# **Robinson+Cole**

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September 16, 2019

## 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 August 2019

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> enclosed are five copies of the Arrearage Management Program monthly report for August 2019. 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 Pimentel

Leticia C. 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.

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Brittney Keophoxay

September 16, 2019 Date

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# Docket No. 4651 - National Grid – Arrearage Management Program

#### Arrearage Management Program Report 2019

#### GAS AND ELECTRIC COMBINED

| Damber 2. Advances         Alton         Alton <th>GAS AND ELECTRIC COMBINED</th> <th></th>  | GAS AND ELECTRIC COMBINED                                      |            |           |           |                 |            |           |           |                  |           |         |          |          |                  |
|--|--|------------|-----------|-----------|-----------------|------------|-----------|-----------|------------------|-----------|---------|----------|----------|------------------|
| Subject Number Ander Auf Paragement         314         351         457         582         757         582         555              Subject Notifies State with Number Automation         311         771         18         19         19         19         19         19         19         19         10 <th></th> <th>January</th> <th>February</th> <th>March</th> <th>April</th> <th>May</th> <th>June</th> <th>July</th> <th>August</th> <th>September</th> <th>October</th> <th>November</th> <th>December</th> <th>YTD 2019</th>  |  | January    | February  | March     | April           | May        | June      | July      | August           | September | October | November | December | YTD 2019         |
| Base Scalarses Not are "second paged         14         15         16         16         17  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 3,817            |
| Catherer Resource         Compare Resource         Compare Resource         Status  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 4,939            |
| Distance Summary         Distance Summary <thdistance summary<="" th=""> <thdistance summary<="" t<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>155<br/>687</td></thdistance></thdistance>   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 155<br>687       |
| Catalorner J. Consisting         Sill         Gel         Sill         Gel         Sill         Gel         Sill   |  |            |           |           | Ũ               |            |           |           |                  |           |         |          |          | 2,636            |
| Tird - Counter Program         ST16.68         St96.69         St94.407         St94.617         St96.617         St96.70         St97.71         St77.77         St77.  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 620              |
| Tata Amanda ta Na Forgues Frank Pyropeang Casamen         63:30:01         93:790         53:20:00         93:790         53:700         51:700 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>01</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>\$2,889,174</td>  |  |            |           |           |                 |            | 01        |           |                  |           |         |          |          | \$2,889,174      |
| Autore Data Region Construction         31:073         51:071   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$4,083,342      |
| Table Relations around for all NAMP cultorins         Style  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$134,821        |
| Average arrent standard and PALAP automas         5120         5120         5122         5121         5121         5131         5136 </td <td></td> <td>\$3,552,417</td>  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$3,552,417      |
| Average annuage balances as personage of the tool balance         This 35         T. 27.97         TS 29/8         S. 0.06%         66.49%         66.42%         67.7%         Image of the tool balance           Dia Mauru of Average method particle particle         EX30.77         S. 55.07         S. 57.05         S. 67.75   | Average installment amount for all RI AMP customers            | \$120      |           | \$125     |                 |            |           |           |                  |           |         |          |          | \$116            |
| Tate Amount of America Costanting         53.26.2,761         53.86.1.65         54.776.35         56.777.33         577.773   | Average arrears balance not yet forgiven                       | \$1,250    | \$1,228   | \$1,194   | \$1,225         | \$1,337    | \$1,363   | \$1,379   | \$1,352          |           |         |          |          | \$1,291          |
| Integrations         Calculation of the neuroning panel         EP1.166         EP2.4.786         EP2.8.76   | 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%           |           |         |          |          | 79.90%           |
| Tradi Forgenerals Ceredits (sound)         2004         2005         2172         2280         2.081         <   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$4,968,977      |
| Average Member Sequences Closels         S106         S106         S106         S106         S106         S107         S20         S20         S106         S107         L <thl< th="">         L         L         L</thl<>   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,898,967      |
| Number of Participants Recovery LINEAP         0         177         31         220         216         610         243         B          Image: Control of Participants Recovery LINEAP           Clast Fund Assistance Payments         0         135.38         23.511         155.23         165.03         5.044         3.684         5.4745         0.088         6.015         5.075         1.01  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 18,653           |
| Percentage of Percepting of Percepting 24 Pe |  | \$106      |           |           |                 |            |           |           | \$103            |           |         |          |          | \$102            |
| Tited Fund         O         188.988         2.3.931         185.238         189.000         \$\$50.218         \$\$192.065         \$\$5.979         Image         Imag   |  | 0          |           |           |                 |            |           |           | 8                |           |         |          |          | 1514             |
| Landard         Landard         April         May         June  |  | 0.00%      |           |           |                 |            |           |           |                  |           |         |          |          | 4.70%            |
| Junuary         February         March         April         May         June         June         June         June         June         June         June         Septembor         October         Novembor         Decembor         No           Castomers Newly Added to AMP Agreement         169         202         235         356         602         435         347         356              Castomers Newly Added to AMP Agreement         11         12         12         11         12         0         19         23              Newly Added to AMP Agreement   | Total Fuel Assistance Payments                                 | 0          | 136,936   | 23,931    | 185,238         | 169,000    | \$502,218 | \$192,065 | \$5,979          |           |         |          |          | \$1,215,367      |
| Junuary         February         March         April         May         June         June         June         June         June         June         June         Septembor         October         Novembor         Decembor         No           Castomers Newly Added to AMP Agreement         169         202         235         356         602         435         347         356              Castomers Newly Added to AMP Agreement         11         12         12         11         12         0         19         23              Newly Added to AMP Agreement   |  | l          |           |           |                 |            |           |           |                  |           |         |          |          |                  |
| Junuary         February         March         April         May         June         June         June         June         June         June         June         Septembor         October         Novembor         Decembor         No           Castomers Newly Added to AMP Agreement         169         202         235         356         602         435         347         356              Castomers Newly Added to AMP Agreement         11         12         12         11         12         0         19         23              Newly Added to AMP Agreement   |  |            |           |           |                 |            |           |           |                  |           | I       | I        |          |                  |
| Number of Culatomere Active         2,07         1944         1997         2,18         2,586         2,2497         2,748         2,764         2,764         2           Guicomors Netword - Complex         11         12         13         11         12         9         13         23         44         366         44  |  | lanuary    | February  | March     | April           | May        | lune      | luby      | August           | Sentember | October | November | December | YTD 2019         |
| Calaborations Newly Added to AddP Agreement         118         202         235         356         817         356         1  | Number of Customers Active                                     |            |           |           |                 |            |           |           |                  | September | octobel | November | December | 2.370            |
| New Enrolments that were "inantiered plans"         11         12         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         11         12         13         13         100         101         12         101         11         11         12         11         12         11         12         11         12         11         11         11         12         11         11         12         11         11         12         110         110         110         110         110  |  | ,          |           | 1         |                 | ,          |           |           |                  |           |         |          |          | 2,370            |
| Customes Removel - Complete         11         10         11         5         136         100         70         63         1         10           Customes Removel - Cancelled         30         22         37         51         67         72         89         80         1         1           Customes Removel - Cancelled         30         22         37         51         67         72         89         80         1         1           Catal Custome Payments         52.169.542         \$2.71.705         \$2.107.75         \$2.1   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 2,922            |
| Customers Removed - Detailed         251         271         183         197         142         205         195              Customers Removed - Cancellad         36         28         39         51         67         72         39         89              Cistatomers Payments         5230.338         5217.233         522.017.18         522.017.18         523.01.72         52.00.518         520.05.07         510.65         50.05.65                           510.67         51.075         51.071         51.071         51.071         51.025         533.613         533.013         51.30         51.22         51.20                   51.77         51.20         51.20         51.20         51.20         51.20         51.20         51.20         51.20         51.21         51.21         51.21         51.21         51.21         51.21         51.20         51.20         51.20         51.20  |  |            |           |           | 5               | · –        | 0         |           |                  |           |         |          |          | 416              |
| Customers Removed - Cancelled         36         28         39         51         67         72         89         89              Total Ausonom 4 Payments         \$23.03.98         \$217.238         \$22.67.104         \$22.06.7104         \$2.06.7104         \$22.06.7104         \$2.06.7104  |  |            |           |           | 189             |            |           |           |                  |           |         |          |          | 1,631            |
| Total Customer Payments         \$220,339         \$227,723         \$220,467         \$168,156         \$300,166         \$220,909         Image: Control of the analysis of  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 471              |
| Total Anount to be Forgivenes         52.189.542         52.131.977         52.177.03         52.207.128         52.781.20         52.009.507              Total installment amount for all RI AMP customers         \$1.075         \$1.070         \$1.070         \$1.071         \$1.070         \$1.071         \$1.021         \$1.071         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021         \$1.021   |  | \$230,339  |           | \$229,161 | \$227,349       | \$280,657  | \$168,156 | \$303,196 | \$289,996        |           |         |          |          | \$1,946,086      |
| Total installment amount for all RI AMP customers         \$272,313         \$280,520         \$280,330         \$337,401         \$342,4700         \$330,574         Image installment amount for all RI AMP customers         \$134         \$133         \$135         \$132         \$130         \$122         \$120         Image installment amount for all RI AMP customers         \$144         \$127         \$123         \$130         \$122         \$120         Image installment amount for all RI AMP customers         \$124         \$127         \$120         Image installment amount for all RI AMP customers         \$124         \$127         \$12,28         \$130         \$133         \$131         \$140         \$133         \$1402         \$1,371         Image installment amount for all RI AMP customers         \$124         \$127         \$12,286         \$2,455,40         \$12,286         \$2,455,40         \$12,286         \$2,455,42         \$12,281         \$14,420         \$133,519         \$14,420         \$133,519         \$14,420         \$13,351         \$14,420         \$13,351         \$14,200         \$13,351         \$14,200         \$13,351         \$14,200         \$13,351         \$14,200         \$13,351         \$14,000         \$13,010         \$100         \$100         \$100         \$100         \$100         \$100         \$100         \$100         \$100         \$100   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$2,528,058      |
| Average installment anount for all RI-MMP customers         \$134         \$133         \$135         \$132         \$130         \$127         \$122         \$120         Image installment anount for all RI-MMP customers           Average presended balance as a percentage of the total balance         77.66%         75.96%         75.1402         \$1.278         \$1.282         \$1.283         \$1.030         \$1.430         \$1.433         \$1.443         \$1.32         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.601         \$1.6  | 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          |           |         |          |          | \$1,068          |
| Average arrange balance as percentage of the tota balance         S1:224         S1:227         S1:2267         S1:397         S1:402         S1:377         I         I         I           Total Annount of Arrense Outstanding         \$2:635,580         \$2:57,994         \$2:441;544         \$2:708,570         \$3:611;568         \$3:768,012         \$3:8370         \$3:700,822         I  |  | \$272,313  | \$263,320 | \$269,552 | \$282,339       | \$337,401  | \$342,780 | \$336,191 | \$330,574        |           |         |          |          | \$2,434,468      |
| Average Arrearge balance as a promentage of the total balance         77.65%         75.95%         74.11%         75.14%         82.40%         84.10%         83.97%         82.65%         Image: Control of Control   | Average installment amoutn for all RI AMP customers            |            |           |           |                 |            |           |           |                  |           |         |          |          | \$129            |
| Total Amount of Americs Outstanding the reporting period         \$22,655,560         \$22,657,990         \$22,657,641         \$23,070,670         \$33,070,622         Image: Control State S   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,329          |
| January         February         March         April         May         June         July         August         September         October         November   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 79.47%           |
| Total Forgiveness Credits (count)         1297         1313         1430         1433         1,432         1,335         1,903         1,801         Image Network           Number of Participants Receiving LIHEAP         0         65         14         43         132         46         50         5         Image Network         1.82%         0.18%         Image Network   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$3,169,394      |
| Average Monthy/Forgiveness Credit         \$105         \$105         \$102         \$99         \$103         \$100         \$97         \$102             Number of Participants Receiving LIHEAP         0         65         14         43         132         46         50         5              Percentage of Participants Receiving LIHEAP         0.00%         3.27%         0.70%         2.01%         5.08%         1.70%         1.82%         0.18% <td></td> <td>\$1,219,726</td>   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,219,726      |
| Number of Participants Receiving LIHEAP         0         65         14         43         132         46         50         5         1         1           Percentage of Participants Receiving LIHEAP         0.00%         3.27%         0.70%         2.01%         5.08%         1.70%         1.82%         0.18%         1 <td></td> <td>12,014</td>   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 12,014           |
| Percentage of Participants Receiving LIHEAP         0.00%         3.27%         0.70%         2.01%         5.08%         1.70%         1.82%         0.18%         Image: Constraint of the constraint on the constraint of the constraint of the constra   |  |            |           |           |                 |            |           |           | \$102            |           |         |          |          | \$100            |
| Total Fuel Assistance Payments         \$0         \$50,261         \$11,026         \$32,047         \$102,149         \$37,028         \$37,897         \$3,669         Image: Control of the con   |  | 0          |           |           |                 |            |           |           | 0 199/           |           |         |          |          | 355<br>1.85%     |
| GAS ONLY         January         February         March         April         May         June         July         August         September         October         November         December         Y           GAS ONLY         1,102         1,115         1,158         1,322         1,685         1,761         1,748         1,686         October         November         December         Y           Customers Newly Added to AMP Agreement         126         149         172         270         580         307         215         199           December         Y           New Enrollments that were "transferred plans"         3         6         7         7         4         7         9           December         Y           Customers Removed - Complete         7         7         5         1         85         82         57         27           December         Y           Customers Removed - Complete         7         7         5         1         85         82         57         27           December         Y           Customers Removed - Complete         7         7         5         1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>\$273,977</td></t<>   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$273,977        |
| January         February         March         April         May         June         July         August         September         October         November         December         Y           Number of Customers Active         1,102         1,115         1,158         1,322         1,685         1,761         1,748         1,686              Number of Customers Newly Added to AMP Agreement         126         149         172         270         580         307         215         199   | Total Fuel Assistance Fayments                                 | φU         | \$30,201  | φ11,020   | φ32,04 <i>1</i> | \$102,149  | φ37,020   | 437,097   | <i>4</i> 3,309   |           |         |          |          | φ213,911         |
| January         February         March         April         May         June         July         August         September         October         November         December         Y           Number of Customers Active         1,102         1,115         1,158         1,222         1,685         1,761         1,748         1,686                           1,761         1,768         1,761         1,748         1,666                     1,712         270         580         307         215         199                          1,713         1,712         270         580         257         27                    1,713         1,713         1,713  |  | 1          |           |           |                 |            |           |           |                  |           |         |          |          |                  |
| January         February         March         April         May         June         July         August         September         October         November         December         Y           Number of Customers Active         1,102         1,115         1,158         1,322         1,685         1,761         1,748         1,686              Number of Customers Newly Added to AMP Agreement         126         149         172         270         580         307         215         199   | GAS ONLY   |            | 1         |           |                 |            |           |           |                  |           | I       | I        | 1        |                  |
| Number of Customers: Active         1,102         1,115         1,158         1,322         1,685         1,761         1,748         1,686           Customers Newly Added to AMP Agreement         126         149         172         270         580         307         215         199   |  | Januarv    | Februarv  | March     | April           | Mav        | June      | Julv      | August           | September | October | November | December | YTD 2019         |
| Customers Newly Added to AMP Agreement         126         149         172         270         580         307         215         199         Image: Customers Newly Added to AMP Agreement         126         149         172         270         580         307         215         199         Image: Customers Newly Added to AMP Agreement         7         7         5         1         855         82         57         27         1         855         82         257         27         1         855         82         257         27         1         850         1         850         1         159         1         151         131         102         96         124         93         151         159         1         150         1         150         1         150         1         150         1         150         1         150         1         150         1         150         1         150         1         150         1         150         1         150         150         150         150         150         150         150         150         150         150         150         150         150         150         150         1507         150         1507         15   | Number of Customers Active                                     |            |           |           | -               |            |           |           | <u> </u>         |           |         |          |          | 1,447            |
| New Enrollments that were "transferred plans"         3         3         6         7         7         4         7         9           Customers Removed - Complete         7         7         5         1         85         82         57         27             Customers Removed - Cancelled         151         131         102         96         124         93         151         159             Customers Removed - Cancelled         16         12         14         13         23         22         26         23             161         121         14         13         23         22         26         23             174         \$1,187,812         \$1,245,600         \$1,428,0119         \$1,892,683         \$1,84,937         \$1,186,605               26         23             31,326         \$1,254,600         \$1,424,413,809,119         \$1,892,683         \$1,816,605              31,374         \$1,892,683         \$1,076         \$1,076         \$1,077 </td <td></td> <td>1</td> <td>2,018</td>   |  |            |           |           |                 |            |           |           |                  |           |         |          | 1        | 2,018            |
| Customers Removed - Complete         7         7         5         1         85         82         57         27           Customers Removed - Defaulted         151         131         102         96         124         93         151         159             Customers Removed - Cancelled         16         12         14         13         23         22         6         23  |  | 3          | 3         |           | 7               | 7          | 4         | 7         |                  |           |         |          | l        | 46               |
| Customers Removed - Cancelled         16         12         14         13         23         22         26         23           Total Customer Payments         \$83,114         \$79,335         \$95,243         \$106,699         \$113,855         \$113,745         \$112,618            Total Acount to be Forgiven For All Participating Customers         \$1,177,474         \$1,187,747         \$1,187,816         \$1,892,937         \$1,884,397         \$1,077         \$1,080         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,081         \$1,242,96         \$139,569         \$179,887         \$1,675,60         \$155,133         \$1,379         \$1,978         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,137         \$1,135         \$1,313  |  | 7          | 7         | 5         | 1               | 85         | 82        | 57        | 27               |           |         |          |          | 271              |
| Total Customer Payments         \$83,114         \$79,335         \$95,243         \$106,699         \$113,855         \$118,481         \$133,745         \$112,618           Total Amount to be Forgiven For All Participating Customers         \$1,177,474         \$1,187,812         \$1,228,600         \$1,428,044         \$1,892,683         \$1,884,937         \$1,816,605           Average Amount to be forgiven for all participating customers         \$10,681         \$1,076         \$1,080         \$1,076         \$1,077         \$1,077         \$1,077         \$1,077         \$1,078         \$105,699         \$179,887         \$167,560         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,077         \$1,078         \$1,078         \$1,076         \$1,078         \$1,077         \$1,078         \$1,131,313         \$1,379,41         \$1,07  | Customers Removed - Defaulted                                  | 151        | 131       | 102       | 96              | 124        | 93        | 151       | 159              |           |         |          |          | 1,007            |
| 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           Average Amount to be forgiven for all participating customers         \$1,068         \$1,065         \$1,076         \$1,080         \$1,074         \$1,075         \$1,076         \$1,077         \$1,076         \$1,076         \$1,076         \$1,077         \$1,076         \$1,076         \$1,077         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,076         \$1,077         \$1,076         \$1,076         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,138  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 149              |
| Average Amount to be forgiven for all participating customers         \$1,068         \$1,076         \$1,076         \$1,075         \$1,077         \$1,073         \$1,077         \$1,077         \$1,073         \$1,077         \$1,073         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,077         \$1,037         \$1,077         \$1,037         \$2,039,141  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$843,089        |
| Total Forgiveness Credits Applied during the reporting period         \$1,288,167         \$106,197         124,296         139,569         \$179,887         \$167,560         \$155,133         \$137,941           Average installment amount for all RI AMP customers         \$96         \$97         \$107         \$105         \$107         \$95,015         \$89         \$82             Average installment amount for all RI AMP customers         \$96         \$97         \$107         \$105         \$107         \$95,015         \$89         \$82             Average Arrears balance as a percentage of the total balance         75.50%         74.06%         73.90%         75.48%         84.18%         87.87%         87.91%         85.77%                            \$1,313         \$1,314         \$1,   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,555,284      |
| Average installment amount for all RI AMP customers         \$96         \$97         \$107         \$105         \$107         \$95,015         \$89         \$82           Average arrears balance not yet forgiven         1,169         1,137         1,136         1,138         \$1,254         \$1,311         \$1,343         \$1,319           Average Arrears balance not yet forgiven         1,169         1,137         1,135         1,138         \$1,254         \$1,311         \$1,343         \$1,319           Average Arrears balance as a percentage of the total balance         75,50%         74,06%         73,90%         75,44%         \$4,18%         \$7,87%         \$85,77%         \$           Total Amount of Arrears Outstanding         \$1,288,181         \$1,268,167         \$1,315,893         \$1,530,453         \$2,113,483         \$2,309,141         \$2,346,776         \$2,224,572           Forgiveness Credits Applied during the reporting period         \$74,805         \$76,574         \$82,281         \$81,339         \$72,489         \$114,112         \$10,394           Total Forgiveness Credits (count)         707         713         742         \$29         \$011         \$105         \$104           Average Monthly Forgiveness Credit         \$106         \$107         \$103         \$99         \$102   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,074          |
| Average arrears balance not yet forgiven         1,169         1,137         1,135         1,138         \$1,254         \$1,311         \$1,343         \$1,319           Average Arrearage balance as a percentage of the total balance         75.50%         74.06%         73.90%         75.48%         84.18%         87.87%         87.91%         85.77%  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,118,069      |
| Average Arrearage balance as a percentage of the total balance         75.50%         74.06%         73.90%         75.48%         84.18%         87.87%         87.91%         85.77%           Total Amount of Arrears Outstanding         \$1,288,181         \$1,288,161         \$1,358,93         \$1,130,453         \$2,134,833         \$2,2309,141         \$2,346,776         \$2,245,772             Forgiveness Credits Applied during the reporting period         \$74,805         \$76,6774         \$82,251         \$81,339         \$72,488         \$11,11         \$106 <td></td> <td> </td> <td> </td> <td></td> <td>\$11,962</td>   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$11,962         |
| Total Amount of Arrears Outstanding         \$1,288,181         \$1,268,167         \$1,315,893         \$1,530,453         \$2,113,483         \$2,309,141         \$2,346,776         \$2,224,572           Forgiveness Credits Applied during the reporting period         \$76,277         \$76,574         \$82,251         \$81,339         \$72,489         \$11,112         \$10,394         \$1,701         \$74,805         \$76,574         \$82,251         \$81,339         \$72,489         \$11,112         \$10,394         \$1,701         \$76,774         \$2,98         \$10,748         \$1,311         \$968         \$1,701         \$76,574         \$2,98         \$10,748         \$1,311         \$968         \$1,701         \$10,894         \$1,713         \$94         \$1,713         \$94         \$1,713         \$94         \$1,714         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$10,994         \$1,713         \$11,713         \$1,713         \$1  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,226          |
| Forgiveness Credits Applied during the reporting period         \$74,805         \$76,277         \$76,574         \$82,251         \$81,339         \$72,489         \$114,112         \$101,394           Total Forgiveness Credits (count)         707         713         742         829         801         748         1,131         968            Average Monthly Forgiveness Credits (count)         \$100         \$107         \$103         \$99         \$102         \$97         \$101         \$105             Number of Participants Receiving LIHEAP         0         112         17         186         84         564         195         3               0.17%               \$11,3%         0.17%                                    \$10         \$10         \$10         \$10         \$10         \$10         \$10         \$10         \$10         \$  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 80.58%           |
| Total Forgiveness Credits (count)         707         713         742         829         801         748         1,131         968  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$1,799,583      |
| Average Monthly Forgiveness Credit         \$106         \$107         \$103         \$99         \$102         \$97         \$101         \$105           Number of Participants Receiving LIHEAP         0         112         17         186         84         564         195         3   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$679,24         |
| Number of Participants Receiving LIHEAP         0         112         17         186         84         564         195         3           Percentage of Participants Receiving LIHEAP         0.00%         10.04%         1.46%         14.06%         4.98%         32.02%         11.13%         0.17%         Image: Control of the second se   |  |            |           |           |                 |            |           |           |                  |           |         |          |          | 6,639<br>\$102   |
| Percentage of Participants Receiving LIHEAP 0.00% 10.04% 1.46% 14.06% 4.98% 32.02% 11.13% 0.17%  |  | \$106<br>^ |           |           |                 |            |           |           | <del>د</del> 01¢ |           |         |          |          | \$102<br>1161    |
|  |  | 0.00%      |           |           |                 | <b>Q</b> . |           |           | 3<br>0 17%       |           |         |          |          | 9.23%            |
|  |  |            |           |           |                 |            |           |           |                  |           |         |          |          | \$919,389        |
|  |  | ψŪ         | \$00,014  | ÷.2,000   | <i>φ.00,101</i> | \$00,001   | ÷.00,100  | Q101,100  | φ2, 110          |           |         |          |          | <i>\$0.0,000</i> |