

August 15, 2016

**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  
July 2016**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> enclosed please find four copies of the Henry Shelton Act (HSA) monthly report for July 2016.

On November 14, 2014, the PUC requested that when National Grid files the HSA monthly report in the above-referenced docket, National Grid 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 July 2016. 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 401-784-7415.

Very truly yours,



Robert J. Humm

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).

Certificate of Service

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

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

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Joanne M. Scanlon

August 15, 2016  
Date

**Docket No. 4290 – Office of Energy Resources – LIHEAP Enhancement  
Charge Filing    Service List updated 8/15/16**

<b>Name/Address</b>	<b>E-mail Address</b>	<b>Phone</b>
Deborah A. Barclay, General Counsel Dept. of Human Services 57 Howard Avenue Cranston RI 02920	<a href="mailto:Deborah.barclay@ohhs.ri.gov">Deborah.barclay@ohhs.ri.gov</a> ;	401-462-6816
Frederick Sneesby Dept. of Human Services	<a href="mailto:Lewis.Babbitt@dhs.ri.gov">Lewis.Babbitt@dhs.ri.gov</a> ; <a href="mailto:Frederick.sneesby@dhs.ri.gov">Frederick.sneesby@dhs.ri.gov</a> ;	
Christopher Kearns RI Office of Energy Resources	<a href="mailto:Christopher.Kearns@energy.ri.gov">Christopher.Kearns@energy.ri.gov</a> ; <a href="mailto:Nicholas.Ucci@energy.ri.gov">Nicholas.Ucci@energy.ri.gov</a> ;	
Robert Humm, Esq. National Grid 280 Melrose St. Providence, RI 02907	<a href="mailto:Robert.humm@nationalgrid.com">Robert.humm@nationalgrid.com</a> ; <a href="mailto:Celia.obrien@nationalgrid.com">Celia.obrien@nationalgrid.com</a> ; <a href="mailto:Joanne.scanlon@nationalgrid.com">Joanne.scanlon@nationalgrid.com</a> ;	401-784-7415
Leo Wold, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903	<a href="mailto:Lwold@riag.ri.gov">Lwold@riag.ri.gov</a> ; <a href="mailto:Steve.scialabba@dpuc.ri.gov">Steve.scialabba@dpuc.ri.gov</a> ; <a href="mailto:John.spirito@dpuc.ri.gov">John.spirito@dpuc.ri.gov</a> ; <a href="mailto:James.lanni@dpuc.ri.gov">James.lanni@dpuc.ri.gov</a> ; <a href="mailto:dmacrae@riag.ri.gov">dmacrae@riag.ri.gov</a> ; <a href="mailto:Jmunoz@riag.ri.gov">Jmunoz@riag.ri.gov</a> ;	401-222-2424
<b>File an original &amp; 9 copies w/:</b> Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:Luly.massaro@puc.ri.gov">Luly.massaro@puc.ri.gov</a> ; <a href="mailto:Cynthia.WilsonFrias@puc.ri.gov">Cynthia.WilsonFrias@puc.ri.gov</a> ; <a href="mailto:Todd.bianco@puc.ri.gov">Todd.bianco@puc.ri.gov</a> ; <a href="mailto:Alan.nault@puc.ri.gov">Alan.nault@puc.ri.gov</a> ;	401-780-2107
Bob Bromley, Senate Finance	<a href="mailto:rbromley@rilin.state.ri.us">rbromley@rilin.state.ri.us</a> ;	
Henry Shelton The George Wiley Center	<a href="mailto:debbiec@georgewileycenter.org">debbiec@georgewileycenter.org</a> ; <a href="mailto:b.flambeau@juno.com">b.flambeau@juno.com</a> ;	

Elizabeth Morancy	<a href="mailto:emorancy@cox.net">emorancy@cox.net</a> ;	
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Henry Shelton Act Monthly Report 2016

**GAS AND ELECTRIC COMBINED**

	2016												YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Number of Customers Active	5,418	4,840	4,607	4,403	4,437	4,346	4,283						4,619
Customers Newly Added to HSA Agreement	199	184	216	250	416	367	314						1946
Customers Removed - Complete	27	17	20	35	74	57	42						272
Customers Removed - Defaulted	401	624	394	325	239	318	241						2542
Customers Removed - Cancelled	36	50	38	55	40	49	32						300
Total Customer Payments	\$500,847.81	\$593,865.66	\$536,067.83	\$423,223.28	\$449,312.70	\$416,084.57	\$382,617.01						\$3,302,018.86
Agreement Amount For All Customers	\$369,802.84	\$340,535.89	\$443,871.80	\$473,011.61	\$770,224.22	\$625,798.14	\$549,889.01						\$538,766.27
Average Agreement Amount For All Customers	\$140.36	\$141.06	\$193.61	\$213.46	\$331.07	\$273.84	\$247.97						\$220.20
Total Installment Amount For All Customers	\$3,968.33	\$3,623.49	\$4,708.88	\$5,004.02	\$7,935.64	\$6,438.75	\$5,712.54						\$5,341.66
Average Installment Amount For All Customers	\$1.49	\$1.49	\$2.05	\$2.25	\$3.41	\$2.82	\$2.57						\$2.30
Average Arrearage Amount	\$81.46	\$81.06	\$111.19	\$122.26	\$184.47	\$152.57	\$139.18						\$124.60
Average Arrearage Amount as a % of Total Balance	58%	57%	57%	57%	56%	56%	56%						57%
Total Amount of Arrears Outstanding	\$214,289.52	\$195,670.03	\$254,280.88	\$270,215.47	\$428,523.30	\$347,685.70	\$308,476.35						\$288,448.75
Forgiveness Credits Applied in Current Month	\$32,230.60	\$13,732.94	\$20,364.93	\$39,741.11	\$92,658.68	\$72,572.00	\$38,296.31						\$309,596.57
Total Forgiveness Credits (count)	27	17	20	39	74	57	42						276
Average Forgiveness Credit	\$1,193.73	\$807.82	\$1,018.25	\$1,019.00	\$1,252.14	\$1,273.19	\$911.82						\$1,067.99
Number of Participants Receiving LIHEAP	0	0	216	250	416	367	314						1563
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	9.2%	11.2%	17.7%	16.1%	14.2%						0
Total LIHEAP Payments	\$0.00	\$0.00	\$190,257.05	\$241,169.74	\$16,666.82	\$2,042.00	\$250.00						\$450,385.61

**ELECTRIC ONLY**

	2016												YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Number of Customers Active	3,183	2,833	2,719	2,565	2,636	2,610	2,574						2,731
Customers Newly Added to HSA Agreement	110	111	136	155	307	263	214						1296
Customers Removed - Complete	12	12	11	22	39	25	24						145
Customers Removed - Defaulted	268	387	225	232	163	212	171						1658
Customers Removed - Cancelled	22	32	27	31	29	34	21						196
Total Customer Payments	\$329,026.58	\$377,685.66	\$335,623.27	\$283,801.01	\$312,152.12	\$304,203.82	\$285,160.62						\$2,227,653.08
Agreement Amount For All Customers	\$188,260.86	\$196,906.84	\$356,266.15	\$284,530.98	\$549,161.17	\$449,131.07	\$375,212.51						\$342,781.37
Average Agreement Amount For All Customers	\$59.14	\$69.50	\$94.25	\$110.92	\$208.33	\$172.08	\$145.77						\$122.86
Total Installment Amount For All Customers	\$2,002.72	\$2,095.06	\$2,686.58	\$2,971.63	\$5,629.34	\$4,580.15	\$3,890.83						\$3,408.04
Average Installment Amount For All Customers	\$0.62	\$0.73	\$0.98	\$1.15	\$2.13	\$1.75	\$1.51						\$1.27
Average Arrearage Amount	\$33.97	\$39.93	\$53.35	\$62.55	\$115.32	\$94.76	\$81.62						\$68.79
Average Arrearage Amount as a % of Total Balance	57%	57%	57%	56%	55%	55%	56%						56%
Total Amount of Arrears Outstanding	\$108,144.66	\$113,132.35	\$145,077.76	\$160,466.31	\$303,984.05	\$247,324.06	\$210,104.75						\$184,033.42
Forgiveness Credits Applied in Current Month	\$13,767.31	\$6,973.85	\$6,837.74	\$23,250.66	\$50,784.11	\$31,094.33	\$19,976.41						\$152,684.41
Total Forgiveness Credits (count)	12	12	11	22	39	25	24						145
Average Forgiveness Credit	\$1,147.28	\$581.15	\$621.61	\$1,056.85	\$1,302.16	\$1,243.77	\$832.35						\$969.31
Number of Participants Receiving LIHEAP	0	0	136	155	307	263	214						1075
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	5.0%	6.0%	11.7%	10.1%	8.3%						0

**Gas Only**

	2016												YTD
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Number of Customers Active	2,235	2,007	1,888	1,838	1,801	1,736	1,709						1,888
Customers Newly Added to HSA Agreement	89	73	80	95	109	104	100						650
Customers Removed - Complete	15	5	9	13	35	32	18						127
Customers Removed - Defaulted	133	237	169	93	76	106	70						884
Customers Removed - Cancelled	14	18	11	24	11	15	11						104
Total Customer Payments	\$171,821.23	\$216,180.00	\$200,444.56	\$139,422.27	\$137,160.58	\$111,880.75	\$97,456.39						\$1,074,365.78
Agreement Amount For All Customers	\$181,541.98	\$143,629.05	\$187,605.65	\$168,480.63	\$221,063.05	\$176,667.07	\$174,676.50						\$179,094.85
Average Agreement Amount For All Customers	\$81.22	\$71.56	\$99.36	\$102.54	\$122.74	\$101.76	\$102.20						\$97.34
Total Installment Amount For All Customers	\$1,965.61	\$1,528.43	\$2,022.30	\$2,032.39	\$2,306.30	\$1,858.60	\$1,821.71						\$1,933.62
Average Installment Amount For All Customers	\$0.87	\$0.76	\$1.07	\$1.10	\$1.28	\$1.07	\$1.06						\$1.03
Average Arrearage Amount	\$47.49	\$41.12	\$57.84	\$59.71	\$69.15	\$57.81	\$57.56						\$55.81
Average Arrearage Amount as a % of Total Balance	58%	57%	58%	58%	56%	57%	56%						57%
Total Amount of Arrears Outstanding	\$106,144.86	\$82,537.68	\$109,203.12	\$109,749.16	\$124,539.25	\$100,361.64	\$98,371.60						\$104,415.33
Forgiveness Credits Applied in Current Month	\$18,463.29	\$6,759.06	\$13,527.19	\$15,629.83	\$41,874.52	\$41,477.67	\$18,259.90						\$155,991.46
Total Forgiveness Credits (count)	15	5	9	13	35	32	18						127
Average Forgiveness Credit	\$1,230.89	\$1,351.81	\$1,503.02	\$1,202.29	\$1,196.41	\$1,296.18	\$1,014.44						\$1,256.43
Number of Participants Receiving LIHEAP	0	0	80	95	109	104	100						488
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	4.2%	5.2%	6.1%	6.0%	5.9%						0

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

<b>GAS &amp; 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>
January	2013	279	25	162	92	0
February	2013	265	16	160	89	0
March	2013	278	20	180	78	0
April	2013	486	41	292	153	0
May	2013	899	65	566	267	1
June	2013	712	56	431	225	0
July	2013	694	25	461	194	14
August	2013	722	0	439	226	57
September	2013	535	0	342	145	48
October	2013	652	0	431	181	40
November	2013	296	0	176	94	26
December	2013	227	0	136	67	24
<b>Total</b>	<b>2013</b>	<b>6,045</b>	<b>248</b>	<b>3,776</b>	<b>1,811</b>	<b>210</b>
January	2014	194	0	108	74	12
February	2014	181	0	87	74	20
March	2014	302	0	169	91	42
April	2014	460	0	265	128	67
May	2014	1,100	0	674	277	149
June	2014	751	0	493	185	73
July	2014	638	0	400	166	72
August	2014	637	0	408	167	62
September	2014	717	0	450	179	88
October	2014	830	0	507	209	114
November	2014	450	0	259	122	69
December	2014	426	0	224	128	74
<b>Total</b>	<b>2014</b>	<b>6,686</b>	<b>0</b>	<b>4,044</b>	<b>1,800</b>	<b>842</b>
January	2015	380	0	183	121	76
February	2015	285	0	152	79	54
March	2015	422	0	207	129	86
April	2015	457	0	240	104	113

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

May	2015	843	0	491	184	168
June	2015	628	0	345	155	128
July	2015	524	0	292	131	101
August	2015	485	0	266	111	108
September	2015	566	0	261	132	173
October	2015	503	0	219	99	185
November	2015	286	0	92	56	138
December	2015	341	0	117	59	165
<b>Total</b>	<b>2015</b>	<b>5,720</b>	<b>0</b>	<b>2,865</b>	<b>1,360</b>	<b>1,495</b>
January	2016	230	0	34	41	155
February	2016	202	0	32	26	144
March	2016	253	0	46	27	180
April	2016	278	0	29	26	223
May	2016	441	0	35	35	371
June	2016	402	0	37	17	348
July	2016	345	0	26	4	315
August	2016	0	0	0	0	0
September	2016	0	0	0	0	0
October	2016	0	0	0	0	0
November	2016	0	0	0	0	0
December	2016	0	0	0	0	0
<b>Total</b>	<b>2016</b>	<b>2,151</b>	<b>0</b>	<b>239</b>	<b>176</b>	<b>1,736</b>
<b>Cumulative Total</b>		<b>20,602</b>	<b>248</b>	<b>10,924</b>	<b>5,147</b>	<b>4,283</b>

<b>GAS</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>
January	2013	133	11	73	49	0
February	2013	127	6	75	46	0
March	2013	138	10	85	43	0
April	2013	229	19	129	81	0
May	2013	423	33	245	144	1
June	2013	323	32	180	111	0
July	2013	276	9	192	69	6
August	2013	293	0	176	94	23
September	2013	197	0	122	51	24
October	2013	279	0	168	91	20
November	2013	130	0	82	40	8
December	2013	114	0	65	36	13
<b>Total</b>	<b>2013</b>	<b>2,662</b>	<b>120</b>	<b>1,592</b>	<b>855</b>	<b>95</b>
January	2014	84	0	47	33	4
February	2014	82	0	37	37	8
March	2014	151	0	83	47	21
April	2014	225	0	119	74	32
May	2014	504	0	296	124	84

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

June	2014	309	0	202	76	31
July	2014	237	0	153	55	29
August	2014	240	0	151	58	31
September	2014	264	0	168	64	32
October	2014	315	0	179	86	50
November	2014	198	0	100	59	39
December	2014	176	0	84	55	37
<b>Total</b>	<b>2014</b>	<b>2,785</b>	<b>0</b>	<b>1,619</b>	<b>768</b>	<b>398</b>
January	2015	126	0	50	44	32
February	2015	100	0	41	37	22
March	2015	155	0	62	54	39
April	2015	164	0	80	40	44
May	2015	269	0	139	59	71
June	2015	240	0	125	49	66
July	2015	188	0	97	52	39
August	2015	183	0	97	36	50
September	2015	187	0	79	36	72
October	2015	196	0	92	30	74
November	2015	103	0	26	14	63
December	2015	172	0	59	29	84
<b>Total</b>	<b>2015</b>	<b>2,083</b>	<b>0</b>	<b>947</b>	<b>480</b>	<b>656</b>
January	2016	107	0	19	20	68
February	2016	80	0	10	12	58
March	2016	99	0	21	11	67
April	2016	102	0	9	9	84
May	2016	113	0	11	6	96
June	2016	119	0	13	9	97
July	2016	109	0	9	0	100
August	2016		0			0
September	2016		0			0
October	2016		0			0
November	2016		0			0
December	2016		0			0
<b>Total</b>	<b>2016</b>	<b>729</b>	<b>0</b>	<b>92</b>	<b>67</b>	<b>570</b>
<b>Cumulative Total</b>		<b>7,530</b>	<b>120</b>	<b>4,158</b>	<b>2,103</b>	<b>1,149</b>

<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>
January	2013	146	14	89	43	0
February	2013	138	10	85	43	0
March	2013	140	10	95	35	0
April	2013	257	22	163	72	0
May	2013	476	32	321	123	0
June	2013	389	24	251	114	0
July	2013	418	16	269	125	8
August	2013	429	0	263	132	34
September	2013	338	0	220	94	24
October	2013	373	0	263	90	20
November	2013	166	0	94	54	18
December	2013	113	0	71	31	11
<b>Total</b>	<b>2013</b>	<b>3,383</b>	<b>128</b>	<b>2,184</b>	<b>956</b>	<b>115</b>
January	2014	110	0	61	41	8

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

February	2014	99	0	50	37	12
March	2014	151	0	86	44	21
April	2014	235	0	146	54	35
May	2014	596	0	378	153	65
June	2014	442	0	291	109	42
July	2014	401	0	247	111	43
August	2014	397	0	257	109	31
September	2014	453	0	282	115	56
October	2014	515	0	328	123	64
November	2014	252	0	159	63	30
December	2014	250	0	140	73	37
<b>Total</b>	<b>2014</b>	<b>3,901</b>	<b>0</b>	<b>2,425</b>	<b>1,032</b>	<b>444</b>
January	2015	254	0	133	77	44
February	2015	185	0	111	42	32
March	2015	267	0	145	75	47
April	2015	293	0	160	64	69
May	2015	574	0	352	125	97
June	2015	388	0	220	106	62
July	2015	336	0	195	79	62
August	2015	302	0	169	75	58
September	2015	379	0	182	96	101
October	2015	307	0	127	69	111
November	2015	183	0	66	42	75
December	2015	169	0	58	30	81
<b>Total</b>	<b>2015</b>	<b>3,637</b>	<b>0</b>	<b>1,918</b>	<b>880</b>	<b>839</b>
January	2016	123	0	15	21	87
February	2016	122	0	22	14	86
March	2016	154	0	25	16	113
April	2016	176	0	20	17	139
May	2016	328	0	24	29	275
June	2016	283	0	24	8	251
July	2016	236	0	17	4	215
August	2016		0			0
September	2016		0			0
October	2016		0			0
November	2016		0			0
December	2016		0			0
<b>Total</b>	<b>2016</b>	<b>1,422</b>	<b>0</b>	<b>147</b>	<b>109</b>	<b>1,166</b>
<b>Cumulative Total</b>		<b>10,921</b>	<b>128</b>	<b>6,527</b>	<b>2,868</b>	<b>1,398</b>