Robinson+Cole

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August 6, 2020

VIA FIRST CLASS MAIL & 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 July 2020

Dear Ms. Massaro:

On behalf of National Grid,¹ enclosed are five copies of the Arrearage Management Program monthly report for July 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 Pimentel

Leticia C. Pimentel

Enclosure

cc: Docket 4651 Service List Christy Hetherington, Esq. Linda George, Division

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.

Heide J Diddon

Heidi J. Seddon

<u>August 6, 2020</u> Date

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

Arrearage Management Program Report 2019

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	3,139	3,099	3,155	3,460	4,283	4,458	4,494	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		16	6	221	191	127	90	90	109	64	50	1000
Customers Removed - Defaulted	442		279	285	321	233	356	354	435	544	412	486	4,513
Customers Removed - Cancelled	52	40	53	64	90	94	115	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		\$3,382,803	\$3,729,772	\$4,590,322	\$4,759,787		\$4,726,112	\$4,573,592	\$4,213,028	\$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	\$491,304	\$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	\$103	\$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		\$3,766,438	\$4.239.023	\$5,725,051	\$6.077.133	\$6,197,829	\$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		\$103	\$99	\$102	\$99	\$99	\$103	\$103	\$103	\$100	\$102	\$102
Number of Participants Receiving LIHEAP	0	177	31	229	216	610	243	φ100 8	4100	47	φ100 5	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%
Total Fuel Assistance Payments	0.00%	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
Total i del Assistance i aymento	0	130,330	20,001	103,230	103,000	ψ302,210	ψ132,003	ψ0,973	ψ2,230	ψ30,303	ψ3,703	\$13,040	ψ1,270,337
	1												
ELECTRIC ONLY	1												
	January	February	March	April	May	June	July	August	September	October	November	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		235	356	802	435	347	356	313	298	176	128	3,837
New Enrollments that were "transferred plans"	11		12	11	12	9	19	23	22	23	26	14	194
Customers Removed - Complete	12		11	5	136	109	70	63	73	84			661
Customers Removed - Defaulted	291		177	189	197	142	205	195	222	314	246		2,722
Customers Removed - Cancelled	36		39	51	67	72	89	89	87	86	49	51	744
Total Customer Payments	\$230.339		\$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		\$2,137,203	\$2,301,728	\$2,781,204	\$2,867,104	\$2,906,198	\$2,909,507	\$2,876,706	\$2,667,719		\$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		\$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 amount 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	\$3,384,070	\$2,980,742		\$3,170,960
Forgiveness Credits Applied during the reporting period	\$136,710		\$146,260	\$143,639	\$152,262	\$134,050	\$185,372	\$182,914		\$1,196,441		\$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	\$97	\$102	\$101	\$100	\$99	\$101	\$101
Number of Participants Receiving LIHEAP	\$105		14	43	132	46	397 50	\$102 5	\$101 1	\$100 9		3101	368
Percentage of Participants Receiving LIHEAP	0.00%		0.70%	2.01%	5.08%	1.70%	1.82%	0.18%	0.03%	0.34%	0.00%	0.14%	1.27%
	\$0		\$11,026	\$32,047	\$102,149	\$37,028	\$37,897	\$3,569	\$668	\$6,934	\$0	\$2,110	\$283,689
Total Fuel Assistance Payments	پ 0	\$50,201	\$11,020	\$32,047	φ102,149	¢37,020	\$37,097	\$3,569	900¢	\$0,934	Ф О	φ <u>2</u> ,110	\$203,009
GAS ONLY												1	
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	1,102		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	1,102	149	1,130	270	580	307	215	1,000	1,300	1,435	81	54	2,426
New Enrollments that were "transferred plans"	3		6	270	580	307	215	199	6	140	4	54	2,420
Customers Removed - Complete	7		5	1	85	82	57	27	17	25	16	10	339
Customers Removed - Defaulted	151		102	96	124	93	151	159	213	230	166	177	1,793
Customers Removed - Cancelled	151		102	13	23	22	26	23	213	230	100	17	239
Total Customer Payments	\$83,114		\$95,243	\$106,699	\$113,855	\$118,481	\$133,745	\$112,618	\$97,309	\$100,893	\$72,799	\$74,793	\$1,188,881
Total Amount to be Forgiven For All Participating Customers	\$1,177,474		\$1,245,600	\$1,428,044	\$1,809,119	\$1,892,683		\$1,816,605	\$1,706,486	\$1,544,338	\$1,361,565	\$1,242,517	\$1,524,765
Average Amount to be forgiven for all participating customers	\$1,068	\$1,065	\$1,076	\$1,080	\$1,003,113	\$1,032,003	\$1,004,937	\$1,010,003	\$1,080	\$1,078	\$1,080	\$1,083	\$1,076
Total installment amount for all RI AMP customers	105,487	108.197	124.296	139,569	\$179.887	\$167.560	\$155,133	\$137.941	\$127,190	\$109,104	\$87.063	\$75.715	\$1.517.141
Average installment amount for all RI AMP customers	\$96	\$97	\$107	\$105	\$179,007 \$107	\$95.015	\$155,135 \$89	\$137,941 \$82	\$127,190	\$109,104	\$67,063	\$75,715	\$1,517,141
Average installment amount for all RTAMP customers	1,169	1,137	1,135	1,138	\$1,254	\$95,015	\$09 \$1,343	₄₀₂ \$1,319	\$90	\$1,285	\$09	\$00	\$8,000
Average Arrearage balance not yet forgiven Average Arrearage balance as a percentage of the total balance	75.50%	74.06%	73.90%	75.48%	\$1,254 84.18%	\$1,311 87.87%	\$1,343 87.91%	\$1,319	\$1,313 84,22%	\$1,285	78.10%	74.73%	\$1,241 80.24%
	\$1,288,181		\$1.315.893	\$1.530.453	64.16% \$2.113.483	\$2,309,141	\$2.346.776	\$2.224.572	\$2.074.985	\$1.841.606	\$1,592,897	\$1.399.288	\$1.775.454
Total Amount of Arrears Outstanding			\$1,315,893	\$1,530,453	. , .,	\$2,309,141	\$2,346,776	\$2,224,572	\$2,074,985	\$1,841,606	\$1,592,897	\$1,399,288	\$1,775,454 \$1,068,869
Forgiveness Credits Applied during the reporting period	\$74,805 707	\$76,277 713	\$76,574 742		\$81,339 801	\$72,489 748				\$118,567	\$80,599 782	\$98,667	
Total Forgiveness Credits (count)				829 \$00			1,131	968	855				10,335
Average Monthly Forgiveness Credit	\$106		\$103	\$99	\$102 84	\$97	\$101	\$105	\$107	\$107	\$103	\$104	\$103
Number of Participants Receiving LIHEAP	0	112	17	186	01	564	195	3	2	38	5	16	1222
Percentage of Participants Receiving LIHEAP	0.00%	10.04%	1.46%	14.06%	4.98%	32.02%	11.13%	0.17%	0.12%	2.65%	0.39%	1.39%	6.53%
Total Fuel Assistance Payments	\$0	\$86,674	\$12,905	\$133,191	\$66,851	\$463,190	\$154,168	\$2,410	\$1,630	\$29,049	\$3,709	\$11,530	\$965,307
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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	2,866	2.811		2.576	2.431			Coptonison			,	2.717
Customers Newly Added to AMP Agreement	244		215	135	196	457	7 295	5					1,779
New Enrollments that were "transferred plans"	26	7	16	10	8	16	6 11						94
Customers Removed - Complete	57	75	111	125	242	207	7 140)					957
Customers Removed - Defaulted	369	305	164	30	72	411	1 70)					1,421
Customers Removed - Cancelled	52	46	42	27	25	39	9 79	9					310
Total Customer Payments	\$ 261,536.60	\$ 239,871.00	\$ 241.718.37	\$ 227,193.48	\$ 229,587.69	\$ 219.808.80	\$ 222,891.48						\$1,642,607.42
Total Amount to be Forgiven For All Participating Customers	\$ 3,244,912.08		\$ 2,965,498.08	\$ 2,911,957.56	\$ 2,685,543.48	\$ 2,552,818.92	\$ 2,580,344.40						\$ 2,853,726.84
Average Amount to be forgiven for all participating customers	\$ 1.050.47	\$ 1.058.97	\$ 1.054.96			\$ 1.050.11							\$1,049.89
Total installment amount for all RI AMP customers	\$ 291,721.24	\$ 275.633.26	\$ 286,846,42	\$ 291,061.56		\$ 264,621,68	\$ 267,544,39						\$1,960,703.39
Average installment amount for all RI AMP customers	\$ 94.43		\$ 102.04		\$ 109.96	\$ 108.85	\$ 108.01						\$103.49
Average arrears balance not yet forgiven	\$ 1,193.51	\$ 1,217.64	\$ 1,202.40	\$ 1,180.46	\$ 1,208.16	\$ 1,349.63	\$ 1,345.99						\$ 1,242.54
Average arrearage balance as a percentage of the total balance	73.13%	72.14%	71.39%	70.88%	73.72%	79.58%	6 80.78%	b					74.52%
Total Amount of Arrears Outstanding	\$ 3,686,780.76	\$ 3,489,756.39	\$ 3,379,972.96	\$ 3,272,236.35	\$ 3,112,230.51	\$ 3,280,951.92	\$ 3,334,022.73						\$ 3,365,135.95
Forgiveness Credits Applied during the reporting period	\$ 230,961.67	\$ 209,126.60	\$ 216,512.36	\$ 170,471.22	\$ 155,736.07	\$ 151,673.10	\$ 148,129.19					1	\$1,282,610.21
Total Forgiveness Credits (count)	2,236	2,072	2,225	1,782	1,601	1,587	7 1,548	3				1	13,051
Average Monthly Forgiveness Credit	\$ 103.29	\$ 100.92	\$ 97.30	\$ 95.66	\$ 97.27	\$ 95.57	\$ 95.69					1	\$ 97.96
Number of Participants Receiving LIHEAP	72	395	42	39	74	ç	9 29)				1	660
Percentage of Participants Receiving LIHEAP	2.33%	13.78%	1.49%	1.40%	2.87%	0.37%	6 1.17%	b					3.34%
Total Fuel Assistance Payments	\$ 62,083.00	\$ 327,906.02	\$ 34,026.00	\$ 32,769.00	\$ 61,364.00	\$ 7,290.00	\$ 23,674.00					1	\$549,112.02
ELECTRIC ONLY													
	January	February	March	April	Мау	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	2,011		1,852	1,844	1,734	1,674	4 1,729)				,	1,816
Customers Newly Added to AMP Agreement	163		149		122	319			1		1	r	1,225
New Enrollments that were "transferred plans"	16	5	12	9	5	12	2 8	3					67
Customers Removed - Complete	35	41	65	76	145	122	2 83	3					567
Customers Removed - Defaulted	246	215	103	20	50	261	1 45	5					940
Customers Removed - Cancelled	39	34	30			32							236
Total Customer Payments	\$ 200,069.93	\$ 179,984.69	\$ 182,036.23	\$ 174,911.46	\$ 176,445.85	\$ 169,987.14	\$ 175,765.96						\$1,259,201.26
Total Amount to be Forgiven For All Participating Customers	\$ 2,065,996.80	\$ 1,929,624.60		\$ 1,885,776.00		\$ 1,709,756.76							\$1,856,717.55
Average Amount to be forgiven for all participating customers	\$ 1,027.34		\$ 1,026.04			\$ 1,021.36							\$1,022.22
Total installment amount for all RI AMP customers	\$ 217,878.34	\$ 208,932.77	\$ 217,114.72	\$ 222,248.32	\$ 217,050.36	\$ 202,051.95	\$ 205,953.24						\$1,491,229.70
Average installment amoutn for all RI AMP customers	\$ 108.34		\$ 117.23			\$ 120.70	\$ 119.11						\$117.57
Average arrears balance not yet forgiven	\$ 1,186.26	\$ 1,212.11	\$ 1,195.67	\$ 1,165.92	\$ 1,182.69	\$ 1,334.19	\$ 1,333.68						\$1,230.07
Average Arrearage balance as a percentage of the total balance	73.50%	72.54%	71.92%	71.15%	73.52%	79.56%							74.71%
Total Amount of Arrears Outstanding	\$ 2,385,580.88	\$ 2,263,019.06	\$ 2,214,381.43	\$ 2,149,966.04	\$ 2,050,795.71	\$ 2,233,434.99	\$ 2,305,945.92						\$2,229,017.72
Forgiveness Credits Applied during the reporting period	\$ 146,310.11			\$ 111,823.70		\$ 99,734.66	\$ 98,644.12						\$831,094.90
Total Forgiveness Credits (count)	1,426	1,352	1,444	1,200	1,077	1,087	7 1,072	2				1	8,658
Average Monthly Forgiveness Credit	\$ 102.60	\$ 100.20	\$ 94.96	\$ 93.18	\$ 94.68	\$ 91.75	\$ 92.01						\$95.63
Number of Participants Receiving LIHEAP	39	89	9	5	12	4	4 13	3				1	171
Percentage of Participants Receiving LIHEAP	1.93%	4.76%	0.05%	0.27%	0.69%	0.23%	6 0.75%	5				1	1.24%
Total Fuel Assistance Payments	\$ 36,213.00	\$ 74,091.02	\$ 7,121.00	\$ 4,584.00	\$ 10,793.00	\$ 3,575.00	\$ 11,284.00					1	\$147,661.02
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												1	
GAS ONLY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	1,078	999	959	928	842	757	7 748	3					902
Customers Newly Added to AMP Agreement	81	73	66	40	74	138	8 82	2				,	554
New Enrollments that were "transferred plans"	10	2	4	1	3	4	4 3	3				,	27
Customers Removed - Complete	22	34	46	49	97	85	5 57	, ,				,	390
Customers Removed - Defaulted	123	90	61	10	22	150	0 25	5				,	481
Customers Removed - Cancelled	13	12	12	6	4	7	7 20)				,	74
Total Customer Payments	\$ 61,466.67	\$ 59,886.31	\$ 59,682.14	\$ 52,282.02			\$ 47,125.52	1				1	\$383,406.16
Total Amount to be Forgiven For All Participating Customers	\$ 1,178,915.28	\$ 1,105,388.76	\$ 1,065,258.96	\$ 1,026,181.56	\$ 928,417.56	\$ 843,062.16	\$ 831,840.72						\$997,009.29
Average Amount to be forgiven for all participating customers	\$ 1,093.61	\$ 1,106.49	\$ 1,110.80	\$ 1,105.79	\$ 1,102.63	\$ 1,113.68	\$ 1,112.08						\$1,106.44
Total installment amount for all RI AMP customers	\$ 73,842.90	\$ 66,700.49	\$ 69,731.70	\$ 68,813.24	\$ 66,224.48	\$ 62,569.73	\$ 61,591.15	1				1	\$469,473.69
Average installment amount for all RI AMP customers	\$ 68.49		\$ 72.71			\$ 82.65							\$75.1 <i>°</i>
Average arrears balance not yet forgiven	\$ 1,207.04		\$ 1,215.42		\$ 1,260.61	\$ 1,383.77							\$ 1,268.37
Average Arrearage balance as a percentage of the total balance	72.48%	71.41%	70.40%	70.37%	74.10%	79.63%	6 80.83%	0					74.17%
					\$ 1,061,434.80	\$ 1,047,516.93	\$ 1,028,076.81						\$ 1,136,118.23
Total Amount of Arrears Outstanding	\$ 1,301,199.88	\$ 1,226,737.33	\$ 1,165,591.53	\$ 1,122,270.31	\$ 1,001,434.00		ψ 1,020,010.01						
			\$ 1,165,591.53 \$ 79,384.53	\$ 1,122,270.31 \$ 58,647.52	\$ 53,762.50	\$ 51,938.44							\$ 451,515.31
Total Amount of Arrears Outstanding	\$ 1,301,199.88						\$ 49,485.07	5					
Total Amount of Arrears Outstanding Forgiveness Credits Applied during the reporting period	\$ 1,301,199.88 \$ 84,651.56	\$ 73,645.69 720	\$ 79,384.53	\$ 58,647.52 582	\$ 53,762.50	\$ 51,938.44	\$ 49,485.07 0 476						4,39
Total Amount of Arrears Outstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count)	\$ 1,301,199.88 \$ 84,651.56 810	\$ 73,645.69 720	\$ 79,384.53 781	\$ 58,647.52 582 \$ 100.76	\$ 53,762.50 524	\$ 51,938.44 500	\$ 49,485.07 0 476						\$ 451,515.31 4,39 \$ 102.80 48
Total Åmount of Årrears Outstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count) Average Monthly Forgiveness Credit	\$ 1,301,199.88 \$ 84,651.56 810 \$ 104.50	\$ 73,645.69 720 \$ 102.28	\$ 79,384.53 781 \$ 101.64	\$ 58,647.52 582 \$ 100.76	\$ 53,762.50 524 \$ 102.60	\$ 51,938.44 500	\$ 49,485.07 0 476 \$ 103.96 5 16	6					4,39 \$ 102.80 48
Total Åmount of Årrears Outstanding Forgiveness Credits Applied during the reporting period Total Forgiveness Credits (count) Average Monthly Forgiveness Credit Number of Participants Receiving LIHEAP	\$ 1,301,199.88 \$ 84,651.56 810 \$ 104.50 33	\$ 73,645.69 720 \$ 102.28 306 30.63%	\$ 79,384.53 781 \$ 101.64 33	\$ 58,647.52 582 \$ 100.76 34 3.66%	\$ 53,762.50 524 \$ 102.60 62 7.36%	\$ 51,938.44 500 \$ 103.87 5	\$ 49,485.07 0 476 \$ 103.96 5 16 6 2.13%	6					4,39 \$ 102.80