

November 15, 2016

VIA HAND DELIVERY & 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 October 2016

Dear Ms. Massaro:

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

On November 14, 2014, the Public Utilities Commission 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. National Grid has provided this additional information as part of the HSA monthly report for October 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.

¹ 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.

____ November 15, 2016

Joanne M. Scanlon

Date

Docket No. 4290 – Office of Energy Resources – LIHEAP Enhancement Charge Filing Service List <u>updated 10/5/16</u>

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Henry Shelton Act Monthly Report 2016

GAS AND ELECTRIC COMBINED	2016												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Number of Customers Active	5,418	4,840	4,607	4,403	4,437	4,346	4,283	4,123	3,762	3,463			4,368
Customers Newly Added to HSA Agreement Customers Removed - Complete	199 27	184 17	216 20	250 35	416 74	367 57	314 42	334 67	45 51	0 41			2325 431
Customers Removed - Complete Customers Removed - Defaulted	401	624	394	325	239	318	241	335	245	217			3339
Customers Removed - Cancelled	36	50	38	55	40	49	32	41	38	25			404
Total Customer Payments	\$500,847.81	\$593.865.66	\$536.067.83	\$423,223.28		\$416,084.57	\$382.617.01		\$380,416,47	\$346.014.23			\$4.474.390.56
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	\$574,481.27	\$61,480.72	\$49,146.15			\$435,300.64
Average Agreement Amount For All Customers	\$140.36	\$141.06	\$193.61	\$213.46	\$331.07	\$273.84	\$247.97	\$266.78	\$31.93	\$28.55			\$186.86
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	\$5,950.35	\$645.04	\$521.71			\$4,450.88
Average Installment Amount For All Customers	\$1.49	\$1.49	\$2.05	\$2.25	\$3.41	\$2.82	\$2.57	\$2.77	\$0.33	\$0.29			\$1.95
Average Arrearage Amount	\$81.46	\$81.06	\$111.19	\$122.26	\$184.47	\$152.57	\$139.18	\$149.61	\$18.18	\$16.37			\$105.64
Average Arrearage Amount as a % of Total Balance Total Amount of Arrears Outstanding	58% \$214,289,52	57% \$195.670.03	57% \$254,280,88	57% \$270,215,47	56% \$428.523.30	56% \$347.685.70	56% \$308,476.35	56% \$321.319.61	57% \$34.381.67	57% \$28.170.64			57% \$240.301.32
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	\$69,925.89	\$44,225.72	\$38,642.02			\$462,390.20
Total Forgiveness Credits (count)	\$32,230.00 27	17	\$20,304.93 20	39,741.11	74	57	42	67	φ44,225.72 51	\$36,042.02 41			435
Average Forgiveness Credit	\$1,193.73	\$807.82	\$1,018.25	\$1,019.00	\$1,252.14	\$1,273.19	\$911.82	\$1,043.67	\$867.17	\$942.49			\$1,032.93
Number of Participants Receiving LIHEAP	0	0	216	250	416	367	314	0	0	0			1563
Percentage of Participants Receiving LIHEAP	0.0%	0.0%	9.2%	11.2%	17.7%	16.1%	14.2%	0.0%	0.0%	0.0%			0
Total LIHEAP Payments	\$0.00	\$0.00	\$190,257.05	\$241,169.74	\$16,666.82	\$2,042.00	\$250.00	\$0.00	\$0.00	\$0.00			\$450,385.61
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ELECTRIC ONLY	2016												
, <u>-</u>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Number of Customers Active	3,183	2,833	2,719	2,565	2,636	2,610	2,574	2,511	2,272	2,073			2,598
Customers Newly Added to HSA Agreement	110	111	136	155	307	263	214	233	30	0			1559
Customers Removed - Complete	12	12	11	22	39	25	24	35	27	20			227
Customers Removed - Defaulted	268	387	225	232	163	212	171	203	173	158			2192
Customers Removed - Cancelled	22	32	27	31	29	34	21	31	27	15			269
Total Customer Payments	\$329,026.58	\$377,685.66	\$335,623.27	\$283,801.01		\$304,203.82	\$285,160.62		\$295,146.81	\$266,921.04			\$3,133,359.08
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	\$403,368.70	\$40,356.38	\$28,683.74			\$287,187.84
Average Agreement Amount For All Customers Total Installment Amount For All Customers	\$59.14 \$2,002.72	\$69.50 \$2.095.06	\$94.25 \$2.686.58	\$110.92 \$2,971.63	\$208.33 \$5.629.34	\$172.08 \$4,580.15	\$145.77 \$3.890.83	\$160.64 \$4.144.35	\$17.76 \$415.28	\$13.83 \$303.15			\$105.22 \$2.871.91
Average Installment Amount For All Customers	\$0.62	\$0.73	\$0.98	\$1.15	\$2.13	\$1.75	\$1.51	\$1.65	\$0.18	\$0.14			\$1.08
Average Arrearage Amount	\$33.97	\$39.93	\$53.35	\$62.55	\$115.32	\$94.76	\$81.62	\$89.12	\$9.86	\$7.89			\$58.84
Average Arrearage Amount as a % of Total Balance		57%	57%	56%	55%	55%	56%	55%	56%	57%			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	\$233,799.63	\$22,424.45	\$16,370.26			\$156,082.83
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	\$33,458.13	\$22,096.97	\$18,871.52			\$227,111.03
Total Forgiveness Credits (count)	12	12	11	22	39	25	24	35	27	20			227
Average Forgiveness Credit	\$1,147,28	\$581.15											
Number of Particpants Receiving LIHEAP	Ψ1,177.20	φοοι.1ο	\$621.61	\$1,056.85	\$1,302.16	\$1,243.77	\$832.35	\$955.95	\$818.41	\$943.58			\$950.31
	0	0	136	155	307	263	214	0	0	0			1075
Percentage of Participants Receiving LIHEAP			*						*				
Percentage of Participants Receiving LIHEAP	0	0	136	155	307	263	214	0	0	0			1075
Percentage of Participants Receiving LIHEAP Gas Only	0 0.0% 2016	0.0%	136 5.0%	155 6.0%	307 11.7%	263 10.1%	214 8.3%	0.0%	0.0%	0.0%	Na		1075 0
Gas Only	0 0.0% 2016 Jan	0 0.0%	136 5.0% Mar	155 6.0% Apr	307 11.7% May	263 10.1% Jun	214 8.3% Jul	0 0.0% Aug	0 0.0%	0 0.0%	Nov	Dec	1075 0
Gas Only Number of Customers Active	2016 Jan 2,235	0 0.0% Feb 2,007	136 5.0% Mar 1,888	155 6.0% Apr 1,838	307 11.7% May 1,801	263 10.1% Jun 1,736	214 8.3% Jul 1,709	0 0.0% Aug 1,612	0 0.0% Sep	0 0.0%	Nov	Dec	1075 0 YTD 1,771
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement	2016 Jan 2,235 89	0 0.0% Feb 2,007 73	136 5.0% Mar	155 6.0% Apr 1,838 95	307 11.7% May 1,801 109	263 10.1% Jun 1,736 104	214 8.3% Jul 1,709 100	0 0.0% Aug 1,612 101	0 0.0% Sep 1,490 15	0 0.0%	Nov	Dec	1075 0 YTD 1,771 766
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete	2016 Jan 2,235 89	0 0.0% Feb 2,007 73 5	136 5.0% Mar 1,888 80 9	155 6.0% Apr 1,838	307 11.7% May 1,801 109 35	263 10.1% Jun 1,736 104 32	214 8.3% Jul 1,709	0 0.0% Aug 1,612 101 32	0 0.0% Sep 1,490 15 24	0 0.0%	Nov	Dec	1075 0 YTD 1,771 766 204
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement	2016 Jan 2,235 89	0 0.0% Feb 2,007 73	136 5.0% Mar 1,888 80	Apr 1,838 95 13	307 11.7% May 1,801 109	263 10.1% Jun 1,736 104	214 8.3% Jul 1,709 100 18	0 0.0% Aug 1,612 101	0 0.0% Sep 1,490 15	0 0.0%	Nov	Dec	1075 0 YTD 1,771 766
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted	2016 Jan 2,235 89 15 133	Feb 2,007 73 5 237	136 5.0% Mar 1,888 80 9 169	Apr 1,838 95 13 93	307 11.7% May 1,801 109 35 76	Jun 1,736 104 32 106	214 8.3% Jul 1,709 100 18 70	0 0.0% Aug 1,612 101 32 132	0 0.0% Sep 1,490 15 24 72	0 0.0%	Nov	Dec	YTD 1,771 766 204 1147
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled	2016 Jan 2,235 89 15 133 14	Feb 2,007 73 5 237 18	136 5.0% Mar 1,888 80 9 169 11	Apr 1,838 95 13 93 24	307 11.7% May 1,801 109 35 76 11 \$137,160.58 \$221,063.05	Jun 1,736 104 32 106 15	214 8.3% Jul 1,709 100 18 70 11	0 0.0% Aug 1,612 101 32 132 132	Sep 1,490 15 24 72 11	Oct 1,390 0 21 59 10 \$79,093.19 \$20,462.41	Nov	Dec	YTD 1,771 766 204 1147 135
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers	2016 Jan 2,235 89 15 133 14 \$171,821,23 \$181,541,98 \$81,22	Feb 2,007 73 5 237 18 \$216,180.00 \$143,629.05 \$71.56	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99,36	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54	May 1,801 109 35 76 11 \$137,160.58 \$221,063.05 \$122.74	Jun 1,736 104 32 106 15 \$111,880,75 \$176,667.07 \$101.76	Jul 1,709 100 18 70 11 \$97,456.39 \$174,676.50	Aug 1,612 101 32 132 10 \$102,302.85 \$171,112.57 \$106.14	0 0.0% Sep 1,490 15 24 72 11 \$85,269.66 \$21,124.34 \$14.17	0 0.0%	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers	0 0.0% 2016 Jan 2,235 89 15 133 171,821,23 \$181,541,98 \$81,22 \$1,965,61	Feb 2,007 73 5 237 18 \$216,180.00 \$143,629.05 \$71,56 \$1,528.43	136 5.0% Mar 1,888 80 9 169 141 \$200,444.56 \$187,605.65 \$99.36	Apr 1,838 95 13 93 23 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39	307 11.7% May 1,801 109 35 76 137,160.58 \$221,063.05 \$122.74 \$2,2306.30	263 10.1% Jun 1,736 104 32 106 \$111,880.75 \$176,667.07 \$101,76 \$1,858.60	214 8.3% Jul 1,709 100 18 70 18,70 \$174,676.50 \$102.20 \$1,821.71	0 0.0% Aug 1,612 101 32 132 132 102,302.85 \$171,112.57 \$106.14 \$1,806.00	0 0.0% Sep 1,490 15 24 72 11 \$85,269,66 \$21,124.34 \$14.17 \$229.76	0 0.0%	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers	0 0.0% 2016 Jan 2,235 89 15 133 14 \$171,821,23 \$181,541,98 \$81,22 \$1,965,61 \$0.87	Feb 2,007 73 5 237 18 \$216,180.00 \$143,629.05 \$71.56 \$1,528.43 \$0.76	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10	May 1,801 109 35 76 11 \$137,160.58 \$221,063.05 \$122.74 \$2,306.30 \$1.28	263 10.1% Jun 1,736 104 32 106 15 \$111,880.75 \$176,667.07 \$101.76 \$1,858.60 \$1.07	214 8.3% Jul 1,709 100 18 70 11 \$97,456.50 \$102.20 \$1,821.71 \$1.06	0 0.0% Aug 1,612 101 32 132 10 \$102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12	0 0.0% Sep 1,490 15 24 72 72 11 \$85,269.66 \$21,124.34 \$14.17 \$29.76 \$0.15	0 0.0% Oct 1,390 0 21 59 10 \$79,093.19 \$20,462.41 \$14.72 \$218.56 \$0.15	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97 \$0.86
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Average Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount	0 0.0% 2016 Jan 2,235 89 15 133 314 \$171,821.23 \$181,541.98 \$81.22 \$1,965.61 \$0.87 \$47.49	Feb 2,007 73 5 237 8 \$216,180.00 \$143,629.05 \$71,528.43 \$0.76 \$41,12	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99,36 \$2,022.30 \$1.07 \$57,84	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59,71	307 11.7% May 1,801 109 35 76 11 \$137,160.58 \$221,063.05 \$122.74 \$2,306.30 \$1.28 \$69.15	263 10.1% Jun 1,736 104 32 106 \$111,880.75 \$176,667.07 \$101,76 \$1,858.60 \$1.07 \$57.81	214 8.3% Jul 1,709 100 18 70 18,70 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56	0 0.0% Aug 1,612 101 32 132 10 \$102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49	0 0.0% Sep 1,490 15 24 72 11 \$85,269.66 \$21,124.34 \$14.17 \$229.76 \$0.15 \$8.32	0 0.0% 1,390 0 21 59 19 \$79,093.19 \$20,462.41 \$14.72 \$218.56 \$0.15 \$8.49	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33 \$1,578.97 \$0.86 \$46.80
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount Average Arrearage Amount Average Arrearage Amount as a % of Total Balant	0 0.0% 2016 Jan 2,235 89 15 133 171,821,23 \$181,541,98 \$81,22 \$1,965,61 \$0.87 \$47,49 56 58%	Feb 2,007 73 5 237 18 \$216,180.00 \$143,629.05 \$71.56 \$1,528.43 \$0.76 \$41.12 57%	136 5.0% Mar 1,888 80 9 169 111 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07 \$57.84 \$58%	Apr 1,838 95 133 93 23 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59.71 58%	307 11.7% 11.7% 1,801 109 35 76 \$137,160.58 \$221,063.05 \$122.74 \$2,306.30 \$1,28 \$69.15 56%	263 10.1% Jun 1,736 104 32 106 15 \$111,880.75 \$176,667.07 \$101.76 \$1,858.60 \$1,07 \$57.81 57%	214 8.3% Jul 1,709 100 18 70 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56 55%	0 0.0% Aug 1,612 101 32 132 132 1102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49 57%	0 0.0% Sep 1,490 15 24 72 11 \$85,269,66 \$21,124.34 \$14.17 \$229.76 \$0.15 \$8.32 59%	0 0.0% 1,390 0 21 59 10 \$79,093.19 \$20,462.41 \$14.72 \$218.56 \$0.15 \$8.49 \$58%	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97 \$0.86 \$46.80 57%
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount Average Arrearage Amount Total Amount of Arrears Outstanding	0 0.0% 2016 Jan 2,235 89 15 133 14 \$171,821,23 \$181,541,98 \$81,22 \$1,965,61 \$0.87 \$47,49 \$58% \$106,144,86	0 0.0% Feb 2,007 73 5 237 18 \$216,180.00 \$143,629.05 \$71.56 \$1,528.43 \$0.76 \$41.12 57% \$82,537.68	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07 \$57.84 58% \$109,203.12	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59,71 589,71 589,71 589,71	May 1,801 109 35 76 11 \$137,160.58 \$221,063.05 \$122,74 \$2,306.30 \$1.28 \$69.15 56% \$124,539.25	263 10.1% Jun 1,736 104 32 106 \$111,880.75 \$176,667.07 \$101.76 \$1,858.60 \$1.07 \$57.81 57%	214 8.3% Jul 1,709 100 18 70 11 \$97,456.39 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56 56% \$98,371.60	0 0.0% Aug 1,612 101 32 132 10 \$102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49 57% \$97,519.98	0 0.0% Sep 1,490 15 24 72 11 \$85,269.66 \$21,124.34 \$14.17 \$229.76 \$0.15 \$8.32 59% \$12,407.22	0 0.0% Oct 1,390 0 21 59 10 \$79,093.19 \$20,462.41 \$14.72 \$218.56 \$0.15 \$8.49 58% \$11,800.38	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97 \$0.86 \$46.80 57% \$85,263.49
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount Average Arrearage Amount Total Amount of Arrears Outstanding Forgiveness Credits Applied in Current Month	0 0.0% 2016 Jan 2,235 89 15 133 14 \$171,821.23 \$181,541.98 \$81.22 \$1,965.61 \$0.87 \$47.49 58% \$106,144.86 \$18,463.29	Feb 2,007 73 5 237 8\$216,180.00 \$143,629.05 \$71,56 \$1,528.43 \$0.76 \$41,12 57% \$82,537.68 \$6,759.06	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07 \$57.84 58% \$109,203.12 \$13,527.19	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59,71 58% \$109,749.16 \$15,629.83	307 11.7% May 1,801 109 35 76 11 \$137,160.58 \$221,063.05 \$1.28 \$2,306.30 \$1.28 \$69.15 56% \$124,539.25 \$41,874.52	263 10.1% Jun 1,736 104 32 106 5 \$111,880.75 \$176,667.07 \$101,76 \$1,858.60 \$1.07 \$57.81 57% \$100,361.64 \$41,477.67	214 8.3% Jul 1,709 100 18 70 18,70 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56 56% \$98.371.60 \$18,259.90	0 0.0% Aug 1,612 101 32 132 10 \$102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49 \$77,519.98 \$36,467.76	0 0.0% Sep 1,490 15 24 72 21 \$85,269.66 \$21,124.34 \$14.17 \$229.76 \$0.15 \$8.32 59% \$12,407.22 \$22,128.75	0 0.0% 1,390 0 21 59 10 \$79,093.19 \$20,462.41 \$41.472 \$218.56 \$0.15 \$84.49 \$58% \$11,800.38 \$19,770.50	Nov	Dec	YTD 1,771 766 204 1147 1,35 \$1,341,031.48 \$146,636.39 \$1,578.97 \$0.86 \$46.80 57% \$85,263.49 \$234,358.47
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount Average Arrearage Amount For All Customers Average Arrearage Amount Average Arrearage Amount Total Amount of Arrears Outstanding Forgiveness Credits Applied in Current Month Total Forgiveness Credits (count)	0 0.0% 2016 Jan 2,235 89 15 133 14 \$171,821,23 \$181,541,98 \$81,22 \$1,965,61 \$0.87 \$47,49 \$16,144,86 \$18,463,29 15	Feb 2,007 73 5237 18 \$216,180.00 \$143,629.05 \$71.56 \$1,528.43 \$0.76 \$41.12 \$77% \$82,537.68 \$6,759.06 5	136 5.0% Mar 1,888 80 9 169 111 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07 \$57.84 \$109,203.12 \$13,527.19 9	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59.71 \$59.71 13 \$15,629.83	307 11.7% 11.7% 1,801 109 35 76 \$137,160.58 \$221,063.05 \$122.74 \$2,306.30 \$1,28 \$69.15 \$69.15 \$69.15 \$124,539.25 \$41,874.52	263 10.1% Jun 1,736 104 32 106 155 \$111,880.75 \$176,667.07 \$1101.76 \$1,858.60 \$1,958.60 \$1,958.60 \$1,457.67 \$1,457.67 \$1,457.67 \$1,457.67 \$1,477.67	214 8.3% 1,709 100 18 70 18,70 11,597,456.39 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56 \$98,371.60 \$18,259.90	0 0.0% Aug 1,612 101 32 132 132 101 100 \$102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49 \$97,519.98 \$36,467.76	0 0.0% Sep 1,490 15 24 72 111 \$85,269,66 \$21,124.34 \$14.17 \$229.76 \$0.15 \$8.32 59% \$12,407.22 \$22,128.75 24	0 0.0% 1,390 0 21 59 10 59 10 \$79,093.19 \$20,462.41 \$14.72 \$218.56 \$0.15 \$8.49 \$11,800.38 \$19,770.50 21	Nov	Dec	YTD 1,771 766 204 1147 1335 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97 \$0.86 \$46.80 57% \$85,263.49 \$234,358.47
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount Average Arrearage Amount as a % of Total Balant Total Amount of Arrears Outstanding Forgiveness Credits Applied in Current Month Total Forgiveness Credits (count) Average Forgiveness Credit	0 0.0% 2016 Jan 2,235 89 15 133 14 \$171,821.23 \$181,541.98 \$81.22 \$1,965.61 \$0.87 \$47.49 58% \$106,144.86 \$18,463.29	Feb 2,007 73 5 237 8\$216,180.00 \$143,629.05 \$71,56 \$1,528.43 \$0.76 \$41,12 57% \$82,537.68 \$6,759.06	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07 \$57.84 58% \$109,203.12 \$13,527.19	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59,71 58% \$109,749.16 \$15,629.83	307 11.7% May 1,801 109 35 76 11 \$137,160.58 \$221,063.05 \$1.28 \$2,306.30 \$1.28 \$69.15 56% \$124,539.25 \$41,874.52	263 10.1% Jun 1,736 104 32 106 5 \$111,880.75 \$176,667.07 \$101,76 \$1,858.60 \$1.07 \$57.81 57% \$100,361.64 \$41,477.67	214 8.3% Jul 1,709 100 18 70 18,70 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56 56% \$98.371.60 \$18,259.90	0 0.0% Aug 1,612 101 32 132 10 \$102,302.85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49 \$77,519.98 \$36,467.76	0 0.0% Sep 1,490 15 24 72 21 \$85,269.66 \$21,124.34 \$14.17 \$229.76 \$0.15 \$8.32 59% \$12,407.22 \$22,128.75	0 0.0% 1,390 0 21 59 10 \$79,093.19 \$20,462.41 \$41.472 \$218.56 \$0.15 \$84.49 \$58% \$11,800.38 \$19,770.50	Nov	Dec	YTD 1,771 766 204 1147 135 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97 \$0.86 \$46.80 57% \$5263.49 \$234,358.47 204 \$1,179.81
Gas Only Number of Customers Active Customers Newly Added to HSA Agreement Customers Removed - Complete Customers Removed - Defaulted Customers Removed - Cancelled Total Customer Payments Agreement Amount For All Customers Average Agreement Amount For All Customers Total Installment Amount For All Customers Average Installment Amount For All Customers Average Arrearage Amount Average Arrearage Amount For All Customers Average Arrearage Amount Average Arrearage Amount Total Amount of Arrears Outstanding Forgiveness Credits Applied in Current Month Total Forgiveness Credits (count)	0 0.0% 2016 Jan 2,235 89 15 133 14 \$171,821,23 \$181,541,98 \$81,22 \$1,965,61 \$0.87 \$47,49 \$29 \$106,144,86 \$18,463,29 \$1,230,89	Feb 2,007 73 5 237 188 \$216,180.00 \$143,629.05 \$71.56 \$1,528.43 \$0.76 \$41.12 \$82,537.68 \$6,759.06 5 \$1,351.81	136 5.0% Mar 1,888 80 9 169 11 \$200,444.56 \$187,605.65 \$99.36 \$2,022.30 \$1.07 \$57.84 58% \$109,203.12 \$13,527.19 9 \$1,503.02	Apr 1,838 95 13 93 24 \$139,422.27 \$168,480.63 \$102.54 \$2,032.39 \$1.10 \$59.71 \$59.71 \$15,629.83 \$13,1202.29	May 1,801 109 35 76 111 \$137,160.58 \$221,063.05 \$122.74 \$2,306.30 \$1.28 \$69.15 \$69.15 \$124,539.25 \$41,874.52 \$1,196.41	263 10.1% Jun 1,736 104 32 106 15 \$111,880.75 \$176,667.07 \$101.76 \$1,858.60 \$1.07 \$57.81 57% \$100,361.64 \$41,477.67 32 \$1,296.18	214 8.3% Jul 1,709 100 18 70 11 \$97,456.39 \$174,676.50 \$102.20 \$1,821.71 \$1.06 \$57.56 \$98,371.60 \$18,259.90 18 \$1,014.44	0 0.0% Aug 1,612 101 32 132 10 \$102,302,85 \$171,112.57 \$106.14 \$1,806.00 \$1.12 \$60.49 \$97,519.98 \$36,467.76 32 \$1,139.62	0 0.0% Sep 1,490 15 24 72 11 \$85,269.66 \$21,124.34 \$114.17 \$229.76 \$0.15 \$8.32 59% \$12,407.22 \$22,128.75 24 \$922.03	0 0.0% 1,390 0 21 59 10,59 20,462.41 \$14.72 \$218.56 \$0.15 \$8.49 58% \$11,800.38 \$19,770.50 21 \$941.45	Nov	Dec	YTD 1,771 766 204 1147 1335 \$1,341,031.48 \$146,636.33 \$81.64 \$1,578.97 \$0.86 \$46.80 57% \$85,263.49 \$234,358.47

		G	AS & ELECTRI	С		
Α	В	С	D	Е	F	G
		New Enrollments	Number from Column "C" that Successfully Completed the	Number from Column "C"	Number from Column "C"	Number from Column "C" Still Currently Enrolled
Month	Year	by Month	Program	Defaulted	Canceled	(Col C - Col D - Col E - Col F)
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	66	566	267	0
June	2013	712	56	431	225	0
July	2013	694	39	461	194	0
August	2013	722	55	439	228	0
September	2013	535	47	342	146	0
October	2013	652	18	431	181	22
November	2013	296	0	176	96	24
December	2013	227	0	139	68	20
Total	2013	6,045	383	3,779	1,817	66
				,		
January	2014	194	0	112	75	7
February	2014	181	0	89	75	17
March	2014	302	0	169	93	40
April	2014	460	0	267	134	59
May	2014	1,100	0	687	285	128
June	2014	751	0	500	192	59
July	2014	638	0	404	173	61
August	2014	637	0	411	169	57
September	2014	717	0	456	186	75
October	2014	830	0	517	210	103
November	2014	450	0	268	124	58
December	2014	426	0	235	133	58
Total	2014	6,686	0	4,115	1,849	722
January	2015	380	0	193	127	60
February	2015	285	0	157	84	44
March	2015	422	0	217	137	68
April	2015	457	0	251	111	95

Cumulati	ve Total	21,017	383	11,734	5,472	3,428
Total	2016	2,566	0	677	358	1,531
December	2016	0	0	0	0	0
November	2016	0	0	0	0	0
October	2016	0	0	0	0	0
September	2016	45	0	0	0	45
August	2016	370	0	39	36	295
July	2016	345	0	46	45	254
June	2016	402	0	99	42	261
May	2016	441	0	113	58	270
April	2016	278	0	99	40	139
March	2016	253	0	99	46	108
February	2016	202	0	84	38	80
January	2016	230	0	98	53	79
70141	2013	3,720		3,103	1,770	1,103
Total	2015	5,720	0	3,163	1,448	1,109
December	2015	341	0	176	64	101
November	2015	286	0	150	63	73
October	2015	503	0	279	112	112
September	2015	566	0	303	141	122
August	2015	485	0	275	116	94
July	2015	524	0	304	135	85
May June	2015 2015	843 628	0	506 352	195 163	142 113

			GAS			
Α	В	С	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)
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	34	245	144	0
June	2013	323	32	180	111	0
July	2013	276	15	192	69	0
August	2013	293	23	176	94	0
September	2013	197	24	122	51	0
October	2013	279	9	168	91	11
November	2013	130	0	82	40	8
December	2013	114	0	66	36	12
Total	2013	2,662	183	1,593	855	31
January	2014	84	0	49	33	2
February	2014	82	0	38	37	7
March	2014	151	0	83	48	20
April	2014	225	0	121	79	25
May	2014	504	0	304	128	72

Cumulati	ve Total	7,530	183	4,322	2,172	853
Total	2010	033	•	207	132	320
Total	2016	859	0	207	132	520
December	2016		0			0
November	2016	0	0	U	U	0
October	2016	0	0	0	0	0
August September	2016	115	0	0	0	88 15
July	2016 2016	115	0	17	13	
June	2016	109	0	17	13	74 79
May		113		26 32	13	72 74
	2016	113	0		15	
March April	2016	102	0	31	15	52 56
February	2016 2016	80 99	0	30	18	43 52
January	2016	107	0	39 19	18	41
lanuari	2016	107	0	20	27	Д1
Total	2015	2,083	0	1,072	526	485
December	2015	172	0	81	31	60
November	2015	103	0	57	18	28
October	2015	196	0	119	38	39
September	2015	187	0	95	40	52
August	2015	183	0	100	38	45
July	2015	188	0	101	53	34
June	2015	240	0	128	55	57
May	2015	269	0	145	62	62
April	2015	164	0	82	42	40
March	2015	155	0	65	62	28
February	2015	100	0	44	39	17
January	2015	126	0	55	48	23
Total	2014	2,785	0	1,657	791	337
December	2014	176	0	89	58	29
November	2014	198	0	106	60	32
October	2014	315	0	185	86	44
September	2014	264	0	170	66	28
August	2014	240	0	152	58	30
July	2014	237	0	154	60	23

			ELECTRIC			
Α	В	С	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)
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	24	269	125	0
August	2013	429	32	263	134	0
September	2013	338	23	220	95	0
October	2013	373	9	263	90	11
November	2013	166	0	94	56	16
December	2013	113	0	73	32	8
Total	2013	3,383	200	2,186	962	35
						_
January	2014	110	0	63	42	5

2016 2016 2016 2016 2016 2016 2016	255 30 0 1,707	0 0 0 0 0	26 0 0 470	22 0 0 226	207 30 0 0 0 1,011
2016 2016 2016 2016 2016	255 30 0	0 0 0 0	0	22 0 0	207 30 0 0
2016 2016 2016 2016	255 30	0 0 0	0	22 0	207 30 0
2016 2016 2016	255 30	0 0 0	0	22 0	207 30 0
2016 2016	255 30	0	0	22 0	207 30
2016	255	0		22	207
			26		
	230		23		
					175
					187
					198
					83
					56
					37
2016	122	0	50	26	38
2015	3,637	Ü	2,091	922	624
					41
					45
					73
					70
					49
					51
					56
					80
					55
					40
					27
					37
		_			
2014	3,901	0	2,458	1,058	385
	250		146		29
2014	252		162	64	26
2014	515	0	332	124	59
2014	453	0	286	120	47
2014	397	0	259	111	27
2014	401	0	250	113	38
2014	442	0	294	114	34
2014	596	0	383	157	56
2014	235	0	146	55	34
2014	151	0	86	45	20
	2014 2014 2014 2014 2014 2014 2014 2014	2014 151 2014 235 2014 596 2014 442 2014 401 2014 397 2014 453 2014 252 2014 250 2014 250 2015 254 2015 267 2015 267 2015 293 2015 336 2015 336 2015 302 2015 307 2015 307 2015 169 2015 3,637 2016 123 2016 122 2016 154 2016 154 2016 283	2014 151 0 2014 235 0 2014 596 0 2014 442 0 2014 401 0 2014 397 0 2014 453 0 2014 515 0 2014 252 0 2014 250 0 2014 250 0 2014 250 0 2014 250 0 2014 250 0 2014 250 0 2014 250 0 2015 254 0 2015 185 0 2015 267 0 2015 293 0 2015 388 0 2015 388 0 2015 336 0 2015 379 0 2015 379 0 <t< td=""><td>2014 151 0 86 2014 235 0 146 2014 596 0 383 2014 442 0 294 2014 401 0 250 2014 397 0 259 2014 397 0 259 2014 453 0 286 2014 515 0 332 2014 252 0 162 2014 250 0 146 2014 250 0 146 2014 250 0 146 2014 250 0 146 2014 250 0 146 2014 250 0 148 2015 254 0 138 2015 267 0 152 2015 283 0 169 2015 388 0 224 <</td><td>2014 151 0 86 45 2014 235 0 146 55 2014 596 0 383 157 2014 442 0 294 114 2014 401 0 250 113 2014 397 0 259 111 2014 397 0 259 111 2014 453 0 286 120 2014 515 0 332 124 2014 252 0 162 64 2014 250 0 146 75 2014 250 0 146 75 2014 3,901 0 2,458 1,058 2015 254 0 138 79 2015 185 0 113 45 2015 267 0 152 75 2015 388 0</td></t<>	2014 151 0 86 2014 235 0 146 2014 596 0 383 2014 442 0 294 2014 401 0 250 2014 397 0 259 2014 397 0 259 2014 453 0 286 2014 515 0 332 2014 252 0 162 2014 250 0 146 2014 250 0 146 2014 250 0 146 2014 250 0 146 2014 250 0 146 2014 250 0 148 2015 254 0 138 2015 267 0 152 2015 283 0 169 2015 388 0 224 <	2014 151 0 86 45 2014 235 0 146 55 2014 596 0 383 157 2014 442 0 294 114 2014 401 0 250 113 2014 397 0 259 111 2014 397 0 259 111 2014 453 0 286 120 2014 515 0 332 124 2014 252 0 162 64 2014 250 0 146 75 2014 250 0 146 75 2014 3,901 0 2,458 1,058 2015 254 0 138 79 2015 185 0 113 45 2015 267 0 152 75 2015 388 0