

December 15, 2015

**VIA HAND DELIVERY AND ELECTRONIC MAIL**

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

**RE: Docket 4290 – Henry Shelton Act – Monthly Report  
November 2015**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed the Henry Shelton Act (HSA) monthly report for November 2015.

On November 14, 2014, the PUC requested that, when the Company files the HSA monthly report in this docket, the Company also provide a schedule with the number of customers enrolled in the HSA Arrearage Forgiveness Program, by month, together with the number of defaults and cancellations. The Company has provided this additional information as part of the HSA monthly report for November 2015. The enclosed Excel file also includes this information.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2153.

Very truly yours,



Celia B. O'Brien

Enclosures

cc: Docket 4290 Service List  
Steve Scialabba  
Leo Wold, Esq.  
James Lanni

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

**Certificate of Service**

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

Copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities Carriers.

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**Joanne M. Scanlon**

8 YWa Vy % , 2015

**Date**

**Docket No. 4290 – Office of Energy Resources – LIHEAP Enhancement  
Charge Filing    Service List updated 10/08/14**

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Henry Shelton Act Monthly Report 2015

**GAS AND ELECTRIC COMBINED**

	2015												YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Number of Customers Active	6,492	6,293	6,049	5,813	6,219	6,278	6,261	6,280	6,168	5,986	5,872		6,156
Customers Newly Added to HSA Agreement	339	263	384	409	773	563	464	434	519	458	257		4863
Customers Removed - Complete	6	8	9	7	65	86	70	83	64	75	39		512
Customers Removed - Defaulted	390	361	501	532	244	242	311	190	395	459	169		3794
Customers Removed - Cancelled	51	31	54	75	60	63	48	66	73	70	62		653
Total Customer Payments	\$586,104.71	\$687,016.19	\$756,657.78	\$689,352.26	\$608,446.35	\$647,882.27	\$667,254.87	\$599,996.20	\$650,263.95	\$594,245.53	\$497,425.15		\$6,984,645.26
Agreement Amount For All Customers	\$497,132.05	\$423,404.09	\$620,201.67	\$702,135.75	\$1,420,041.90	\$987,915.50	\$770,690.56	\$732,439.12	\$833,093.06	\$795,778.92	\$463,869.51		\$749,700.19
Average Agreement Amount For All Customers	\$154.48	\$133.70	\$202.42	\$241.85	\$446.06	\$307.43	\$240.02	\$226.62	\$260.24	\$265.97	\$157.17		\$239.63
Total Installment Amount For All Customers	\$5,239.79	\$4,401.17	\$6,487.71	\$7,336.02	\$14,602.46	\$10,324.83	\$7,966.81	\$7,575.02	\$8,611.12	\$8,331,075.00	\$4,954.62		\$764,415.87
Average Installment Amount For All Customers	\$1.62	\$1.38	\$2.11	\$2.52	\$4.59	\$3.17	\$2.48	\$2.36	\$2.69	\$2.78	\$1.67		\$2.49
Average Arrearage Amount	\$88.25	\$75.14	\$114.59	\$136.74	\$248.27	\$172.15	\$134.02	\$127.67	\$145.53	\$150.52	\$90.76		\$134.88
Average Arrearage Amount as a % of Total Balance	57%	56%	57%	57%	56%	56%	56%	56%	56%	56%	58%		56%
Total Amount of Arrears Outstanding	\$282,948.92	\$237,662.74	\$350,336.19	\$396,145.77	\$788,531.11	\$552,680.15	\$430,206.46	\$409,052.10	\$464,995.43	\$449,918.87	\$267,548.81		\$420,911.50
Forgiveness Credits Applied in Current Month	\$7,786.96	\$9,971.31	\$9,134.37	\$13,689.49	\$74,944.37	\$92,257.37	\$66,631.45	\$89,871.55	\$76,102.85	\$74,202.07	\$34,779.86		\$549,371.65
Total Forgiveness Credits (count)	6	8	9	7	65	86	70	83	64	75	39		512
Average Forgiveness Credit	\$1,297.83	\$1,246.41	\$1,014.93	\$1,955.64	\$1,152.99	\$1,072.06	\$951.88	\$1,082.79	\$1,189.11	\$989.36	\$891.79		\$1,167.71
Number of Participants Receiving LIHEAP	0	0	384	409	773	563	0	0	0	0	0		2129
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	12.5%	13.8%	24.0%	17.8%	0.0%	0.0%	0.0%	0.0%	0.0%		0
Total LIHEAP Payments	\$0.00	\$0.00	\$153,039.02	\$223,613.26	\$123,838.37	\$10,065.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$510,555.65

**ELECTRIC ONLY**

	2015												YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Number of Customers Active	3,703	3,616	3,496	3,366	3,694	3,720	3,741	3,758	3,717	3,572	3,502		3,626
Customers Newly Added to HSA Agreement	223	173	244	259	525	343	300	270	347	281	163		3128
Customers Removed - Complete	3	1	2	2	22	44	28	46	37	42	15		242
Customers Removed - Defaulted	201	207	284	334	153	164	211	130	245	315	119		2363
Customers Removed - Cancelled	30	20	38	44	35	48	26	42	46	49	46		424
Total Customer Payments	\$331,152.90	\$390,788.21	\$434,627.03	\$435,390.66	\$403,881.57	\$439,943.10	\$446,711.77	\$421,260.93	\$459,713.58	\$422,430.36	\$341,796.03		\$4,527,696.14
Agreement Amount For All Customers	\$268,386.93	\$252,059.39	\$383,309.77	\$403,996.59	\$928,096.82	\$645,004.90	\$508,043.39	\$473,852.55	\$573,153.75	\$474,103.79	\$282,609.80		\$472,056.15
Average Agreement Amount For All Customers	\$72.47	\$69.70	\$109.64	\$120.02	\$251.24	\$173.38	\$135.80	\$126.09	\$154.19	\$132.72	\$80.69		\$129.63
Total Installment Amount For All Customers	\$2,760.14	\$2,600.70	\$3,965.11	\$4,171.93	\$9,458.17	\$6,657.03	\$5,244.97	\$4,899.86	\$5,888.17	\$4,942.43	\$3,003.00		\$4,871.96
Average Installment Amount For All Customers	\$0.74	\$0.71	\$1.13	\$1.23	\$2.56	\$1.78	\$1.40	\$4.30	\$1.58	\$1.38	\$0.85		\$1.61
Average Arrearage Amount	\$40.25	\$38.83	\$61.24	\$66.92	\$138.26	\$96.63	\$75.70	\$70.40	\$85.54	\$74.71	\$46.30		\$72.25
Average Arrearage Amount as a % of Total Balance	56%	56%	56%	56%	55%	56%	56%	56%	55%	56%	57%		56%
Total Amount of Arrears Outstanding	\$149,050.88	\$140,436.43	\$214,115.96	\$225,282.31	\$510,741.95	\$359,480.03	\$283,229.05	\$2,643,597.06	\$317,959.13	\$266,892.91	\$162,161.47		\$479,358.83
Forgiveness Credits Applied in Current Month	\$3,824.55	\$571.56	\$1,488.49	\$3,082.63	\$21,696.40	\$58,519.06	\$24,428.55	\$48,037.16	\$48,753.59	\$43,996.41	\$14,927.80		\$269,326.20
Total Forgiveness Credits (count)	3	1	2	2	22	44	28	46	37	42	15		242
Average Forgiveness Credit	\$1,274.85	\$571.56	\$744.25	\$1,541.32	\$986.20	\$1,329.97	\$872.45	\$1,044.29	\$1,317.66	\$1,047.53	\$995.19		\$1,065.93
Number of Participants Receiving LIHEAP	0	0	244	\$259.00	525	343	0	0	0	0	0		1371
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	7.0%	7.7%	14.2%	9.2%	0.0%	0.0%	0.0%	0.0%	0.0%		0

**Gas Only**

	2015												YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Number of Customers Active	2,789	2,677	2,553	2,447	2,525	2,558	2,520	2,522	2,451	2,414	2,370		2,530
Customers Newly Added to HSA Agreement	116	90	140	150	248	220	164	164	172	177	94		1735
Customers Removed - Complete	3	7	7	5	43	42	42	37	27	33	24		270
Customers Removed - Defaulted	189	154	217	198	91	78	100	60	150	144	50		1431
Customers Removed - Cancelled	21	11	16	31	25	15	22	24	27	21	16		229
Total Customer Payments	\$254,951.81	\$296,227.98	\$322,030.55	\$253,961.60	\$204,564.78	\$207,939.17	\$220,543.10	\$178,735.27	\$190,550.37	\$171,815.17	\$155,656.12		\$2,456,975.92
Agreement Amount For All Customers	\$228,745.12	\$171,344.70	\$236,891.90	\$298,139.16	\$491,945.08	\$342,910.60	\$262,647.17	\$258,586.57	\$259,939.31	\$321,675.13	\$181,259.71		\$277,644.04
Average Agreement Amount For All Customers	\$82.01	\$64.00	\$92.78	\$121.83	\$194.82	\$134.05	\$104.22	\$102.53	\$106.05	\$133.25	\$76.48		\$110.18
Total Installment Amount For All Customers	\$2,479.65	\$1,800.47	\$2,522.60	\$3,164.09	\$5,144.29	\$3,577.80	\$2,721.84	\$2,675.14	\$2,722.95	\$3,389.32	\$1,951.62		\$2,922.71
Average Installment Amount For All Customers	\$0.88	\$0.67	\$0.98	\$1.29	\$2.03	\$1.39	\$1.08	\$1.06	\$1.11	\$1.40	\$0.82		\$1.16
Average Arrearage Amount	\$48.00	\$36.31	\$53.35	\$69.82	\$110.01	\$75.52	\$58.32	\$57.27	\$59.99	\$75.81	\$44.46		\$62.62
Average Arrearage Amount as a % of Total Balance	59%	57%	58%	57%	56%	56%	56%	56%	57%	56%	58%		57%
Total Amount of Arrears Outstanding	\$133,898.04	\$97,226.31	\$136,220.23	\$170,863.46	\$277,789.16	\$193,200.12	\$146,977.41	\$144,455.04	\$147,036.30	\$183,025.96	\$105,387.34		\$157,825.40
Forgiveness Credits Applied in Current Month	\$3,962.41	\$9,399.75	\$7,645.88	\$10,606.86	\$53,247.97	\$33,738.31	\$42,202.90	\$41,834.39	\$27,349.26	\$30,205.66	\$19,852.06		\$280,045.45
Total Forgiveness Credits (count)	3	7	7	5	43	42	42	37	27	33	24		270
Average Forgiveness Credit	\$1,320.80	\$1,342.82	\$1,092.27	\$2,121.37	\$1,238.32	\$803.29	\$1,004.83	\$1,130.66	\$1,012.94	\$915.32	\$827.17		\$1,164.53
Number of Participants Receiving LIHEAP	0	0	140	150	248	220	0	0	0	0	0		758
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	5.5%	6.1%	9.8%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%		0

## Henry Shelton Act Enrollments, Defaults, Cancellations by Month

Note: Shaded Cells Require Data Input

GAS & ELECTRIC						
A	B	C	D	E	F	G
Month	Year	New Enrollments by Month	Number from Column "C" that Successfully Completed the Program	Number from Column "C" Defaulted	Number from Column "C" Canceled	Number from Column "C" Still Currently Enrolled (Col C - Col D - Col E - Col F)
October	2011	291	13	185	93	0
November	2011	276	12	203	61	0
December	2011	61	3	46	12	0
<b>Total</b>	<b>2011</b>	<b>628</b>	<b>28</b>	<b>434</b>	<b>166</b>	<b>0</b>
January	2012	197	10	134	53	0
February	2012	71	10	45	16	0
March	2012	149	5	106	38	0
April	2012	218	18	147	53	0
May	2012	1,427	103	970	354	0
June	2012	1,118	83	720	315	0
July	2012	1,006	86	684	236	0
August	2012	1,126	84	767	273	2
September	2012	858	60	568	230	0
October	2012	918	48	601	257	12
November	2012	574	26	366	163	19
December	2012	366	0	249	98	19
<b>Total</b>	<b>2012</b>	<b>8,028</b>	<b>533</b>	<b>5,357</b>	<b>2,086</b>	<b>52</b>
January	2013	279	0	162	92	25
February	2013	265	0	159	89	17
March	2013	278	0	178	78	22
April	2013	486	0	288	150	48
May	2013	899	0	558	263	78
June	2013	712	0	423	222	67
July	2013	694	0	445	186	63
August	2013	722	0	424	218	80
September	2013	535	0	331	137	67
October	2013	652	0	414	174	64
November	2013	296	0	154	90	52
December	2013	227	0	114	65	48
<b>Total</b>	<b>2013</b>	<b>6,045</b>	<b>0</b>	<b>3,650</b>	<b>1,764</b>	<b>631</b>
January	2014	194	0	89	70	35
February	2014	181	0	71	73	37
March	2014	302	0	128	88	86
April	2014	460	0	219	115	126
May	2014	1,100	0	607	246	247
June	2014	751	0	455	160	136
July	2014	638	0	362	152	124
August	2014	637	0	360	162	115
September	2014	717	0	402	164	151
October	2014	830	0	433	180	217
November	2014	450	0	222	104	124
December	2014	426	0	165	108	153
<b>Total</b>	<b>2014</b>	<b>6,686</b>	<b>0</b>	<b>3,513</b>	<b>1,622</b>	<b>1,551</b>
January	2015	380	0	131	96	153
February	2015	285	0	110	69	106
March	2015	422	0	137	97	188
April	2015	457	0	138	83	236

## Henry Shelton Act Enrollments, Defaults, Cancellations by Month

May	2015	843	0	125	138	580
June	2015	628	0	54	110	464
July	2015	524	0	61	81	382
August	2015	485	0	50	58	377
September	2015	566	0	51	53	462
October	2015	503	0	55	34	414
November	2015	286	0	17	12	257
December	2015	0	0	0	0	0
<b>Total</b>	<b>2015</b>	<b>5,379</b>	<b>0</b>	<b>929</b>	<b>831</b>	<b>3,619</b>
<b>Cumulative Total</b>						
		<b>26,766</b>	<b>561</b>	<b>13,883</b>	<b>6,469</b>	<b>5,853</b>

Note: Shaded Cells Require Data Input

GAS						
A	B	C	D	E	F	G
Month	Year	New Enrollments by Month	Number from Column "C" that Successfully Completed the Program	Number from Column "C" Defaulted	Number from Column "C" Canceled	Number from Column "C" Still Currently Enrolled (Col C - Col D - Col E - Col F)
October	2011	0	0	0	0	0
November	2011	1	0	0	1	0
December	2011	1	0	1	0	0
<b>Total</b>	<b>2011</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>
January	2012	157	9	107	41	0
February	2012	49	8	31	10	0
March	2012	128	5	91	32	0
April	2012	113	11	74	28	0
May	2012	698	64	463	171	0
June	2012	529	48	326	155	0
July	2012	474	46	312	116	0
August	2012	518	35	361	122	0
September	2012	363	25	236	102	0
October	2012	422	32	276	113	1
November	2012	293	17	185	83	8
December	2012	212	0	141	57	14
<b>Total</b>	<b>2012</b>	<b>3,956</b>	<b>300</b>	<b>2,603</b>	<b>1,030</b>	<b>23</b>
January	2013	133	0	73	49	11
February	2013	127	0	75	46	6
March	2013	138	0	83	43	12
April	2013	229	0	129	81	19
May	2013	423	0	240	140	43
June	2013	323	0	178	108	37
July	2013	276	0	182	65	29
August	2013	293	0	171	90	32
September	2013	197	0	119	48	30
October	2013	279	0	155	87	37
November	2013	130	0	67	40	23
December	2013	114	0	50	35	29
<b>Total</b>	<b>2013</b>	<b>2,662</b>	<b>0</b>	<b>1,522</b>	<b>832</b>	<b>308</b>
January	2014	84	0	37	30	17
February	2014	82	0	29	36	17
March	2014	151	0	60	45	46
April	2014	225	0	104	66	55
May	2014	504	0	267	107	130

**Henry Shelton Act  
Enrollments, Defaults, Cancellations by Month**

June	2014	309	0	191	64	54
July	2014	237	0	144	50	43
August	2014	240	0	138	57	45
September	2014	264	0	155	57	52
October	2014	315	0	149	69	97
November	2014	198	0	84	49	65
December	2014	176	0	64	45	67
<b>Total</b>	<b>2014</b>	<b>2,785</b>	<b>0</b>	<b>1,422</b>	<b>675</b>	<b>688</b>
January	2015	126	0	34	33	59
February	2015	100	0	27	31	42
March	2015	155	0	36	37	82
April	2015	164	0	48	30	86
May	2015	269	0	32	44	193
June	2015	240	0	20	35	185
July	2015	188	0	22	29	137
August	2015	183	0	19	16	148
September	2015	187	0	18	15	154
October	2015	196	0	28	10	158
November	2015	103	0	5	4	94
December	2015					0
<b>Total</b>	<b>2015</b>	<b>1,911</b>	<b>0</b>	<b>289</b>	<b>284</b>	<b>1,338</b>
<b>Cumulative Total</b>		<b>11,316</b>	<b>300</b>	<b>5,837</b>	<b>2,822</b>	<b>2,357</b>

Note: Green Shaded Cells Require Data Input

<b>ELECTRIC</b>						
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
<b>Month</b>	<b>Year</b>	<b>New Enrollments by Month</b>	<b>Number from Column "C" that Successfully Completed the Program</b>	<b>Number from Column "C" Defaulted</b>	<b>Number from Column "C" Canceled</b>	<b>Number from Column "C" Still Currently Enrolled (Col C - Col D - Col E - Col F)</b>
October	2011	291	13	185	93	0
November	2011	275	12	203	60	0
December	2011	60	3	45	12	0
<b>Total</b>	<b>2011</b>	<b>626</b>	<b>28</b>	<b>433</b>	<b>165</b>	<b>0</b>
January	2012	40	1	27	12	0
February	2012	22	2	14	6	0
March	2012	21	0	15	6	0
April	2012	105	7	73	25	0
May	2012	729	39	507	183	0
June	2012	589	35	394	160	0
July	2012	532	40	372	120	0
August	2012	608	49	406	151	2
September	2012	495	35	332	128	0
October	2012	496	16	325	144	11
November	2012	281	9	181	80	11
December	2012	154	0	108	41	5
<b>Total</b>	<b>2012</b>	<b>4,072</b>	<b>233</b>	<b>2,754</b>	<b>1,056</b>	<b>29</b>
January	2013	146	0	89	43	14
February	2013	138	0	84	43	11
March	2013	140	0	95	35	10
April	2013	257	0	159	69	29
May	2013	476	0	318	123	35
June	2013	389	0	245	114	30
July	2013	418	0	263	121	34
August	2013	429	0	253	128	48
September	2013	338	0	212	89	37

**Henry Shelton Act  
Enrollments, Defaults, Cancellations by Month**

October	2013	373	0	259	87	27
November	2013	166	0	87	50	29
December	2013	113	0	64	30	19
<b>Total</b>	<b>2013</b>	<b>3,383</b>	<b>0</b>	<b>2,128</b>	<b>932</b>	<b>323</b>
January	2014	110	0	52	40	18
February	2014	99	0	42	37	20
March	2014	151	0	68	43	40
April	2014	235	0	115	49	71
May	2014	596	0	340	139	117
June	2014	442	0	264	96	82
July	2014	401	0	218	102	81
August	2014	397	0	222	105	70
September	2014	453	0	247	107	99
October	2014	515	0	284	111	120
November	2014	252	0	138	55	59
December	2014	250	0	101	63	86
<b>Total</b>	<b>2014</b>	<b>3,901</b>	<b>0</b>	<b>2,091</b>	<b>947</b>	<b>863</b>
January	2015	254	0	97	63	94
February	2015	185	0	83	38	64
March	2015	267	0	101	60	106
April	2015	293	0	90	53	150
May	2015	574	0	93	94	387
June	2015	388	0	34	75	279
July	2015	336	0	39	52	245
August	2015	302	0	31	42	229
September	2015	379	0	33	38	308
October	2015	307	0	27	24	256
November	2015	183	0	12	8	163
December	2015					0
<b>Total</b>	<b>2015</b>	<b>3,468</b>	<b>0</b>	<b>640</b>	<b>547</b>	<b>2,281</b>
<b>Cumulative Total</b>		<b>15,450</b>	<b>261</b>	<b>8,046</b>	<b>3,647</b>	<b>3,496</b>