000,529	4,916,043	4,169,071	2,645,911			
					18,232	18,044	17,919	17,850	17,970	18,192							18,188	18,004	17,876
					1,258,489	476,833	420,871	313,596	478,893	791,855							1,259,028	485,807	420,898
18,636	18,709	18,717	18,568	18,425	18,232	18,044	17,919	17,850	17,970	18,192	18,407	18,594	18,678	18,684	18,551	18,361	18,188	18,004	17,876
3,108,682	5,016,913	4,917,406	4,176,430	2,640,118	1,258,489	476,833	420,871	313,596	478,893	791,855	1,635,188	3,151,876	5,000,529	4,916,043	4,169,071	2,645,911	1,259,028	485,807	420,898
2,832	2,832	2,831	2,831	2,830							2,831	2,831	2,831	2,830	2,830	2,829			
4,054,121	6,573,072	6,802,777	5,029,986	2,390,311							2,328,724	3,936,240	6,581,873	6,889,992	5,058,088	2,488,833			
					2,830	2,829	2,829	2,829	2,830	2,831							2,829	2,828	2,828
					1,397,934	264,688	707,580	149,015	592,179	880,524							1,418,842	306,599	698,216
2,832	2,832	2,831	2,831	2,830	2,830	2,829	2,829	2,829	2,830	2,831	2,831	2,831	2,831	2,830	2,830	2,829	2,829	2,828	2,828
4,054,121	6,573,072	6,802,777	5,029,986	2,390,311	1,397,934	264,688	707,580	149,015	592,179	880,524	2,328,724	3,936,240	6,581,873	6,889,992	5,058,088	2,488,833	1,418,842	306,599	698,216
47	47	46	46	46							47	48	47	46	46	45			
285,760	328,300	314,972	312,871	260,647							245,144	281,862	336,814	311,324	305,347	265,855			
					45	44	45	45	45	46							45	44	44
					216,362	169,083	142,469	155,601	171,644	195,339							214,025	165,238	156,246
47	47	46	46	46	45	44	45	45	45	46	47	48	47	46	46	45	45	44	44
285,760	328,300	314,972	312,871	260,647	216,362	169,083	142,469	155,601	171,644	195,339	245,144	281,862	336,814	311,324	305,347	265,855	214,025	165,238	156,246
6	6	6	6	6							6	6	6	6	6	6			
170,504	168,650	216,858	164,464	154,129							158,832	158,345	176,413	213,429	156,689	161,153			
					6	6	6	6	6	6							6	6	6
					143,322	131,753	111,970	121,008	129,033	143,209							141,645	128,987	126,762
6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
170,504	168,650	216,858	164,464	154,129	143,322	131,753	111,970	121,008	129,033	143,209	158,832	158,345	176,413	213,429	156,689	161,153	141,645	128,987	126,762

Peak Dec-13	Peak Jan-14	Peak Feb-14	Peak Mar-14	FY 3 Peak Apr-14	Off Peak May-14	Off Peak Jun-14	Off Peak Jul-14	Off Peak Aug-14	Off Peak Sep-14	Off Peak Oct-14	Peak Nov-14	Peak Dec-14	Peak Jan-15	Peak Feb-15	Peak Mar-15	FY 4 Peak Apr-15	Off Peak May-15	Off Peak Jun-15	Off Peak Jul-15
127 895,102	126 1,309,625	126 1,357,478	126 1,262,357	126 1,003,624							126 626,598	127 974,547	126 1,355,756	126 1,402,798	126 1,308,597	126 1,045,033			
					126 429,209	126 186,963	126 110,644	126 108,991	126 179,620	126 311,040							126 462,580	126 215,783	126 138,176
127 895,102	126 1,309,625	126 1,357,478	126 1,262,357	126 1,003,624	126 429,209	126 186,963	126 110,644	126 108,991	126 179,620	126 311,040	126 626,598	127 974,547	126 1,355,756	126 1,402,798	126 1,308,597	126 1,045,033	126 462,580	126 215,783	126 138,176
2 54,064	2 98,988	2 97,948	2 71,634	2 26,932							2 28,276	2 53,192	2 102,881	2 103,187	2 75,978	2 31,307			
					2 8,255	2 0	2 0	2 0	2 0	2 0							2 9,763	2 0	2 0
2 54,064	2 98,988	2 97,948	2 71,634	2 26,932	2 8,255	2 0	2 0	2 0	2 0	2 0	2 28,276	2 53,192	2 102,881	2 103,187	2 75,978	2 31,307	2 9,763	2 0	2 0
251,415	252,095	252,206	252,094	250,859	249,315	247,711	246,775	246,255	246,698	248,371	250,627	252,234	252,909	253,032	252,961	251,705	250,184	248,557	247,639
31,663,782	49,396,228	47,872,748	36,777,826	23,192,544	13,217,544	5,995,766	4,914,855	4,046,832	4,925,618	6,268,924	15,445,851	32,031,155	49,474,373	48,062,582	37,001,306	23,266,325	13,648,899	6,012,661	5,102,566

Off Peak <u>Aug-15</u>	Off Peak <u>Sep-15</u>	Off Peak <u>Oct-15</u>	Peak <u>Nov-15</u>	Peak <u>Dec-15</u>	Peak <u>Jan-16</u>	Peak <u>Feb-16</u>	Peak <u>Mar-16</u>	FY 5 Peak <u>Apr-16</u>	Off Peak <u>May-16</u>	Off Peak <u>Jun-16</u>	Off Peak <u>Jul-16</u>	Off Peak <u>Aug-16</u>	Off Peak <u>Sep-16</u>	Off Peak <u>Oct-16</u>	Peak <u>Nov-16</u>	Peak <u>Dec-16</u>	Peak <u>Jan-17</u>	Peak <u>Feb-17</u>	Peak <u>Mar-17</u>
			23,370 388,366	23,335 488,063	23,278 636,095	23,150 628,599	23,103 544,057	23,001 467,147							22,448 373,161	22,424 469,216	22,371 611,471	22,229 604,059	22,195 522,795
23,373 258,835	23,374 262,068	23,378 299,143							22,844 385,281	22,670 317,408	22,548 277,719	22,437 248,401	22,440 251,086	22,448 287,275					
23,373 258,835	23,374 262,068	23,378 299,143	23,370 388,366	23,335 488,063	23,278 636,095	23,150 628,599	23,103 544,057	23,001 467,147	22,844 385,281	22,670 317,408	22,548 277,719	22,437 248,401	22,440 251,086	22,448 287,275	22,448 373,161	22,424 469,216	22,371 611,471	22,229 604,059	22,195 522,795
			206,693 10,464,296	208,152 23,250,933	208,883 35,499,195	209,042 34,185,694	209,175 25,593,777	208,242 16,492,754							208,469 10,659,149	209,926 23,418,060	210,657 36,003,765	210,812 34,609,478	210,944 25,768,755
202,860 3,261,084	203,185 3,168,032	204,636 3,925,031							207,067 10,115,595	205,785 4,531,441	205,086 3,767,606	204,642 3,460,955	204,964 3,423,104	206,415 4,279,597					
202,860 3,261,084	203,185 3,168,032	204,636 3,925,031	206,693 10,464,296	208,152 23,250,933	208,883 35,499,195	209,042 34,185,694	209,175 25,593,777	208,242 16,492,754	207,067 10,115,595	205,785 4,531,441	205,086 3,767,606	204,642 3,460,955	204,964 3,423,104	206,415 4,279,597	208,469 10,659,149	209,926 23,418,060	210,657 36,003,765	210,812 34,609,478	210,944 25,768,755
			18,364 1,627,756	18,551 3,133,515	18,643 4,976,828	18,657 4,967,190	18,523 4,153,112	18,329 2,649,526							18,327 1,619,481	18,510 3,113,569	18,617 4,941,976	18,569 4,848,206	18,513 4,128,294
17,811 309,527	17,953 473,670	18,159 779,943							18,155 1,260,772	17,976 498,804	17,850 426,284	17,874 316,741	17,945 474,317	18,135 775,081					
17,811 309,527	17,953 473,670	18,159 779,943	18,364 1,627,756	18,551 3,133,515	18,643 4,976,828	18,657 4,967,190	18,523 4,153,112	18,329 2,649,526	18,155 1,260,772	17,976 498,804	17,850 426,284	17,874 316,741	17,945 474,317	18,135 775,081	18,327 1,619,481	18,510 3,113,569	18,617 4,941,976	18,569 4,848,206	18,513 4,128,294
			2,831 2,318,815	2,831 3,898,700	2,830 6,577,166	2,830 6,825,763	2,829 5,072,025	2,828 2,558,386							2,830 2,308,228	2,831 3,864,453	2,830 6,567,186	2,829 6,904,271	2,829 5,079,768
2,828 117,874	2,829 555,021	2,830 822,998							2,828 1,438,899	2,828 358,515	2,828 704,352	2,828 121,573	2,829 539,351	2,830 796,435					
2,828 117,874	2,829 555,021	2,830 822,998	2,831 2,318,815	2,831 3,898,700	2,830 6,577,166	2,830 6,825,763	2,829 5,072,025	2,828 2,558,386	2,828 1,438,899	2,828 358,515	2,828 704,352	2,828 121,573	2,829 539,351	2,830 796,435	2,830 2,308,228	2,831 3,864,453	2,830 6,567,186	2,829 6,904,271	2,829 5,079,768
			47 231,455	48 284,729	47 336,630	46 307,509	47 309,953	46 265,605							47 232,332	48 288,793	47 334,510	46 309,732	47 307,197
45 158,713	45 172,873	46 193,336							45 210,501	44 168,595	44 154,861	44 154,933	44 179,776	45 198,346					
45 158,713	45 172,873	46 193,336	47 231,455	48 284,729	47 336,630	46 307,509	47 309,953	46 265,605	45 210,501	44 168,595	44 154,861	44 154,933	44 179,776	45 198,346	47 232,332	48 288,793	47 334,510	46 309,732	47 307,197
			6 146,093	6 160,974	6 177,309	6 209,252	6 163,940	6 163,245							6 150,169	6 167,431	6 181,954	6 222,996	6 168,851
6 125,242	6 131,990	6 143,025							6 140,805	6 135,385	6 128,274	6 125,239	6 142,810	6 151,767					
6 125,242	6 131,990	6 143,025	6 146,093	6 160,974	6 177,309	6 209,252	6 163,940	6 163,245	6 140,805	6 135,385	6 128,274	6 125,239	6 142,810	6 151,767	6 150,169	6 167,431	6 181,954	6 222,996	6 168,851

FY 5																			
Off Peak Aug-15	Off Peak Sep-15	Off Peak Oct-15	Peak Nov-15	Peak Dec-15	Peak Jan-16	Peak Feb-16	Peak Mar-16	Peak Apr-16	Off Peak May-16	Off Peak Jun-16	Off Peak Jul-16	Off Peak Aug-16	Off Peak Sep-16	Off Peak Oct-16	Peak Nov-16	Peak Dec-16	Peak Jan-17	Peak Feb-17	Peak Mar-17
			126 658,317	127 1,011,431	127 1,405,729	126 1,483,667	126 1,356,065	126 1,086,708							126 684,563	127 1,044,416	127 1,463,358	126 1,508,773	126 1,410,956
126 135,844	126 205,891	126 339,136							126 491,333	126 238,378	126 158,317	126 154,968	125 224,792	126 360,132					
126 135,844	126 205,891	126 339,136	126 658,317	127 1,011,431	127 1,405,729	126 1,483,667	126 1,356,065	126 1,086,708	126 491,333	126 238,378	126 158,317	126 154,968	125 224,792	126 360,132	126 684,563	127 1,044,416	127 1,463,358	126 1,508,773	126 1,410,956
			2 29,794	2 54,628	2 103,569	2 101,469	2 77,047	2 33,159							2 29,880	2 54,283	2 101,157	2 101,634	2 75,221
2 0	2 0	2 0							2 10,208	2 0	2 0	2 0	2 0	2 0					
2 0	2 0	2 0	2 29,794	2 54,628	2 103,569	2 101,469	2 77,047	2 33,159	2 10,208	2 0	2 0	2 0	2 0	2 0	2 29,880	2 54,283	2 101,157	2 101,634	2 75,221
247,051	247,520	249,183	251,439	253,052	253,816	253,859	253,811	252,580	251,073	249,437	248,490	247,959	248,355	250,007	252,255	253,874	254,657	254,619	254,662
4,367,119	4,969,546	6,502,613	15,864,893	32,282,973	49,712,521	48,709,142	37,269,977	23,716,530	14,053,394	6,248,526	5,617,414	4,582,810	5,235,236	6,848,633	16,056,962	32,420,221	50,205,376	49,109,148	37,461,837

<u>Peak Apr-17</u>	<u>Peak May-17</u>	<u>Peak Jun-17</u>	<u>Peak Jul-17</u>	<u>Peak Aug-17</u>	<u>Peak Sep-17</u>	<u>Peak Oct-17</u>	<u>Peak Nov-17</u>	<u>Peak Dec-17</u>	<u>CY 2011 Total</u>	<u>2012 Total</u>
22,119							21,522	21,508	27,256	26,472
449,257							357,833	450,094	3,864,076	3,611,930
	21,989	21,814	21,664	21,575	21,505	21,516			27,171	26,202
	371,431	304,992	266,859	238,647	240,669	275,367			2,063,245	2,039,129
22,119	21,989	21,814	21,664	21,575	21,505	21,516	21,522	21,508	27,164	26,337
449,257	371,431	304,992	266,859	238,647	240,669	275,367	357,833	450,094	5,927,321	5,651,059
210,011							210,241	211,696	200,369	201,884
16,900,709							10,556,654	23,572,039	140,317,817	143,336,828
	208,837	207,555	206,858	206,414	206,738	208,189			196,904	198,572
	10,163,020	4,684,188	3,912,421	3,416,860	3,527,492	4,193,104			30,772,218	30,953,836
210,011	208,837	207,555	206,858	206,414	206,738	208,189	210,241	211,696	198,245	200,228
16,900,709	10,163,020	4,684,188	3,912,421	3,416,860	3,527,492	4,193,104	10,556,654	23,572,039	171,090,035	174,290,665
18,299							18,289	18,466	18,626	18,605
2,641,113							1,607,755	3,087,830	20,596,863	20,987,084
	18,123	17,950	17,823	17,865	17,952	18,112			18,073	18,064
	1,260,140	511,836	434,601	327,383	479,534	773,819			3,840,657	3,762,326
18,299	18,123	17,950	17,823	17,865	17,952	18,112	18,289	18,466	18,263	18,335
2,641,113	1,260,140	511,836	434,601	327,383	479,534	773,819	1,607,755	3,087,830	24,437,520	24,749,410
2,828							2,830	2,830	2,904	2,846
2,596,624							2,299,192	3,835,409	25,998,117	26,753,227
	2,827	2,827	2,827	2,828	2,828	2,829			2,881	2,840
	1,456,169	407,300	717,538	143,631	538,505	790,981			5,553,662	4,753,684
2,828	2,827	2,827	2,827	2,828	2,828	2,829	2,830	2,830	2,883	2,843
2,596,624	1,456,169	407,300	717,538	143,631	538,505	790,981	2,299,192	3,835,409	31,551,779	31,506,910
46							47	48	47	47
257,699							232,920	286,210	1,685,619	1,650,877
	45	44	44	44	44	45			46	45
	207,556	162,762	151,392	153,155	170,815	180,593			1,022,417	1,072,997
46	45	44	44	44	44	45	47	48	46	46
257,699	207,556	162,762	151,392	153,155	170,815	180,593	232,920	286,210	2,708,036	2,723,875
6							6	6	6	6
162,950							158,717	172,847	1,016,850	967,912
	6	6	6	6	6	6			6	6
	145,000	136,831	131,386	130,206	142,213	141,853			766,671	811,077
6	6	6	6	6	6	6	6	6	6	6
162,950	145,000	136,831	131,386	130,206	142,213	141,853	158,717	172,847	1,783,522	1,778,989

Peak Apr-17	Peak May-17	Peak Jun-17	Peak Jul-17	Peak Aug-17	Peak Sep-17	Peak Oct-17	Peak Nov-17	Peak Dec-17	CY 2011 Total	2012 Total
126 1,132,236							126 710,357	127 1,081,882	5,583,556	5,698,656
	126 515,423	126 253,314	126 169,480	125 165,593	125 236,538	126 375,814			126 866,301	126 967,158
126 1,132,236	126 515,423	126 253,314	126 169,480	125 165,593	125 236,538	126 375,814	126 710,357	127 1,081,882	6,449,858	6,665,813
2 32,826							2 29,437	2 53,076	2 345,189	2 376,410
	2 10,066	2 0	2 0	2 0	2 0	2 0			2 43,057	2 18,642
2 32,826	2 10,066	2 0	2 0	2 0	2 0	2 0	2 29,437	2 53,076	2 388,246	2 395,052
253,437	251,955	250,324	249,350	248,859	249,200	250,825	253,063	254,683	246,736	247,923
24,173,414	14,128,806	6,461,222	5,783,677	4,575,475	5,335,767	6,731,532	15,952,863	32,539,386	244,336,317	247,761,773

											9	2011Q2 PY	2010Q2		
2013 Total	2014 Total	2015 Total	2016 Total	2017 Total	FY 2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total		2011/12 Total			
25,584	24,690	23,790	22,901	21,991	26,926	26,020	25,136	24,238	23,351	22,445					
3,477,075	3,355,709	3,237,032	3,118,274	2,995,509	3,707,702	3,529,620	3,410,282	3,287,162	3,169,613	3,047,848					
25,283	24,367	23,468	22,565	21,677	27,171	26,202	25,283	24,367	23,468	22,565					
1,977,505	1,908,836	1,837,835	1,767,169	1,697,965	2,063,245	2,039,129	1,977,505	1,908,836	1,837,835	1,767,169					
25,433	24,528	23,629	22,733	21,834	27,049	26,111	25,209	24,302	23,409	22,505		26,495	28,909	(2,414)	
5,454,581	5,264,545	5,074,868	4,885,443	4,693,474	5,770,947	5,568,749	5,387,787	5,195,998	5,007,449	4,815,018		5,723,638	6,955,860	(1,232,222)	
203,645	205,414	207,184	208,956	210,727	201,049	202,762	204,530	206,298	208,069	209,842					
143,177,800	143,085,330	144,056,309	145,848,628	147,411,399	142,384,817	143,944,823	143,218,907	143,401,256	145,137,693	146,951,961					
200,340	202,111	203,882	205,660	207,432	196,904	198,572	200,340	202,111	203,882	205,660					
28,091,402	26,562,730	27,751,890	29,578,298	29,897,086	30,772,218	30,953,836	28,091,402	26,562,730	27,751,890	29,578,298					
201,992	203,763	205,533	207,308	209,079	198,976	200,667	202,435	204,205	205,976	207,751		199,938	202,124	(2,185)	
171,269,201	169,648,060	171,808,199	175,426,926	177,308,485	173,157,035	174,898,660	171,310,309	169,963,986	172,889,582	176,530,259		174,364,511	169,121,900	5,242,611	
18,596	18,570	18,532	18,498	18,459	18,607	18,604	18,589	18,557	18,517	18,478					
20,989,902	21,537,931	21,492,824	21,479,705	21,255,174	20,858,870	20,952,704	21,367,495	21,512,824	21,504,311	21,301,051					
18,062	18,035	17,999	17,989	17,971	18,073	18,064	18,062	18,035	17,999	17,989					
3,678,518	3,740,537	3,728,874	3,751,999	3,787,314	3,840,657	3,762,326	3,678,518	3,740,537	3,728,874	3,751,999					
18,329	18,302	18,265	18,244	18,215	18,340	18,334	18,326	18,296	18,258	18,233		18,335	18,754	(418)	
24,668,420	25,278,467	25,221,698	25,231,704	25,042,488	24,699,527	24,715,030	25,046,014	25,253,361	25,233,185	25,053,050		24,659,179	18,873,656	5,785,523	
2,834	2,831	2,830	2,830	2,829	2,864	2,838	2,832	2,831	2,830	2,830					
27,480,191	27,061,110	27,236,302	27,206,021	27,282,451	26,358,315	27,249,121	27,211,003	27,185,227	27,181,303	27,282,292					
2,832	2,830	2,829	2,829	2,828	2,881	2,840	2,832	2,830	2,829	2,829					
4,333,905	3,991,919	3,919,551	3,959,124	4,054,123	5,553,662	4,753,684	4,333,905	3,991,919	3,919,551	3,959,124					
2,833	2,830	2,830	2,829	2,829	2,872	2,839	2,832	2,830	2,829	2,829		2,847	3,484	(637)	
31,814,096	31,053,030	31,155,852	31,165,145	31,336,574	31,911,977	32,002,804	31,544,908	31,177,146	31,100,854	31,241,416		31,166,176	30,845,968	320,208	
47	47	47	47	47	47	47	47	47	47	47					
1,697,406	1,743,796	1,735,525	1,740,822	1,728,267	1,637,688	1,672,469	1,739,229	1,741,139	1,736,131	1,738,169					
45	45	45	44	44	46	45	45	45	45	44					
1,060,243	1,050,498	1,060,430	1,067,013	1,026,274	1,022,417	1,072,997	1,060,243	1,050,498	1,060,430	1,067,013					
46	46	46	46	46	46	46	46	46	46	46		46	61	(15)	
2,757,648	2,794,295	2,795,955	2,807,834	2,754,541	2,660,104	2,745,467	2,799,471	2,791,638	2,796,561	2,805,181		2,717,970	2,384,919	333,051	
6	6	6	6	6	6	6	6	6	6	6					
1,025,885	1,021,277	1,014,752	1,031,348	1,068,314	961,198	997,816	1,038,674	1,017,838	1,018,722	1,054,647					
6	6	6	6	6	6	6	6	6	6	6					
811,484	780,296	797,651	824,281	827,489	766,671	811,077	811,484	780,296	797,651	824,281					
6	6	6	6	6	6	6	6	6	6	6		6	4	2	
1,837,369	1,801,573	1,812,404	1,855,629	1,895,802	1,727,870	1,808,893	1,850,158	1,798,134	1,816,373	1,878,928		1,779,461	1,094,272	685,189	

					FY						9	2011Q2 PY	2010Q2		
2013 Total	2014 Total	2015 Total	2016 Total	2017 Total	2011/12 Total	2012/13 Total	2013/14 Total	2014/15 Total	2015/16 Total	2016/17 Total		2011/12 Total			
126	126	126	126	126	126	126	126	126	126	126					
5,990,481	6,534,230	6,781,932	7,061,147	7,307,561	5,640,334	5,851,440	6,302,756	6,671,920	6,960,242	7,198,772					
126	126	126	126	126	126	126	126	126	126	126					
1,116,769	1,326,468	1,497,410	1,627,921	1,716,163	866,301	967,158	1,116,769	1,326,468	1,497,410	1,627,921					
126	126	126	126	126	126	126	126	126	126	126					
7,107,250	7,860,697	8,279,342	8,689,068	9,023,724	6,506,636	6,818,597	7,419,526	7,998,388	8,457,652	8,826,693		126	180	(54)	
												6,619,273	8,061,519	(1,442,246)	
2	2	2	2	2	2	2	2	2	2	2					
380,136	376,969	397,775	399,407	393,351	367,490	380,217	377,147	390,445	397,815	395,334					
2	2	2	2	2	2	2	2	2	2	2					
9,930	8,255	9,763	10,208	10,066	43,057	18,642	9,930	8,255	9,763	10,208					
2	2	2	2	2	2	2	2	2	2	2					
390,066	385,225	407,538	409,615	403,417	410,546	398,859	387,076	398,700	407,578	405,542		2	8	(6)	
												388,857	2,511,490	(2,122,633)	
248,768	249,603	250,436	251,293	252,136	247,417	248,131	248,981	249,812	250,651	251,497		247,795	253,522	(5,727)	-2.3%
245,298,630	244,085,892	246,555,856	250,471,365	252,458,503	246,844,642	248,957,059	245,745,249	244,577,350	247,709,234	251,556,087		247,419,065	239,849,584	7,569,481	3.2%

Rhode Island
Load Forecast: Transportation
Therms

			Peak Jan-11	Peak Feb-11	Peak Mar-11	FY 0 Peak Apr-11	Off Peak May-11	Off Peak Jun-11	Off Peak Jul-11	Off Peak Aug-11	Off Peak Sep-11	Off Peak Oct-11	Peak Nov-11	Peak Dec-11	Peak Jan-12	Peak Feb-12	Peak Mar-12	FY 1 Peak Apr-12	Off Peak May-12
22EN	Peak	Customers	429	428	428	428							428	428	429	428	428	428	428
		Volumes	1,542,991	1,302,236	917,927	535,102							777,031	1,302,222	1,576,173	1,369,069	1,067,502	714,076	
	Off Peak	Customers					428	428	428	427	427	428							428
		Volumes					378,712	315,171	232,114	226,391	282,192	478,175							360,797
	Total	Customers	429	428	428	428	428	428	428	427	427	428	428	428	429	428	428	428	428
		Volumes	1,542,991	1,302,236	917,927	535,102	378,712	315,171	232,114	226,391	282,192	478,175	777,031	1,302,222	1,576,173	1,369,069	1,067,502	714,076	360,797
2221	Peak	Customers	925	934	943	953							998	1,002	1,006	1,008	1,010	1,013	
		Volumes	1,894,842	1,767,097	1,578,174	1,008,225							983,340	1,587,927	2,052,160	1,960,578	1,832,224	1,263,337	
	Off Peak	Customers					962	970	976	982	987	993							1,015
		Volumes					633,446	381,366	262,006	260,237	332,747	564,134							668,777
	Total	Customers	925	934	943	953	962	970	976	982	987	993	998	1,002	1,006	1,008	1,010	1,013	1,015
		Volumes	1,894,842	1,767,097	1,578,174	1,008,225	633,446	381,366	262,006	260,237	332,747	564,134	983,340	1,587,927	2,052,160	1,960,578	1,832,224	1,263,337	668,777
23EN	Peak	Customers	69	69	69	69							68	68	68	68	69	69	
		Volumes	778,438	807,014	604,248	401,023							533,269	452,655	864,753	636,308	615,639	458,056	
	Off Peak	Customers					69	69	69	69	68	68							69
		Volumes					551,485	524,240	319,002	492,553	328,451	494,234							397,411
	Total	Customers	69	69	69	69	69	69	69	69	68	68	68	68	68	68	69	69	69
		Volumes	778,438	807,014	604,248	401,023	551,485	524,240	319,002	492,553	328,451	494,234	533,269	452,655	864,753	636,308	615,639	458,056	397,411
2321	Peak	Customers	41	42	42	42							43	43	43	43	44	44	
		Volumes	364,221	365,974	296,850	236,605							222,749	198,720	415,341	314,974	315,406	269,596	
	Off Peak	Customers					42	43	43	43	43	43							44
		Volumes					266,381	246,872	150,917	216,044	144,538	207,104							212,158
	Total	Customers	41	42	42	42	42	43	43	43	43	43	43	43	43	43	44	44	44
		Volumes	364,221	365,974	296,850	236,605	266,381	246,872	150,917	216,044	144,538	207,104	222,749	198,720	415,341	314,974	315,406	269,596	212,158
24EN	Peak	Customers	50	50	50	50							50	50	50	50	50	50	
		Volumes	4,493,360	3,988,113	3,733,484	3,207,719							3,342,204	3,541,952	4,688,636	3,754,113	3,775,512	3,334,664	
	Off Peak	Customers					50	50	50	50	50	50							50
		Volumes					2,931,126	3,203,379	2,626,520	2,707,319	2,705,695	3,249,307							2,633,585
	Total	Customers	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50
		Volumes	4,493,360	3,988,113	3,733,484	3,207,719	2,931,126	3,203,379	2,626,520	2,707,319	2,705,695	3,249,307	3,342,204	3,541,952	4,688,636	3,754,113	3,775,512	3,334,664	2,633,585
2421	Peak	Customers	8	8	8	8							8	8	8	8	8	8	
		Volumes	248,374	177,605	186,787	175,340							162,158	54,582	287,429	108,661	195,192	200,729	
	Off Peak	Customers					8	8	8	8	8	8							8
		Volumes					236,340	260,563	94,811	172,689	97,461	179,337							176,832
	Total	Customers	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
		Volumes	248,374	177,605	186,787	175,340	236,340	260,563	94,811	172,689	97,461	179,337	162,158	54,582	287,429	108,661	195,192	200,729	176,832
33EN	Peak	Customers	149	149	148	148							148	149	149	149	148	148	
		Volumes	1,962,809	1,726,771	1,539,428	833,845							1,055,907	1,708,729	1,904,131	1,718,491	1,557,470	891,352	

		FY 0														FY 1											
		Peak	Peak	Peak	FY 0	Off Peak	Off Peak	Off Peak	Off Peak	Off Peak	Off Peak	Peak	Peak	Peak	Peak	Peak	FY 1	Off Peak									
		Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12									
3321	Off Peak	Customers															148	148	148	148	148	148	148	149			
	Volumes															390,167	238,230	149,959	149,462	227,509	562,049					370,777	
	Total	Customers	149	149	148	148	148	148	148	148	148	148	148	149	149	149	148	148	149								
	Volumes	1,962,809	1,726,771	1,539,428	833,845	390,167	238,230	149,959	149,462	227,509	562,049	1,055,907	1,708,729	1,904,131	1,718,491	1,557,470	891,352	370,777									
	Peak	Customers	131	130	130	130											132	132	133	133	132	133					
	Volumes	2,129,218	1,654,840	1,170,163	862,147											663,976	1,489,057	2,279,351	1,842,973	1,622,100	1,393,133						
34EN	Off Peak	Customers															131	131	131	131	131	132					133
	Volumes															385,530	220,672	0	0	0	101,514					425,300	
	Total	Customers	131	130	130	130	131	131	131	131	131	132	132	132	133	133	132	133	133								
	Volumes	2,129,218	1,654,840	1,170,163	862,147	385,530	220,672	0	0	0	101,514	663,976	1,489,057	2,279,351	1,842,973	1,622,100	1,393,133	425,300									
	Peak	Customers	24	24	24	24											24	24	24	24	24	24					
	Volumes	1,499,662	1,323,345	1,048,129	545,170											755,654	1,301,238	1,465,444	1,318,129	1,145,679	699,322						
3421	Off Peak	Customers															24	24	24	24	24	24					24
	Volumes															280,429	200,630	108,549	105,512	172,494	373,093					273,731	
	Total	Customers	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24								
	Volumes	1,499,662	1,323,345	1,048,129	545,170	280,429	200,630	108,549	105,512	172,494	373,093	755,654	1,301,238	1,465,444	1,318,129	1,145,679	699,322	273,731									
	Peak	Customers	5	5	5	5											5	5	5	5	5	5					
	Volumes	289,663	175,968	99,741	0											94,428	260,090	322,815	210,618	191,039	81,688						
3421	Off Peak	Customers															5	5	5	5	5	5					5
	Volumes															31,490	20,997	0	0	0	0					41,377	
	Total	Customers	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5								
	Volumes	289,663	175,968	99,741	0	31,490	20,997	0	0	0	0	94,428	260,090	322,815	210,618	191,039	81,688	41,377									
Total Sales Customers		1,831	1,839	1,847	1,857	1,867	1,876	1,882	1,887	1,891	1,899	1,904	1,909	1,915	1,916	1,918	1,922	1,925									
Total Sales Volumes		15,203,578	13,288,963	11,174,930	7,805,177	6,085,106	5,612,121	3,943,879	4,330,205	4,291,087	6,208,946	8,590,716	11,897,173	15,856,232	13,233,915	12,317,763	9,305,954	5,560,744									

<u>Off Peak</u> <u>Jun-12</u>	<u>Off Peak</u> <u>Jul-12</u>	<u>Off Peak</u> <u>Aug-12</u>	<u>Off Peak</u> <u>Sep-12</u>	<u>Off Peak</u> <u>Oct-12</u>	<u>Peak</u> <u>Nov-12</u>	<u>Peak</u> <u>Dec-12</u>	<u>Peak</u> <u>Jan-13</u>	<u>Peak</u> <u>Feb-13</u>	<u>Peak</u> <u>Mar-13</u>	<u>FY 2</u> <u>Peak</u> <u>Apr-13</u>	<u>Off Peak</u> <u>May-13</u>	<u>Off Peak</u> <u>Jun-13</u>	<u>Off Peak</u> <u>Jul-13</u>	<u>Off Peak</u> <u>Aug-13</u>	<u>Off Peak</u> <u>Sep-13</u>	<u>Off Peak</u> <u>Oct-13</u>	<u>Peak</u> <u>Nov-13</u>	<u>Peak</u> <u>Dec-13</u>	<u>Peak</u> <u>Jan-14</u>	<u>Peak</u> <u>Feb-14</u>
					429 765,917	430 1,202,612	430 1,464,697	430 1,281,063	430 1,008,612	430 711,973							431 697,700	431 1,104,166	431 1,393,394	431 1,207,876
429 296,132	428 210,962	428 171,260	428 248,836	429 467,721							430 340,826	430 266,916	430 199,949	430 166,299	430 233,356	431 450,750				
429 296,132	428 210,962	428 171,260	428 248,836	429 467,721	429 765,917	430 1,202,612	430 1,464,697	430 1,281,063	430 1,008,612	430 711,973	430 340,826	430 266,916	430 199,949	430 166,299	430 233,356	431 450,750	431 697,700	431 1,104,166	431 1,393,394	431 1,207,876
					1,024 1,022,810	1,026 1,541,219	1,027 2,136,391	1,027 2,054,193	1,027 1,960,349	1,028 1,400,653							1,032 1,032,801	1,033 1,574,780	1,034 2,277,977	1,034 2,194,578
1,017 402,749	1,018 281,548	1,019 247,658	1,020 343,265	1,022 602,316							1,029 734,355	1,029 422,786	1,030 309,554	1,030 278,439	1,030 364,755	1,032 640,045				
1,017 402,749	1,018 281,548	1,019 247,658	1,020 343,265	1,022 602,316	1,024 1,022,810	1,026 1,541,219	1,027 2,136,391	1,027 2,054,193	1,027 1,960,349	1,028 1,400,653	1,029 734,355	1,029 422,786	1,030 309,554	1,030 278,439	1,030 364,755	1,032 640,045	1,032 1,032,801	1,033 1,574,780	1,034 2,277,977	1,034 2,194,578
					68 529,312	68 478,317	69 887,418	69 701,692	69 704,786	69 513,028							69 656,402	69 504,730	69 859,508	69 738,133
69 409,157	69 321,347	69 371,966	69 283,588	68 515,624							69 413,377	69 505,269	69 315,106	69 457,148	69 386,068	69 456,671				
69 409,157	69 321,347	69 371,966	69 283,588	68 515,624	68 529,312	68 478,317	69 887,418	69 701,692	69 704,786	69 513,028	69 413,377	69 505,269	69 315,106	69 457,148	69 386,068	69 456,671	69 656,402	69 504,730	69 859,508	69 738,133
					44 226,065	44 214,620	44 425,129	44 339,380	44 351,292	44 291,950							44 275,780	44 226,529	44 426,872	44 366,801
44 207,209	44 156,875	44 172,700	44 131,161	44 219,824							44 218,537	44 245,455	44 154,000	44 206,218	44 171,424	44 195,413				
44 207,209	44 156,875	44 172,700	44 131,161	44 219,824	44 226,065	44 214,620	44 425,129	44 339,380	44 351,292	44 291,950	44 218,537	44 245,455	44 154,000	44 206,218	44 171,424	44 195,413	44 275,780	44 226,529	44 426,872	44 366,801
					50 3,346,584	50 3,607,852	50 4,722,925	50 3,787,252	50 3,941,592	50 3,435,649							50 3,591,292	50 3,649,127	50 4,656,516	50 3,848,743
50 2,983,210	50 2,640,006	50 2,475,511	50 2,625,738	50 3,301,883							50 2,657,615	50 3,167,678	50 2,620,606	50 2,638,404	50 2,823,112	50 3,176,528				
50 2,983,210	50 2,640,006	50 2,475,511	50 2,625,738	50 3,301,883	50 3,346,584	50 3,607,852	50 4,722,925	50 3,787,252	50 3,941,592	50 3,435,649	50 2,657,615	50 3,167,678	50 2,620,606	50 2,638,404	50 2,823,112	50 3,176,528	50 3,591,292	50 3,649,127	50 4,656,516	50 3,848,743
					8 163,034	8 67,761	8 294,286	8 137,433	8 228,408	8 220,926							8 211,976	8 77,058	8 288,383	8 153,627
8 216,530	8 97,509	8 126,327	8 81,470	8 189,852							8 181,638	8 253,423	8 93,629	8 158,906	8 120,945	8 164,781				
8 216,530	8 97,509	8 126,327	8 81,470	8 189,852	8 163,034	8 67,761	8 294,286	8 137,433	8 228,408	8 220,926	8 181,638	8 253,423	8 93,629	8 158,906	8 120,945	8 164,781	8 211,976	8 77,058	8 288,383	8 153,627
					149 1,015,464	149 1,599,879	149 1,807,211	149 1,612,857	149 1,494,486	149 871,562							150 960,454	150 1,514,786	150 1,702,117	150 1,512,486

<u>Off Peak Jun-12</u>	<u>Off Peak Jul-12</u>	<u>Off Peak Aug-12</u>	<u>Off Peak Sep-12</u>	<u>Off Peak Oct-12</u>	<u>Peak Nov-12</u>	<u>Peak Dec-12</u>	<u>Peak Jan-13</u>	<u>Peak Feb-13</u>	<u>Peak Mar-13</u>	<u>FY 2 Peak Apr-13</u>	<u>Off Peak May-13</u>	<u>Off Peak Jun-13</u>	<u>Off Peak Jul-13</u>	<u>Off Peak Aug-13</u>	<u>Off Peak Sep-13</u>	<u>Off Peak Oct-13</u>	<u>Peak Nov-13</u>	<u>Peak Dec-13</u>	<u>Peak Jan-14</u>	<u>Peak Feb-14</u>
149 225,996	149 139,622	148 122,004	148 207,762	149 539,916							149 354,875	149 209,998	149 134,468	149 119,789	149 198,407	149 521,623				
149 225,996	149 139,622	148 122,004	148 207,762	149 539,916	149 1,015,464	149 1,599,879	149 1,807,211	149 1,612,857	149 1,494,486	149 871,562	149 354,875	149 209,998	149 134,468	149 119,789	149 198,407	149 521,623	150 960,454	150 1,514,786	150 1,702,117	150 1,512,486
					133 700,916	134 1,294,700	134 2,081,846	134 1,738,466	134 1,553,127	134 1,462,894							135 561,308	135 1,084,606	135 1,977,039	135 1,619,000
133 254,670	133 0	133 0	133 0	133 148,712							134 444,848	134 242,746	134 0	134 0	134 0	135 144,232				
133 254,670	133 0	133 0	133 0	133 148,712	133 700,916	134 1,294,700	134 2,081,846	134 1,738,466	134 1,553,127	134 1,462,894	134 444,848	134 242,746	134 0	134 0	134 0	135 144,232	135 561,308	135 1,084,606	135 1,977,039	135 1,619,000
					24 725,900	24 1,147,356	24 1,325,586	24 1,201,640	24 1,066,561	24 692,093							24 640,612	24 1,007,104	24 1,164,992	24 1,036,946
24 205,178	24 116,952	24 80,239	24 163,488	24 369,136							24 269,873	24 197,395	24 128,971	24 96,098	24 162,940	24 353,348				
24 205,178	24 116,952	24 80,239	24 163,488	24 369,136	24 725,900	24 1,147,356	24 1,325,586	24 1,201,640	24 1,066,561	24 692,093	24 269,873	24 197,395	24 128,971	24 96,098	24 162,940	24 353,348	24 640,612	24 1,007,104	24 1,164,992	24 1,036,946
					5 103,786	5 227,425	5 282,102	5 191,961	5 176,016	5 93,846							5 75,608	5 185,247	5 257,139	5 161,673
5 28,318	5 0	5 0	5 0	5 3,338							5 44,945	5 25,675	5 0	5 0	5 0	5 2,093				
5 28,318	5 0	5 0	5 0	5 3,338	5 103,786	5 227,425	5 282,102	5 191,961	5 176,016	5 93,846	5 44,945	5 25,675	5 0	5 0	5 0	5 2,093	5 75,608	5 185,247	5 257,139	5 161,673
1,928 5,229,150	1,928 3,964,821	1,928 3,767,666	1,929 4,085,307	1,932 6,358,323	1,934 8,599,788	1,938 11,381,742	1,940 15,427,593	1,940 13,045,937	1,940 12,485,229	1,941 9,694,573	1,942 5,660,890	1,942 5,537,343	1,943 3,956,283	1,943 4,121,301	1,943 4,461,005	1,947 6,105,482	1,948 8,703,933	1,949 10,928,132	1,950 15,003,937	1,950 12,839,862

10,016,776

Peak <u>Mar-14</u>	FY 3 Peak <u>Apr-14</u>	Off Peak <u>May-14</u>	Off Peak <u>Jun-14</u>	Off Peak <u>Jul-14</u>	Off Peak <u>Aug-14</u>	Off Peak <u>Sep-14</u>	Off Peak <u>Oct-14</u>	Peak <u>Nov-14</u>	Peak <u>Dec-14</u>	Peak <u>Jan-15</u>	Peak <u>Feb-15</u>	Peak <u>Mar-15</u>	FY 4 Peak <u>Apr-15</u>	Off Peak <u>May-15</u>	Off Peak <u>Jun-15</u>	Off Peak <u>Jul-15</u>	Off Peak <u>Aug-15</u>	Off Peak <u>Sep-15</u>	Off Peak <u>Oct-15</u>	Peak <u>Nov-15</u>	Peak <u>Dec-15</u>
431 891,243	431 576,768							432 656,412	432 1,102,561	433 1,432,070	433 1,233,398	434 879,425	432 515,698							434 662,967	434 1,150,954
		431 283,468	432 227,068	432 170,441	432 155,306	432 214,891	432 424,455							433 234,547	433 192,222	433 133,419	433 121,317	434 187,942	434 403,218		
431 891,243	431 576,768	431 283,468	432 227,068	432 170,441	432 155,306	432 214,891	432 424,455	432 656,412	432 1,102,561	433 1,432,070	433 1,233,398	434 879,425	432 515,698	433 234,547	433 192,222	433 133,419	433 121,317	434 187,942	434 403,218	434 662,967	434 1,150,954
1,034 2,051,094	1,034 1,419,459							1,037 1,105,898	1,037 1,725,128	1,038 2,380,441	1,038 2,286,284	1,040 2,112,797	1,037 1,412,304							1,041 1,144,073	1,040 1,814,816
		1,034 764,903	1,035 428,447	1,035 316,674	1,035 305,295	1,036 391,862	1,037 689,390							1,038 752,485	1,038 416,410	1,039 299,263	1,039 290,004	1,042 384,038	1,041 691,936		
1,034 2,051,094	1,034 1,419,459	1,034 764,903	1,035 428,447	1,035 316,674	1,035 305,295	1,036 391,862	1,037 689,390	1,037 1,105,898	1,037 1,725,128	1,038 2,380,441	1,038 2,286,284	1,040 2,112,797	1,037 1,412,304	1,038 752,485	1,038 416,410	1,039 299,263	1,039 290,004	1,042 384,038	1,041 691,936	1,041 1,144,073	1,040 1,814,816
69 687,405	69 486,914							69 655,828	69 491,306	69 882,882	69 743,892	69 652,664	69 554,769							69 649,472	69 530,883
		69 413,138	69 463,924	69 306,240	69 457,412	69 372,101	69 449,885							69 404,122	69 458,047	69 381,675	69 433,249	69 421,942	69 475,715		
69 687,405	69 486,914	69 413,138	69 463,924	69 306,240	69 457,412	69 372,101	69 449,885	69 655,828	69 491,306	69 882,882	69 743,892	69 652,664	69 554,769	69 404,122	69 458,047	69 381,675	69 433,249	69 421,942	69 475,715	69 649,472	69 530,883
44 357,660	44 293,094							44 283,921	44 228,865	44 434,840	44 367,631	44 342,357	44 319,488							44 279,980	44 243,004
		44 227,345	44 237,165	44 157,302	44 213,400	44 172,773	44 199,386							44 222,960	44 234,000	44 186,680	44 202,809	44 191,648	44 208,638		
44 357,660	44 293,094	44 227,345	44 237,165	44 157,302	44 213,400	44 172,773	44 199,386	44 283,921	44 228,865	44 434,840	44 367,631	44 342,357	44 319,488	44 222,960	44 234,000	44 186,680	44 202,809	44 191,648	44 208,638	44 279,980	44 243,004
50 3,895,329	50 3,375,005							50 3,581,399	50 3,611,739	50 4,693,285	50 3,849,519	50 3,815,148	50 3,502,559							50 3,560,467	50 3,680,999
		50 2,649,717	50 3,077,730	50 2,596,377	50 2,631,927	50 2,788,210	50 3,156,189							50 2,624,668	50 3,059,124	50 2,741,080	50 2,576,994	50 2,881,341	50 3,201,311		
50 3,895,329	50 3,375,005	50 2,649,717	50 3,077,730	50 2,596,377	50 2,631,927	50 2,788,210	50 3,156,189	50 3,581,399	50 3,611,739	50 4,693,285	50 3,849,519	50 3,815,148	50 3,502,559	50 2,624,668	50 3,059,124	50 2,741,080	50 2,576,994	50 2,881,341	50 3,201,311	50 3,560,467	50 3,680,999
8 227,393	8 217,402							8 216,489	8 73,150	8 295,737	8 153,782	8 211,357	8 242,913							8 212,303	8 87,002
		8 187,724	8 244,748	8 93,309	8 163,149	8 119,351	8 166,911							8 182,715	8 241,027	8 122,250	8 152,162	8 137,978	8 175,935		
8 227,393	8 217,402	8 187,724	8 244,748	8 93,309	8 163,149	8 119,351	8 166,911	8 216,489	8 73,150	8 295,737	8 153,782	8 211,357	8 242,913	8 182,715	8 241,027	8 122,250	8 152,162	8 137,978	8 175,935	8 212,303	8 87,002
150 1,378,833	150 771,704							150 903,314	150 1,451,959	150 1,657,587	150 1,466,455	151 1,324,814	150 711,411							151 873,963	151 1,419,975

Peak Mar-14	FY 3 Peak Apr-14	Off Peak May-14	Off Peak Jun-14	Off Peak Jul-14	Off Peak Aug-14	Off Peak Sep-14	Off Peak Oct-14	Peak Nov-14	Peak Dec-14	Peak Jan-15	Peak Feb-15	Peak Mar-15	FY 4 Peak Apr-15	Off Peak May-15	Off Peak Jun-15	Off Peak Jul-15	Off Peak Aug-15	Off Peak Sep-15	Off Peak Oct-15	Peak Nov-15	Peak Dec-15
		150	150	150	150	150	150							150	151	151	151	151	151		
		315,610	187,242	119,864	114,291	186,001	490,974							281,323	167,211	101,487	97,305	169,706	464,301		
150	150	150	150	150	150	150	150	150	150	150	150	151	150	150	151	151	151	151	151	151	151
1,378,833	771,704	315,610	187,242	119,864	114,291	186,001	490,974	903,314	1,451,959	1,657,587	1,466,455	1,324,814	711,411	281,323	167,211	101,487	97,305	169,706	464,301	873,963	1,419,975
135	135							136	136	136	136	137	136							137	137
1,325,839	1,204,553							473,105	1,094,423	2,015,536	1,625,963	1,259,561	1,028,768							467,212	1,171,888
		135	135	135	135	136	136							136	136	136	136	137	137		
		344,843	168,989	0	0	0	86,784							214,651	80,828	0	0	0	21,913		
135	135	135	135	135	135	136	136	136	136	136	136	137	136	136	136	136	136	137	137	137	137
1,325,839	1,204,553	344,843	168,989	0	0	0	86,784	473,105	1,094,423	2,015,536	1,625,963	1,259,561	1,028,768	214,651	80,828	0	0	0	21,913	467,212	1,171,888
24	24							24	24	24	24	24	24							24	24
873,959	509,866							550,580	918,433	1,107,791	967,148	782,718	398,925							513,027	886,824
		24	24	24	24	24	24							24	24	24	24	24	24		
		201,134	158,501	104,509	89,171	142,264	304,445							136,519	121,081	69,979	57,977	113,104	262,625		
24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24
873,959	509,866	201,134	158,501	104,509	89,171	142,264	304,445	550,580	918,433	1,107,791	967,148	782,718	398,925	136,519	121,081	69,979	57,977	113,104	262,625	513,027	886,824
5	5							5	5	5	5	5	5							5	5
125,391	32,503							57,482	190,454	274,962	169,907	117,597	1,446							60,500	218,055
		5	5	5	5	5	5							5	5	5	5	5	5		
		24,398	10,227	0	0	0	0							3,629	0	0	0	0	0		
5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
125,391	32,503	24,398	10,227	0	0	0	0	57,482	190,454	274,962	169,907	117,597	1,446	3,629	0	0	0	0	0	60,500	218,055
1,950	1,950	1,950	1,952	1,952	1,952	1,954	1,955	1,955	1,955	1,957	1,957	1,962	1,955	1,957	1,958	1,959	1,959	1,964	1,963	1,963	1,962
11,814,145	8,887,268	5,412,282	5,204,041	3,864,715	4,129,950	4,387,453	5,968,419	8,484,427	10,888,016	15,175,131	12,863,980	11,498,438	8,688,281	5,057,618	4,969,949	4,035,834	3,931,818	4,487,698	5,905,592	8,423,964	11,204,399

Peak Jan-16	Peak Feb-16	Peak Mar-16	FY 5 Peak Apr-16	Off Peak May-16	Off Peak Jun-16	Off Peak Jul-16	Off Peak Aug-16	Off Peak Sep-16	Off Peak Oct-16	Peak Nov-16	Peak Dec-16	Peak Jan-17	Peak Feb-17	Peak Mar-17	Peak Apr-17	Peak May-17	Peak Jun-17	Peak Jul-17	Peak Aug-17	Peak Sep-17	Peak Oct-17
434 1,472,180	435 1,271,037	435 911,549	434 538,105							436 664,965	435 1,159,992	436 1,470,105	436 1,266,205	435 914,807	436 561,426						
				434 222,854	435 173,235	435 107,606	436 87,099	437 158,606	436 384,285							436 228,208	436 166,641	437 96,887	438 70,801	438 141,294	438 374,375
434 1,472,180	435 1,271,037	435 911,549	434 538,105	434 222,854	435 173,235	435 107,606	436 87,099	437 158,606	436 384,285	436 664,965	435 1,159,992	436 1,470,105	436 1,266,205	435 914,807	436 561,426	436 228,208	436 166,641	437 96,887	438 70,801	438 141,294	438 374,375
1,041 2,497,335	1,042 2,432,458	1,043 2,227,042	1,041 1,495,230							1,045 1,179,751	1,044 1,874,456	1,045 2,617,278	1,045 2,527,528	1,044 2,357,466	1,044 1,607,638						
				1,041 774,100	1,042 411,606	1,043 282,930	1,045 265,085	1,047 365,795	1,046 692,627							1,045 818,198	1,046 409,879	1,047 267,056	1,049 241,905	1,051 344,908	1,050 694,138
1,041 2,497,335	1,042 2,432,458	1,043 2,227,042	1,041 1,495,230	1,041 774,100	1,042 411,606	1,043 282,930	1,045 265,085	1,047 365,795	1,046 692,627	1,045 1,179,751	1,044 1,874,456	1,045 2,617,278	1,045 2,527,528	1,044 2,357,466	1,044 1,607,638	1,045 818,198	1,046 409,879	1,047 267,056	1,049 241,905	1,051 344,908	1,050 694,138
69 892,698	69 733,178	69 672,170	69 556,749							69 648,398	69 557,715	69 861,523	69 786,205	69 680,044	69 539,406						
				69 422,272	69 467,066	69 380,880	69 432,538	69 443,153	69 459,315							69 468,346	69 452,965	69 397,170	69 448,498	69 437,572	69 484,819
69 892,698	69 733,178	69 672,170	69 556,749	69 422,272	69 467,066	69 380,880	69 432,538	69 443,153	69 459,315	69 648,398	69 557,715	69 861,523	69 786,205	69 680,044	69 539,406	69 468,346	69 452,965	69 397,170	69 448,498	69 437,572	69 484,819
44 436,098	44 362,900	44 347,511	44 318,437							44 277,120	44 250,797	44 420,810	44 378,983	44 347,817	45 309,557						
				44 228,582	44 235,959	44 184,816	44 200,620	44 198,241	44 200,175							45 245,300	45 228,610	45 189,742	44 205,199	44 194,079	44 208,434
44 436,098	44 362,900	44 347,511	44 318,437	44 228,582	44 235,959	44 184,816	44 200,620	44 198,241	44 200,175	44 277,120	44 250,797	44 420,810	44 378,983	44 347,817	45 309,557	45 245,300	45 228,610	45 189,742	44 205,199	44 194,079	44 208,434
50 4,697,707	50 3,895,658	50 3,837,602	50 3,494,727							50 3,545,471	50 3,719,158	50 4,620,364	50 3,900,831	50 3,837,160	50 3,448,295						
				50 2,650,547	50 3,066,953	50 2,730,280	50 2,566,437	50 2,913,665	50 3,158,376							50 2,732,301	50 3,028,539	50 2,753,620	50 2,588,512	50 2,892,344	50 3,199,201
50 4,697,707	50 3,895,658	50 3,837,602	50 3,494,727	50 2,650,547	50 3,066,953	50 2,730,280	50 2,566,437	50 2,913,665	50 3,158,376	50 3,545,471	50 3,719,158	50 4,620,364	50 3,900,831	50 3,837,160	50 3,448,295	50 2,732,301	50 3,028,539	50 2,753,620	50 2,588,512	50 2,892,344	50 3,199,201
8 296,621	8 141,006	8 215,848	8 241,347							8 209,304	8 94,634	8 281,153	8 164,045	8 215,759	8 232,061						
				8 187,891	8 242,593	8 120,090	8 150,050	8 144,442	8 167,348							8 204,242	8 234,910	8 124,758	8 154,465	8 140,178	8 175,514
8 296,621	8 141,006	8 215,848	8 241,347	8 187,891	8 242,593	8 120,090	8 150,050	8 144,442	8 167,348	8 209,304	8 94,634	8 281,153	8 164,045	8 215,759	8 232,061	8 204,242	8 234,910	8 124,758	8 154,465	8 140,178	8 175,514
151 1,634,715	151 1,465,097	151 1,306,591	151 703,012							152 853,792	151 1,387,093	152 1,602,627	152 1,413,302	152 1,283,946	152 700,534						

Peak Jan-16	Peak Feb-16	Peak Mar-16	FY 5 Peak Apr-16	Off Peak May-16	Off Peak Jun-16	Off Peak Jul-16	Off Peak Aug-16	Off Peak Sep-16	Off Peak Oct-16	Peak Nov-16	Peak Dec-16	Peak Jan-17	Peak Feb-17	Peak Mar-17	Peak Apr-17	Peak May-17	Peak Jun-17	Peak Jul-17	Peak Aug-17	Peak Sep-17	Peak Oct-17
				151 268,914	151 156,091	151 88,808	152 80,465	152 153,243	152 444,242							152 266,723	152 151,672	152 83,699	152 72,531	153 143,205	153 431,621
151 1,634,715	151 1,465,097	151 1,306,591	151 703,012	151 268,914	151 156,091	151 88,808	152 80,465	152 153,243	152 444,242	152 853,792	151 1,387,093	152 1,602,627	152 1,413,302	152 1,283,946	152 700,534	152 266,723	152 151,672	152 83,699	152 72,531	153 143,205	153 431,621
137 2,054,449	137 1,621,655	137 1,305,310	137 1,068,526							138 452,373	138 1,148,014	138 1,964,421	138 1,570,154	138 1,264,535	138 1,101,947						
				137 187,491	137 42,970	138 0	138 0	139 0	138 0							138 202,986	139 39,120	139 0	139 0	140 0	140 0
137 2,054,449	137 1,621,655	137 1,305,310	137 1,068,526	137 187,491	137 42,970	138 0	138 0	139 0	138 0	138 452,373	138 1,148,014	138 1,964,421	138 1,570,154	138 1,264,535	138 1,101,947	138 202,986	139 39,120	139 0	139 0	140 0	140 0
24 1,081,531	24 931,297	24 766,477	24 390,469							24 486,079	24 839,777	24 1,024,518	24 882,709	24 734,376	24 390,491						
				24 118,793	24 105,318	24 51,025	24 30,155	24 86,446	24 232,131							24 120,989	24 103,194	24 47,756	24 21,013	24 72,856	24 212,897
24 1,081,531	24 931,297	24 766,477	24 390,469	24 118,793	24 105,318	24 51,025	24 30,155	24 86,446	24 232,131	24 486,079	24 839,777	24 1,024,518	24 882,709	24 734,376	24 390,491	24 120,989	24 103,194	24 47,756	24 21,013	24 72,856	24 212,897
5 295,619	5 174,288	5 136,094	5 14,429							5 62,784	5 228,306	5 296,904	5 181,631	5 142,422	5 29,261						
				5 4,756	5 0	5 0	5 0	5 0	5 0							5 17,685	5 0	5 0	5 0	5 0	5 0
5 295,619	5 174,288	5 136,094	5 14,429	5 4,756	5 0	5 0	5 0	5 0	5 0	5 62,784	5 228,306	5 296,904	5 181,631	5 142,422	5 29,261	5 17,685	5 0	5 0	5 0	5 0	5 0
1,963 15,358,954	1,965 13,028,574	1,966 11,726,194	1,963 8,821,031	1,963 5,066,199	1,965 4,901,792	1,967 3,946,436	1,971 3,812,449	1,975 4,463,590	1,972 5,738,499	1,971 8,380,037	1,968 11,259,942	1,971 15,159,702	1,971 13,071,593	1,969 11,776,332	1,971 8,920,615	1,972 5,304,978	1,974 4,815,532	1,976 3,960,689	1,978 3,802,924	1,982 4,366,437	1,981 5,780,998

Peak Nov-17	Peak Dec-17	CY 2011 Total	2012 Total	2013 Total	2014 Total	2015 Total	2016 Total	2017 Total
438	437	428	429	430	431	433	435	436
654,705	1,142,031	6,377,508	6,695,350	6,268,209	5,828,253	5,874,512	6,017,828	6,009,278
		428	428	430	432	433	436	437
		1,912,755	1,755,709	1,658,096	1,475,629	1,272,665	1,133,685	1,078,206
438	437	428	429	430	432	433	435	437
654,705	1,142,031	8,290,264	8,451,059	7,926,305	7,303,881	7,147,176	7,151,512	7,087,484
1,049	1,048	959	1,015	1,029	1,035	1,039	1,043	1,046
1,206,519	1,924,247	8,819,606	9,672,327	10,159,169	10,774,133	11,150,716	11,706,273	12,240,677
		978	1,019	1,030	1,035	1,040	1,044	1,048
		2,433,937	2,546,313	2,749,933	2,896,571	2,834,135	2,792,143	2,776,083
1,049	1,048	977	1,017	1,030	1,035	1,039	1,043	1,047
1,206,519	1,924,247	11,253,543	12,218,640	12,909,102	13,670,704	13,984,852	14,498,416	15,016,760
69	69	69	68	69	69	69	69	69
647,834	565,591	3,576,647	3,582,385	3,968,057	3,919,094	4,014,562	4,060,909	4,080,603
		69	69	69	69	69	69	69
		2,709,966	2,299,094	2,533,639	2,462,700	2,574,750	2,605,224	2,689,371
69	69	69	69	69	69	69	69	69
647,834	565,591	6,286,613	5,881,479	6,501,696	6,381,793	6,589,312	6,666,132	6,769,974
44	44	42	44	44	44	44	44	44
274,417	250,951	1,685,119	1,756,002	1,910,060	1,957,212	1,987,299	1,992,863	1,982,534
		43	44	44	44	44	44	45
		1,231,855	1,099,927	1,191,047	1,207,371	1,246,734	1,248,393	1,271,365
44	44	43	44	44	44	44	44	44
274,417	250,951	2,916,974	2,855,929	3,101,107	3,164,583	3,234,033	3,241,257	3,253,899
50	50	50	50	50	50	50	50	50
3,531,419	3,719,320	22,306,832	22,507,362	23,127,836	22,968,730	23,101,976	23,190,323	23,057,388
		50	50	50	50	50	50	50
		17,423,347	16,659,934	17,083,943	16,900,151	17,084,518	17,086,257	17,194,517
50	50	50	50	50	50	50	50	50
3,531,419	3,719,320	39,730,179	39,167,295	40,211,779	39,868,881	40,186,494	40,276,581	40,251,905
8	8	8	8	8	8	8	8	8
206,493	94,666	1,004,844	1,022,806	1,170,086	1,176,444	1,203,094	1,198,759	1,194,177
		8	8	8	8	8	8	8
		1,041,201	888,519	973,322	975,192	1,012,067	1,012,415	1,034,067
8	8	8	8	8	8	8	8	8
206,493	94,666	2,046,046	1,911,325	2,143,408	2,151,637	2,215,160	2,211,174	2,228,244
152	152	149	149	149	150	151	151	152
834,082	1,351,199	8,827,489	8,686,788	8,261,356	7,720,414	7,454,205	7,350,301	7,185,689

Peak Nov-17	Peak Dec-17	CY 2011 Total	2012 Total	2013 Total	2014 Total	2015 Total	2016 Total	2017 Total
		148	149	149	150	151	152	152
		1,717,375	1,606,077	1,539,159	1,413,982	1,281,335	1,191,763	1,149,451
152	152	148	149	149	150	151	151	152
834,082	1,351,199	10,544,864	10,292,865	9,800,515	9,134,396	8,735,540	8,542,064	8,335,140
139	139	131	133	134	135	137	137	138
392,381	1,028,874	7,969,401	9,133,173	8,482,247	7,693,959	7,568,928	7,650,326	7,322,311
		131	133	134	135	136	138	139
		707,716	828,682	831,826	600,617	317,392	230,461	242,106
139	139	131	133	134	135	136	138	139
392,381	1,028,874	8,677,117	9,961,855	9,314,073	8,294,575	7,886,320	7,880,788	7,564,418
24	24	24	24	24	24	24	24	24
452,151	774,280	6,473,199	6,501,831	5,933,596	5,054,775	4,656,433	4,495,629	4,258,526
		24	24	24	24	24	24	24
		1,240,706	1,208,724	1,208,625	1,000,023	761,284	623,868	578,705
24	24	24	24	24	24	24	24	24
452,151	774,280	7,713,905	7,710,555	7,142,221	6,054,798	5,417,717	5,119,498	4,837,231
5	5	5	5	5	5	5	5	5
58,705	226,652	919,891	1,137,370	1,004,781	824,642	842,468	911,520	935,575
		5	5	5	5	5	5	5
		52,487	73,033	72,713	34,625	3,629	4,756	17,685
5	5	5	5	5	5	5	5	5
58,705	226,652	972,378	1,210,403	1,077,494	859,267	846,097	916,275	953,260
1,978	1,976	1,882	1,926	1,943	1,952	1,960	1,967	1,975
8,258,706	11,077,810	98,431,882	99,661,404	100,127,701	96,884,516	96,242,702	96,503,697	96,298,314

FY						9		
						2011Q	2010Q2	
2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	PY		
<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	2011/12		
<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>	<u>Total</u>		
428	430	431	433	434	435	428	476	(48)
6,627,099	6,436,977	6,006,351	5,880,633	5,984,385	6,014,178	6,806,074		
428	428	430	432	433	436	428		
1,912,755	1,755,709	1,658,096	1,475,629	1,272,665	1,133,685	1,755,709		
428	429	431	432	434	435	428	476	(48)
8,539,854	8,192,686	7,664,447	7,356,262	7,257,050	7,147,862	8,561,783	6,272,284	2,289,499
996	1,024	1,033	1,037	1,041	1,044	1,006		
9,424,454	9,978,299	10,531,883	11,030,008	11,528,029	12,051,710	9,679,565		
978	1,019	1,030	1,035	1,040	1,044	1,019		
2,433,937	2,546,313	2,749,933	2,896,571	2,834,135	2,792,143	2,546,313		
987	1,021	1,031	1,036	1,040	1,044	1,012	657	356
11,858,390	12,524,612	13,281,817	13,926,578	14,362,164	14,843,853	12,225,878	6,605,280	5,620,598
68	69	69	69	69	69	68		
3,503,646	3,759,582	3,959,205	3,913,486	4,033,170	4,090,634	3,560,679		
69	69	69	69	69	69	69		
2,709,966	2,299,094	2,533,639	2,462,700	2,574,750	2,605,224	2,299,094		
69	69	69	69	69	69	69	81	(13)
6,213,612	6,058,676	6,492,845	6,376,186	6,607,920	6,695,858	5,859,773	6,592,613	(732,840)
43	44	44	44	44	44	43		
1,703,795	1,826,083	1,945,591	1,950,706	1,988,981	1,993,964	1,736,786		
43	44	44	44	44	44	44		
1,231,855	1,099,927	1,191,047	1,207,371	1,246,734	1,248,393	1,099,927		
43	44	44	44	44	44	44	36	8
2,935,650	2,926,009	3,136,638	3,158,077	3,235,715	3,242,357	2,836,713	1,496,850	1,339,863
50	50	50	50	50	50	50		
22,310,137	22,740,870	23,076,655	22,926,094	23,174,991	23,117,711	22,437,082		
50	50	50	50	50	50	50		
17,423,347	16,659,934	17,083,943	16,900,151	17,084,518	17,086,257	16,659,934		
50	50	50	50	50	50	50	47	3
39,733,484	39,400,803	40,160,598	39,826,245	40,259,509	40,203,968	39,097,016	38,268,574	828,441
8	8	8	8	8	8	8		
983,361	1,091,651	1,179,362	1,167,917	1,195,693	1,206,241	1,008,750		
8	8	8	8	8	8	8		
1,041,201	888,519	973,322	975,192	1,012,067	1,012,415	888,519		
8	8	8	8	8	8	8	3	5
2,024,563	1,980,170	2,152,684	2,143,109	2,207,759	2,218,656	1,897,269	175,560	1,721,709
149	149	150	150	151	152	149		
8,778,574	8,421,249	7,940,238	7,575,833	7,411,753	7,243,772	8,836,081		

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FY						2011Q	2010Q2			
2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	PY				
Total	Total	Total	Total	Total	Total	2011/12				
Total	Total	Total	Total	Total	Total	Total				
148	149	149	150	151	152	149				
1,717,375	1,606,077	1,539,159	1,413,982	1,281,335	1,191,763	1,606,077				
148	149	149	150	151	152	149				
10,495,949	10,027,326	9,479,398	8,989,815	8,693,088	8,435,535	10,442,158	171	(22)	-13.1%	
132	134	135	136	137	138	133				
8,759,605	8,762,188	8,030,685	7,673,142	7,649,281	7,468,023	9,290,590	9,335,712	1,106,447	11.9%	
131	133	134	135	136	138	133				
707,716	828,682	831,826	600,617	317,392	230,461	828,682				
132	133	135	136	137	138	133				
9,467,320	9,590,870	8,862,511	8,273,759	7,966,673	7,698,484	10,119,272	124	9	6.9%	
24	24	24	24	24	24	24				
6,531,315	6,166,365	5,415,707	4,836,535	4,578,081	4,357,927	6,685,467				
24	24	24	24	24	24	24				
1,240,706	1,208,724	1,208,625	1,000,023	761,284	623,868	1,208,724				
24	24	24	24	24	24	24				
7,772,021	7,375,089	6,624,332	5,836,558	5,339,365	4,981,796	7,894,191	25	(1)	-2.0%	
5	5	5	5	5	5	5				
1,078,990	1,062,978	898,905	842,905	886,002	926,477	1,160,678	5,471,580	2,422,611	44.3%	
5	5	5	5	5	5	5				
52,487	73,033	72,713	34,625	3,629	4,756	73,033				
5	5	5	5	5	5	5				
1,131,477	1,136,011	971,618	877,530	889,631	931,232	1,233,710	3	2	87.5%	
1,893	1,932	1,946	1,954	1,961	1,969	1,921	1,622	299	18.4%	
100,172,321	99,212,253	98,826,887	96,764,121	96,818,875	96,399,602	100,167,764	80,349,522	19,818,242	24.7%	
						52,139.0	49,537.3	2,602	5.3%	