# Robinson+Cole

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May 5, 2020

## VIA HAND DELIVERY & ELECTRONIC MAIL

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

RE: Docket 4651 – Arrearage Management Program Monthly Report April 2020

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> enclosed are five copies of the Arrearage Management Program monthly report for April 2020. As requested by the Public Utilities Commission, National Grid is filing this monthly report in Docket No. 4651.

Thank you for your attention to this matter. If you have any questions, please contact me at (401) 709-3337.

Sincerely,

Leticia C. Pimentel

Leticia Pimentel

Enclosure

cc: Docket 4651 Service List Christy Hetherington, Esq.

Kevin Lynch, Division

<sup>&</sup>lt;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.

Heidi J. Seddon

May 5, 2020

Date

Docket No. 4651 - National Grid – Arrearage Management Program Service List updated 8/13/19

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### Arrearage Management Program Report 2018

#### GAS AND ELECTRIC COMBINED

	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2018
Number of Customers Active	3,015	2,729	2,724	2,094	2,975	3,416		3,976	4,054	4,017	3,639	3,334	3,320
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,907	904		613	488	549	305		5,664
Customers Removed - Complete	23	26	7	3	42	79		32	23	43	12		368
Customers Removed - Defaulted	299	220	115	472	205	211		327	334	479	572		3,820
Customers Removed - Cancelled	80	55	76	48	97	167	92	108	62	121	101		1071
Total Customer Payments	\$145,072	\$170,527	\$87,284	\$74,726	\$221,913	\$279,168	\$348,853	\$403,711	\$344,804	\$404,746	\$354,806		\$3,138,941
Total Amount to be Forgiven For All Participating Customers	\$4,678,998	\$4,214,284	\$4,168,577	\$3,045,371	\$3,482,562	\$3,902,809			\$4,447,677	\$4,368,631	\$3,925,653		\$4,047,094
Average Amount to be forgiven for all participating customers	\$1,552	\$1,398	\$1,530	\$1,454	\$1,171	\$1,143		\$1,107	\$1,097	\$1,088	\$1,079	\$1,072	\$1,235
Total installment amount for all RI AMP customers	TBD	TBD	TBD	TBD	\$367,456	\$422,847	481,556	473,705	482,651	489,371	438,081	397,866	\$3,553,534
Average installment amount for all RI AMP customers	TBD	TBD	TBD	TBD	TBD	\$124	\$124	\$119	\$119	\$122	\$120	\$119	\$121
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,632	\$1,624	\$1,605	\$1,533	\$1,475	\$1,424	\$1,352	\$1,303	\$1,494
Average arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	87.18%	90.61%	90.81%	88.73%	87.02%	85.12%	81.85%	79.28%	86.33%
Total Amount of Arrears Outstanding	\$5,681,842	\$5,155,910	\$5,126,313	\$3,950,048	\$4,856,528	\$5,548,427			\$5,979,010	\$5,720,409	\$4,921,557		\$5,299,163
Forgiveness Credits Applied during the reporting period	\$158,907	\$227,533	\$74,726	\$221,488	\$280,167	\$120,388	\$184,489	\$279,380	\$185,079	\$299,842	\$271,477		\$2,508,941
Total Forgiveness Credits (count)	TBD \$98	TBD \$99	TBD \$97	TBD \$96	1,871 \$99	1,154 \$104	1,713 \$108	2,611 \$107	1,729 \$107	2,690 \$111	2,581 \$105	1,928 \$107	16,277 \$103
Average Monthly Forgiveness Credit	TBD	TBD	TBD	TBD	TBD	117		274	\$107	\$111 0	\$105	\$107	
Number of Participants Receiving LIHEAP Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	3.42%	4.16%	6.89%	0.00%	0.00%	0.08%	0.00%	555 2.08%
Total fuel assistance payments	TBD	TBD	TBD	TBD	TBD	\$87.563	\$126,604	\$207.905	\$0.00%	\$0	\$4,445		\$426,517
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	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2018
Number of Customers Active	1,975	1,791	1,799	1,392	1,878	2,115		2,499	2,572	2,573	2,360	2,178	2,140
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,167	532		396	319	345	2,300		3,551
Customers Removed - Complete	20	14		22	31	57		34	22	29	7	13	300
Customers Removed - Defaulted	215	140	67	348	147	135		189	188	267	355		2,423
Customers Removed - Cancelled	54	41	76	48	71	118	73	79	50	92	74		822
Total Customer Payments	\$101,653	\$109,672	\$62,774	\$51,876	\$169,725	\$192,223	\$236,392	\$276,443	\$239,595	\$293,785	\$260,476	\$225,482	\$2,220,095
Total Amount to be Forgiven For All Participating Customers	\$3,105,865	\$2,813,123	\$2,792,238	\$2,029,074	\$2,182,566	\$2,403,872		\$2,758,119	\$2,802,564	\$2,782,032	\$2,530,126		\$2,600,444
Average Amount to be forgiven for all participating customers	\$1,573	\$1,424	\$1,552	\$1,458	\$1,162	\$1,137	\$1,123	\$1,104	\$1,090	\$1,081	\$1,072	\$1,068	\$1,237
Total installment amount for all RI AMP customers	TBD	TBD	TBD	TBD	\$240,909	\$272,687	\$310,498	\$323,909	\$337,938	\$347,575	\$319,617	\$292,431	\$2,445,563
Average installment amoutn for all RI AMP customers	TBD	TBD	TBD	TBD	TBD	\$129	\$130	\$127	\$131	\$135	\$135	\$134	\$132
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,661	\$1,661	\$1,656	\$1,588	\$1,524	\$1,458	\$1,387	\$1,351	\$1,536
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	86.45%	89.78%	90.21%	88.44%	86.98%	85.11%	82.12%	80.05%	86.14%
Total Amount of Arrears Outstanding	\$3,802,502	\$3,487,055	\$3,483,641	\$2,689,419	\$3,120,288	\$3,514,004	\$3,950,789	\$3,969,359	\$3,918,983	\$3,752,597	\$3,273,258	\$2,943,086	\$3,492,082
Forgiveness Credits Applied during the reporting period	\$110,205	\$153,422	\$51,876	\$154,308	\$279,538	\$81,237	\$121,309		\$121,777	\$187,830	\$173,077	\$134,324	\$1,744,896
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	1,239	780	1,131	1,667	1,129	1,713	1,666	1,268	10,593
Average Monthly Forgiveness Credit	\$99	\$100	\$97	\$96	\$106	\$104	\$107	\$105	\$108	\$110	\$104	\$106	\$100
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	24	39	49	0	0	0	0	112
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	1.19%	1.63%	1.96%	0.00%	0.00%	0.00%	0.00%	0.68%
GAS ONLY													
GAS ONL!	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2018
Number of Customers Active	1,040	938	925	702	1,097	1,301		1,477	1,482	1,444	1,279	1,156	1,194
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	740	372	253	217	1,462	204	90		2,113
Customers Removed - Complete	100	12	1 1 1	190	11	22		20	109	16	90 5	600	2,113
Customers Removed - Defaulted	84	80	48	124	58	76		138	146	212	217	165	1,397
Customers Removed - Cancelled	26	14	24	0	26	49		29	12	29	27		273
Total Customer Payments	\$43,419	\$60,855	\$24,510	\$22,849	\$52,188	\$86,945		\$127,267	\$105,209	\$110,961	\$94,330	\$77,849	\$918,845
Total Amount to be Forgiven For All Participating Customers	\$1,573,133	\$1,401,161	\$1,376,339	\$1,016,298	\$1,299,996	\$1,498,938			\$1,645,113	\$1,586,599	\$1,395,527		\$1,446,651
Average Amount to be forgiven for all participating customers	\$1,513	\$1,347	\$1,488	\$1,448	\$1,185	\$1,152	\$1,132	\$1,112	\$1,110	\$1,099	\$1,091	\$1,078	\$1,230
Total installment amount for all RI AMP customers	TBD	TBD	TBD	TBD	\$126,547	\$150,160	\$171,059	\$149,796	\$144,714	\$141,796	\$118,464		\$1,107,971
Average installment amount for all RI AMP customers	TBD	TBD	TBD	TBD	TBD	\$115	\$115	\$101	\$98	\$98	\$93	\$91	\$102
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,583	\$1,564	\$1,524	\$1,439	\$1,390	\$1,363	\$1,289	\$1,212	\$1,420
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	88.53%	92.07%	91.88%	89.29%	87.10%	85.15%	81.32%	77.72%	86.63%
Total Amount of Arrears Outstanding	\$1,879,340	\$1,668,856	\$1,642,671	\$1,260,629	\$1,736,240	\$2,034,423	\$2,260,456	\$2,124,695	\$2,060,027	\$1,967,812	\$1,648,299	\$1,401,528	\$1,807,081
Forgiveness Credits Applied during the reporting period	\$48,702	\$74,111	\$22,849	\$67,180	\$129,024	\$39,151	\$63,140	\$103,388	\$63,302	\$112,012	\$98,400		\$892,400
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	632	374	582	944	600	977	915	660	5,684
Average Monthly Forgiveness Credit	\$97	\$98	\$96	\$95	\$95	\$105	\$108	\$110	\$106	\$115	\$108	\$108	\$103
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	93		225	0	0	3	0	443
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	7.14%	8.22%	15.23%	0.00%	0.00%	0.23%	0.00%	4.40%

#### Arrearage Management Program Report 2019

#### GAS AND ELECTRIC COMBINED

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Number of Customers Active	3,139	3,099	3,155	3,460	4,283	4,458		4,450	4,328	4,016	3,608	3,285	3,815
Customers Newly Added to AMP Agreement	314	351	407	626	1,382	742	562	555	440	444	257	182	6,262
New Enrollments that were "transferred plans"	14	15	18	18	19	13	26	32	28	33	30	20	266
Customers Removed - Complete	19	17	16	6	221	191	127	90	90	109	64	50	1000
Customers Removed - Defaulted	442	366	279	285	321	233	356	354	435	544	412	486	4,513
Customers Removed - Cancelled	52	40	53	64	90	94		112	116	113	66	68	983
Total Customer Payments	\$313,453	\$296,568	\$324,403	\$334.048	\$394,512	\$386,637	\$436,941	\$402.613	\$374.185	\$363,475	\$292,181	\$297.639	\$4,216,655
Total Amount to be Forgiven For All Participating Customers	\$3,367,015	\$3,319,790	\$3,382,803	\$3,729,772	\$4,590,322	\$4,759,787		\$4,726,112	\$4,573,592		\$3,785,140		\$4,058,938
Average Amount to be forgiven for all participating customers	\$1,073	\$1,071	\$1,072	\$1,078	\$1,071,075	\$1,068	\$1,066	\$1,062	\$1,057	\$1,049	\$1,049	\$1,053	\$90,231
Total installment amount for all RI AMP customers	\$377,799	\$371,416	\$393,848	\$421,907	\$517,288	\$510,340		\$468,514	\$453,278	\$416,040	\$356,591	\$313,598	\$5,091,924
Average installment amount for all RI AMP customers	\$120	\$120	\$125	\$122	\$121	\$114		\$105	\$105	\$104	\$99	\$95	\$111
Average arrears balance not yet forgiven	\$1,250	\$1,228	\$1,194	\$1,225	\$1,337	\$1,363	\$1,379	\$1,352	\$1,332	\$1,301	\$1,268	\$1,230	\$1,288
Average arrearage balance as a percentage of the total balance	76.93%	75.31%	73.97%	75.26%	83.05%	85,49%	85.42%	83.77%	82.70%	80.85%	78.18%	75.34%	79.69%
Total Amount of Arrears Outstanding	\$3.923.761	\$3,806,166	\$3,766,438	\$4.239.023	\$5,725,051	\$6.077.133		\$6,015,394	\$6,763,718	\$5.225.676	\$4.573.639	\$4.042.116	\$4.946.414
Forgiveness Credits Applied during the reporting period	\$211,516	\$214,796	\$222,834	\$225,890	\$233,601	\$206,539	\$299,484	\$284,308	\$254,523	\$315,008	\$225,329	\$261,996	\$2,955,822
Total Forgiveness Credits (count)	2004	2026	2172	2282	2.283	2,083	3.034	2,769	2.462	3.073	2,244	2.564	28,996
Average Monthly Forgiveness Credit	\$106	\$106	\$103	\$99	\$102	\$99	\$99	\$103	\$103	\$103	\$100	\$102	\$102
Number of Participants Receiving LIHEAP	\$100	177	31	229	216	610	243	\$103	\$103	47	\$100	19	1588
Percentage of Participants Receiving LIHEAP	0.00%	5.71%	0.98%	6.61%	5.04%	13.68%	5.43%	0.17%	0.06%	1.17%	0.13%	0.57%	3.30%
	0.00%	136.936	23.931		169.000		\$192.065	\$5,979					\$1,270,997
Total Fuel Assistance Payments	0	136,936	23,931	185,238	169,000	\$502,218	\$192,065	\$5,979	\$2,298	\$35,983	\$3,709	\$13,640	\$1,270,997
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ELECTRIC ONLY													
	January	February	March	April	May	June	July	August	September	October		December	YTD 2019
Number of Customers Active	2,037	1,984	1,997	2,138	2,598	2,697	2,746	2,764	2,748	2,593	2,347	2,138	2,399
Customers Newly Added to AMP Agreement	189	202	235	356	802	435	347	356	313	298	176	128	3,837
New Enrollments that were "transferred plans"	11	12	12	11	12	9	10	23	22	23	26	14	194
Customers Removed - Complete	12	10	11	5	136	109		63	73	84	48	40	661
Customers Removed - Defaulted	291	235	177	189	197	142	205	195	222	314	246	309	2,722
Customers Removed - Cancelled	36	28	39	51	67	72		89	87	86	49	51	744
Total Customer Payments	\$230,339	\$217,233	\$229,161	\$227,349	\$280,657	\$168,156	\$303,196	\$289,996	\$276,876	\$262,582	\$219,383	\$222,847	\$2,927,773
Total Amount to be Forgiven For All Participating Customers	\$2,189,542	\$2,131,977	\$2,137,203	\$2,301,728	\$2,781,204	\$2,867,104	\$2,906,198	\$2,909,507	\$2,876,706	\$2,667,719	\$2,423,575	\$2,217,615	\$2,534,173
Average Amount to be forgiven for all participating customers	\$1,075	\$1,075	\$1,070	\$1,077	\$1,071	\$1,063	\$1,058	\$1,053	\$1,043	\$1,033	\$1,033	\$1,037	\$1,057
Total installment amount for all RI AMP customers	\$272,313	\$263,320	\$269,552	\$282,339	\$337,401	\$342,780	\$336,191	\$330,574	\$326,088	\$306,936	\$269,527	\$237,883	\$3,574,903
Average installment amoutn for all RI AMP customers	\$134	\$133	\$135	\$132	\$130	\$127	\$122	\$120	\$119	\$119	\$115	\$111	\$125
Average arrears balance not yet forgiven	\$1,294	\$1,279	\$1,228	\$1,267	\$1,390	\$1,397	\$1,402	\$1,371	\$1,342	\$1,310	\$1,270	\$1,236	\$1,316
Average Arrearage balance as a percentage of the total balance	77.65%	75.95%	74.01%	75.14%	82,40%	84.10%	83.97%	82.56%	81.87%	80.67%	78.23%	75.66%	79.35%
Total Amount of Arrears Outstanding	\$2,635,580	\$2,537,999	\$2,451,544	\$2,708,570	\$3,611,568	\$3,768,012	\$3,851,053	\$3,790,822	\$3,688,734		\$2,980,742		\$3,170,960
Forgiveness Credits Applied during the reporting period	\$136,710	\$138,519	\$146,260	\$143,639	\$152,262	\$134,050	\$185,372	\$182,914		\$1,196,441	\$144,729	\$163,329	\$2.886.953
Total Forgiveness Credits (count)	1297	1313	1430	1453	1,482	1,335	1,903	1,801	1,607	1.964	1,462	1.614	18,661
Average Monthly Forgiveness Credit	\$105	\$105	\$102	\$99	\$103	\$100		\$102	\$101	\$100	\$99	\$101	\$101
Number of Participants Receiving LIHEAP	0	65	14	43	132	46		5	1	9	0	3	368
Percentage of Participants Receiving LIHEAP	0.00%	3.27%	0.70%	2.01%	5.08%	1.70%	1.82%	0.18%	0.03%	0.34%	0.00%	0.14%	1.27%
Total Fuel Assistance Payments	\$0	\$50,261	\$11,026	\$32,047	\$102,149	\$37,028	\$37,897	\$3,569	\$668	\$6,934	\$0	\$2,110	\$283,689
Total Facilitation Constants Facility	Ψυ	φου, <b>Σ</b> υ :	ψ,o20	ψο2,σ	ψ10 <b>2</b> ,110	ψ01,020	ψο,,ου,	φο,σσσ	φοσο	ψο,σο .	Ψ0	Ψ2,110	Ψ200,000
GAS ONLY			Į.										
CAO CILET	January	February	March	April	Mav	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	1,102	1,115	1,158	1,322	1.685	1,761	1.748	1,686	1,580	1,433	1,261	1,147	1,417
Customers Newly Added to AMP Agreement					,		, .						2,426
	126	149	172	270	580	307	215	199 9	127	146 10	81	54 6	2,426 72
New Enrollments that were "transferred plans"	3	3	6 5		7	4	- /		17		4	10	
Customers Removed - Complete	/	/	v	1	85	82		27		25	16		339
Customers Removed - Defaulted	151	131	102	96	124	93		159	213	230	166	177	1,793
Customers Removed - Cancelled	16	12	14 \$95.243	13	23	22		23	29	27	17	17	239
Total Customer Payments				\$106.699	\$113,855	\$118,481	\$133,745	\$112,618	\$97,309	\$100,893	\$72,799	\$74,793	\$1,188,881
	\$83,114	\$79,335			04.000.000		04.004.555				04 004 5	A4 040 E :=	
Total Amount to be Forgiven For All Participating Customers	\$1,177,474	\$1,187,812	\$1,245,600	\$1,428,044	\$1,809,119	\$1,892,683	\$1,884,937	\$1,816,605		\$1,544,338			\$1,524,765
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers	\$1,177,474 \$1,068	\$1,187,812 \$1,065	\$1,245,600 \$1,076	\$1,428,044 \$1,080	\$1,074	\$1,075	\$1,078	\$1,077	\$1,080	\$1,078	\$1,080	\$1,083	\$1,076
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers	\$1,177,474 \$1,068 105,487	\$1,187,812 \$1,065 108,197	\$1,245,600 \$1,076 124,296	\$1,428,044 \$1,080 139,569	\$1,074 \$179,887	\$1,075 \$167,560	\$1,078 \$155,133	\$1,077 \$137,941	\$1,080 \$127,190	\$1,078 \$109,104	\$1,080 \$87,063	\$1,083 \$75,715	\$1,076 \$1,517,141
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers	\$1,177,474 \$1,068 105,487 \$96	\$1,187,812 \$1,065 108,197 \$97	\$1,245,600 \$1,076 124,296 \$107	\$1,428,044 \$1,080 139,569 \$105	\$1,074 \$179,887 \$107	\$1,075 \$167,560 \$95,015	\$1,078 \$155,133 \$89	\$1,077 \$137,941 \$82	\$1,080 \$127,190 \$90	\$1,078 \$109,104 \$76	\$1,080 \$87,063 \$69	\$1,083 \$75,715 \$66	\$1,076 \$1,517,141 \$8,000
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers Average arrears balance not yet forgiven	\$1,177,474 \$1,068 105,487 \$96 1,169	\$1,187,812 \$1,065 108,197 \$97 1,137	\$1,245,600 \$1,076 124,296 \$107 1,135	\$1,428,044 \$1,080 139,569 \$105 1,138	\$1,074 \$179,887 \$107 \$1,254	\$1,075 \$167,560 \$95,015 \$1,311	\$1,078 \$155,133 \$89 \$1,343	\$1,077 \$137,941 \$82 \$1,319	\$1,080 \$127,190 \$90 \$1,313	\$1,078 \$109,104 \$76 \$1,285	\$1,080 \$87,063 \$69 \$1,263	\$1,083 \$75,715 \$66 \$1,220	\$1,076 \$1,517,141 \$8,000 \$1,241
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all R1 AMP customers Average installment amount for all R1 AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50%	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06%	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90%	\$1,428,044 \$1,080 139,569 \$105 1,138 75.48%	\$1,074 \$179,887 \$107 \$1,254 84.18%	\$1,075 \$167,560 \$95,015 \$1,311 87.87%	\$1,078 \$155,133 \$89 \$1,343 87.91%	\$1,077 \$137,941 \$82 \$1,319 85.77%	\$1,080 \$127,190 \$90 \$1,313 84.22%	\$1,078 \$109,104 \$76 \$1,285 81.17%	\$1,080 \$87,063 \$69 \$1,263 78.10%	\$1,083 \$75,715 \$66 \$1,220 74.73%	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24%
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers Average arrears balance not yet forgiven	\$1,177,474 \$1,068 105,487 \$96 1,169	\$1,187,812 \$1,065 108,197 \$97 1,137	\$1,245,600 \$1,076 124,296 \$107 1,135	\$1,428,044 \$1,080 139,569 \$105 1,138	\$1,074 \$179,887 \$107 \$1,254	\$1,075 \$167,560 \$95,015 \$1,311	\$1,078 \$155,133 \$89 \$1,343	\$1,077 \$137,941 \$82 \$1,319	\$1,080 \$127,190 \$90 \$1,313	\$1,078 \$109,104 \$76 \$1,285 81.17%	\$1,080 \$87,063 \$69 \$1,263	\$1,083 \$75,715 \$66 \$1,220 74.73%	\$1,076 \$1,517,141 \$8,000 \$1,241
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all R1 AMP customers Average installment amount for all R1 AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50%	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06%	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90%	\$1,428,044 \$1,080 139,569 \$105 1,138 75.48%	\$1,074 \$179,887 \$107 \$1,254 84.18%	\$1,075 \$167,560 \$95,015 \$1,311 87.87%	\$1,078 \$155,133 \$89 \$1,343 87.91%	\$1,077 \$137,941 \$82 \$1,319 85.77%	\$1,080 \$127,190 \$90 \$1,313 84.22%	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606	\$1,080 \$87,063 \$69 \$1,263 78.10%	\$1,083 \$75,715 \$66 \$1,220 74.73%	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24%
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance Total Amount of Arrears Outstanding	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50%	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06% \$1,268,167	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90% \$1,315,893	\$1,428,044 \$1,080 139,569 \$105 1,138 75.48% \$1,530,453	\$1,074 \$179,887 \$107 \$1,254 84.18% \$2,113,483	\$1,075 \$167,560 \$95,015 \$1,311 87.87% \$2,309,141	\$1,078 \$155,133 \$89 \$1,343 87.91% \$2,346,776	\$1,077 \$137,941 \$82 \$1,319 85.77% \$2,224,572	\$1,080 \$127,190 \$90 \$1,313 84.22% \$2,074,985	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606	\$1,080 \$87,063 \$69 \$1,263 78.10% \$1,592,897	\$1,083 \$75,715 \$66 \$1,220 74.73% \$1,399,288	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24% \$1,775,454
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance Total Amount of Arrears Custanding Forgiveness Credits Applied during the reporting period	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50% \$1,288,181 \$74,805	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06% \$1,268,167 \$76,277	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90% \$1,315,893 \$76,574	\$1,428,044 \$1,080 139,569 \$105 1,138 75.48% \$1,530,453 \$82,251	\$1,074 \$179,887 \$107 \$1,254 84.18% \$2,113,483 \$81,339	\$1,075 \$167,560 \$95,015 \$1,311 87.87% \$2,309,141 \$72,489	\$1,078 \$155,133 \$89 \$1,343 87.91% \$2,346,776 \$114,112	\$1,077 \$137,941 \$82 \$1,319 85.77% \$2,224,572 \$101,394	\$1,080 \$127,190 \$90 \$1,313 84.22% \$2,074,985 \$91,796	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606 \$118,567	\$1,080 \$87,063 \$69 \$1,263 78.10% \$1,592,897 \$80,599	\$1,083 \$75,715 \$66 \$1,220 74.73% \$1,399,288 \$98,667	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24% \$1,775,454 \$1,068,869
Total Amount to be Forgiven For All Participating Customers Average Amount to be torgiven for all participating customers Total installment amount for all R1 AMP customers Average installment amount for all R1 AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance Total Amount of Arrears Outstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count)	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50% \$1,288,181 \$74,805	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06% \$1,268,167 \$76,277 713	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90% \$1,315,893 \$76,574 742	\$1,428,044 \$1,080 139,569 \$105 1,138 75,48% \$1,530,453 \$82,251 829	\$1,074 \$179,887 \$107 \$1,254 84.18% \$2,113,483 \$81,339 801	\$1,075 \$167,560 \$95,015 \$1,311 87.87% \$2,309,141 \$72,489 748	\$1,078 \$155,133 \$89 \$1,343 87.91% \$2,346,776 \$114,112 1,131	\$1,077 \$137,941 \$82 \$1,319 85.77% \$2,224,572 \$101,394 968	\$1,080 \$127,190 \$90 \$1,313 84.22% \$2,074,985 \$91,796 855	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606 \$118,567 1,109	\$1,080 \$87,063 \$69 \$1,263 78.10% \$1,592,897 \$80,599 782	\$1,083 \$75,715 \$66 \$1,220 74.73% \$1,399,288 \$98,667 950	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24% \$1,775,454 \$1,068,869 10,335
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance Total Amount of Arrears Outstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count) Average Monthly Forgiveness Credit Number of Participants Receiving LIHEAP	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50% \$1,288,181 \$74,805 707 \$106	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06% \$1,268,167 \$76,277 713 \$107	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90% \$1,315,893 \$76,574 742 \$103	\$1,428,044 \$1,080 139,569 \$105 1,138 75,48% \$1,530,453 \$82,251 829 \$99	\$1,074 \$179,887 \$107 \$1,254 84.18% \$2,113,483 \$81,339 801 \$102 84	\$1,075 \$167,560 \$95,015 \$1,311 87.87% \$2,309,141 \$72,489 748 \$97	\$1,078 \$155,133 \$89 \$1,343 87.91% \$2,346,776 \$114,112 1,131 \$101 195	\$1,077 \$137,941 \$82 \$1,319 85.77% \$2,224,572 \$101,394 968 \$105 3	\$1,080 \$127,190 \$90 \$1,313 84.22% \$2,074,985 \$91,796 855 \$107	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606 \$118,567 1,109 \$107 38	\$1,080 \$87,063 \$69 \$1,263 78.10% \$1,592,897 \$80,599 782 \$103	\$1,083 \$75,715 \$66 \$1,220 74.73% \$1,399,288 \$98,667 950 \$104 16	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24% \$1,775,454 \$1,068,869 10,335 \$103 1222
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all R1 AMP customers Average installment amount for all R1 AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance Total Amount of Arrears Custstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count) Average Monthly Forgiveness Credit Number of Participants Receiving LIHEAP Percentage of Participants Receiving LIHEAP	\$1,177,474 \$1,068 105,487 \$96 1,169 75,50% \$1,288,181 \$74,805 707 \$106 0	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06% \$1,268,167 \$76,277 713 \$107 112	\$1,245,600 \$1,076 124,296 \$107 1,135 73,90% \$1,315,893 \$76,574 742 \$103 17 1,46%	\$1,428,044 \$1,080 139,569 \$105 1,138 75,48% \$1,530,453 \$82,251 829 \$99 186 14,06%	\$1,074 \$179,887 \$107 \$1,254 84.18% \$2,113,483 \$81,339 801 \$102 84 4.98%	\$1,075 \$167,560 \$95,015 \$1,311 87.87% \$2,309,141 \$72,489 748 \$97 564	\$1,078 \$155,133 \$89 \$1,343 87.91% \$2,346,776 \$114,112 1,131 \$101 195	\$1,077 \$137,941 \$82 \$1,319 \$5,77% \$2,224,572 \$101,394 \$105 3 0.17%	\$1,080 \$127,190 \$90 \$1,313 84,22% \$2,074,985 \$91,796 855 \$107 2	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606 \$118,567 1,109 \$107 38 2.65%	\$1,080 \$87,063 \$69 \$1,263 78.10% \$1,592,897 \$80,599 782 \$103 5	\$1,083 \$75,715 \$66 \$1,220 74,73% \$1,399,288 \$98,667 950 \$104 16	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24% \$1,775,454 \$1,068,869 10,335 \$103 1222 6.53%
Total Amount to be Forgiven For All Participating Customers Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers Average installment amount for all RI AMP customers Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance Total Amount of Arrears Outstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count) Average Monthly Forgiveness Credit Number of Participants Receiving LIHEAP	\$1,177,474 \$1,068 105,487 \$96 1,169 75.50% \$1,288,181 \$74,805 707 \$106	\$1,187,812 \$1,065 108,197 \$97 1,137 74.06% \$1,268,167 \$76,277 713 \$107	\$1,245,600 \$1,076 124,296 \$107 1,135 73.90% \$1,315,893 \$76,574 742 \$103	\$1,428,044 \$1,080 139,569 \$105 1,138 75,48% \$1,530,453 \$82,251 829 \$99	\$1,074 \$179,887 \$107 \$1,254 84.18% \$2,113,483 \$81,339 801 \$102 84	\$1,075 \$167,560 \$95,015 \$1,311 87.87% \$2,309,141 \$72,489 748 \$97	\$1,078 \$155,133 \$89 \$1,343 87.91% \$2,346,776 \$114,112 1,131 \$101 195	\$1,077 \$137,941 \$82 \$1,319 85.77% \$2,224,572 \$101,394 968 \$105 3	\$1,080 \$127,190 \$90 \$1,313 84.22% \$2,074,985 \$91,796 855 \$107	\$1,078 \$109,104 \$76 \$1,285 81.17% \$1,841,606 \$118,567 1,109 \$107 38	\$1,080 \$87,063 \$69 \$1,263 78.10% \$1,592,897 \$80,599 782 \$103	\$1,083 \$75,715 \$66 \$1,220 74.73% \$1,399,288 \$98,667 950 \$104 16	\$1,076 \$1,517,141 \$8,000 \$1,241 80.24% \$1,775,454 \$1,068,869 10,335 \$103 1222

#### Arrearage Management Program Report 2020

#### GAS AND ELECTRIC COMBINED

GAS AND ELECTRIC COMBINED	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	3.089		2.811	2,772	Iviay	Julie	July	August	September	October	November	December	2.885
Customers Newly Added to AMP Agreement	244		215	135				<u> </u>					83
New Enrollments that were "transferred plans"	26		16	100				1		1		1	59
Customers Removed - Complete	57		111	125				1					36
Customers Removed - Complete  Customers Removed - Defaulted	369		164	30						<b> </b>	ļ	-	86
	52		42	27									16
Customers Removed - Cancelled						<u> </u>	ļ	ļ					
Total Customer Payments	\$ 261,536.60		\$ 241,718.37										\$970,319.4
Total Amount to be Forgiven For All Participating Customers		\$ 3,035,013.36											\$ 3,039,345.27
Average Amount to be forgiven for all participating customers	\$ 1,050.47		\$ 1,054.96	\$ 1,050.48									\$1,053.7
Total installment amount for all RI AMP customers	\$ 291,721.24		\$ 286,846.42	\$ 291,061.56									\$1,145,262.4
Average installment amount for all RI AMP customers	\$ 94.43			\$ 105.00									\$99.4
Average arrears balance not yet forgiven	\$ 1,193.51		\$ 1,202.40	\$ 1,180.46									\$ 1,198.50
Average arrearage balance as a percentage of the total balance	73.13%		71.39%	70.88%									71.89%
Total Amount of Arrears Outstanding	\$ 3,686,780.76	\$ 3,489,756.39	\$ 3,379,972.96	\$ 3,272,236.35									\$ 3,457,186.62
Forgiveness Credits Applied during the reporting period	\$ 230,961.67	\$ 209,126.60	\$ 216,512.36	\$ 170,471.22									\$ 827,071.85
Total Forgiveness Credits (count)	2,236	2,072	2,225	1,782									8,31
Average Monthly Forgiveness Credit	\$ 103.29	\$ 100.92	\$ 97.30	\$ 95.66									\$ 99.29
Number of Participants Receiving LIHEAP	72		42	39									54
Percentage of Participants Receiving LIHEAP	2.33%	13.78%	1.49%	1.40%			1	İ	İ				4.75%
Total Fuel Assistance Payments		\$ 327,906.02		\$ 32,769.00		1	1	1		İ	1	1	\$456,784.0
	÷ 52,555.00	÷ 02.,000.02	Ţ 0.,020.00	÷ 02,7 00.00			l	l	1	1	1	t	♥ 100,104.0
							1	1		1	1	1	<b>†</b>
ELECTRIC ONLY	<del>                                     </del>					1	1	-	1	1			-
ELECTRIC CITE	lanuari:	Echruary:	March	April	May	lune	lube	August	Contomber	October	November	Docombos	VTD 2040
Number of Customers Astins	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	2,011		1,852	1,844				ļ		<b></b>	<b></b>	<u> </u>	1,89
Customers Newly Added to AMP Agreement	163		149	95				ļ		<b></b>	<b></b>	<u> </u>	57
New Enrollments that were "transferred plans"	16		12	9		1	1	1		1	1	1	4:
Customers Removed - Complete	35		65	76									217
Customers Removed - Defaulted	246		103	20									584
Customers Removed - Cancelled	39	34	30	21									124
Total Customer Payments	\$ 200,069.93	\$ 179,984.69	\$ 182,036.23	\$ 174,911.46									\$737,002.31
Total Amount to be Forgiven For All Participating Customers	\$ 2,065,996.80	\$ 1,929,624.60	\$1,900,239.12	\$ 1,885,776.00									\$1,945,409.13
Average Amount to be forgiven for all participating customers	\$ 1,027.34	\$ 1,033.54	\$ 1,026.04	\$ 1,022.65									\$1,027.39
Total installment amount for all RI AMP customers	\$ 217,878.34	\$ 208,932.77	\$ 217,114.72	\$ 222,248.32									\$866,174.15
Average installment amoutn for all RI AMP customers	\$ 108.34		\$ 117.23	\$ 120.52									\$114.50
Average arrears balance not yet forgiven	\$ 1,186.26			\$ 1,165.92									\$1,189.99
Average Arrearage balance as a percentage of the total balance	73.50%	72,54%	71.92%	71.15%									72.28%
Total Amount of Arrears Outstanding	\$ 2,385,580.88		\$ 2,214,381.43	\$ 2,149,966.04				1					\$2,253,236.85
Forgiveness Credits Applied during the reporting period		\$ 135,480.91		\$ 111,823.70				1					\$530,742.55
Total Forgiveness Credits (count)	1.426		1.444	1,200						<b> </b>	ļ	-	5,422
	\$ 102.60			\$ 93.18		-	ļ	ļ					\$97.7
Average Monthly Forgiveness Credit			\$ 94.96	φ 93.10 F		-	ļ	ļ					
Number of Participants Receiving LIHEAP	39		9	5									14:
Percentage of Participants Receiving LIHEAP	1.93%		0.05%	0.27%									1.75%
Total Fuel Assistance Payments	\$ 36,213.00	\$ 74,091.02	\$ 7,121.00	\$ 4,584.00									\$122,009.0
						1	1	1		1	1	1	1
							1	1	l	1	1	l	1
GAS ONLY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	1,078		959	928									99
Customers Newly Added to AMP Agreement	81	73	66	40									26
New Enrollments that were "transferred plans"	10	2	4	1									1
Customers Removed - Complete	22	34	46	49									15
Customers Removed - Defaulted	123		61	10									284
Customers Removed - Cancelled	13	12	12	6		1	1	1		İ	1	1	43
Total Customer Payments	\$ 61,466.67			\$ 52,282.02		1	1	1		İ	1	1	\$233,317.14
Total Amount to be Forgiven For All Participating Customers	\$ 1,178,915.28						l	l	1	1	1	t	\$1,093,936.14
Average Amount to be forgiven for all participating customers	\$ 1,093.61		\$ 1,110.80	\$ 1,105.79		+	1	<del> </del>	<del>                                     </del>	1	1	1	\$1,104.17
Total installment amount for all RI AMP customers	\$ 73,842.90		\$ 69,731.70	\$ 68.813.24		+	<del> </del>	<del>                                     </del>		<del>                                     </del>	1	<del>                                     </del>	\$279,088.33
Average installment amount for all RI AMP customers	\$ 68.49					+	1	1		1	1	1	\$70.5
	\$ 1,207.04		\$ 1,215.42	\$ 1,209.34		1	1	1	1	1	1	<del>                                     </del>	\$ 1,214.94
Average Arreares balance not yet forgiven						+	<del>                                     </del>	<b> </b>		<del>                                     </del>	<del> </del>	<del> </del>	
Average Arrearage balance as a percentage of the total balance	72.48%	71.41%	70.40%	70.37%		+	1	1		1	1	1	71.17%
Total Amount of Arrears Outstanding	\$ 1,301,199.88		\$ 1,165,591.53	\$ 1,122,270.31		+	1	1		1	1	1	\$ 1,203,949.76
Forgiveness Credits Applied during the reporting period	\$ 84,651.56			\$ 58,647.52			ļ	<b> </b>		<b></b>	<b></b>	<b></b>	\$ 296,329.30
Total Forgiveness Credits (count)	810		781	582		1		ļ					2,89
Average Monthly Forgiveness Credit	\$ 104.50		\$ 101.64	\$ 100.76				1					\$ 102.30
Number of Participants Receiving LIHEAP	33		33	34		<u> </u>		<u> </u>					406
Percentage of Participants Receiving LIHEAP	3.06%	30.63%	3.44%	3.66%									10.20%
Total Fuel Assistance Payments	\$ 25,870.00	\$ 253,815.00	\$ 26,905.00	\$ 28,185.00									\$ 334,775.00
·													