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April 5, 2021

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 March 2021

Dear Ms. Massaro:

On behalf of National Grid,¹ enclosed are five copies of the Arrearage Management Program monthly report for March 2021. 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) 709-3359.

Sincerely,

Steven J. Boyajian

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.

Heidi J. Seddon

April 5, 2021 Date

Docket No. 4651 - National Grid – Arrearage Management Program Service List updated 3/5/2021

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GAS AND ELECTRIC COMBINED	January	February	March	April	Mav	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		
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,907	904	692	613	488	549	305		
Customers Removed - Complete	23	26	7	3	42	79	59	32	23	43	12	19	
Customers Removed - Defaulted	299	220	115	472	205	211	129	327	334	479	572	457	3,820
Customers Removed - Cancelled	80	55	76		97	167	92	108	62	121	101	64	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	\$303,331	\$3,138,941
Total Amount to be Forgiven For All Participating Customers	\$4,678,998	\$4,214,284		\$3,045,371	\$3,482,562	\$3,902,809			\$4,447,677		\$3,925,653		\$48,565,131
Average Amount to be forgiven for all participating customers	\$1,552	\$1,398	\$1,530	\$1,454	\$1,171	\$1,143	\$1,126	\$1,107	\$1,097	\$1,088	\$1,079	\$1,072	\$1,235
Total installment amount for all RI AMP customers	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	\$6,211,245		\$5,979,010	\$5,720,409	\$4,921,557		\$63,589,956
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	TBD	TBD		1,871	1,154		2,611	1,729	2,690	2,581	1,928	16,277
Average Monthly Forgiveness Credit	\$98	\$99	\$97	\$96	\$99	\$104		\$107	\$107	\$111	\$105		\$103
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	117		274	0	0	3	0	555
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	3.42%	4.16%	6.89%	0.00%	0.00%	0.08%	0.00%	2.08%
Total fuel assistance payments	TBD	TBD	TBD		TBD	\$87,563	\$126,604	\$207,905	\$0	\$0	\$4,445	\$0	
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ELECTRIC ONLY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2018
Number of Customers Active	1,975	1,791	1,799		1,878	2,115		2,499	2,572	2,573	2,360		
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,167	532	439	396	319	345	215	138	3,551
Customers Removed - Complete	20	14	6	22	31	57	45	34	22	29	7	13	300
Customers Removed - Defaulted	215	140	67	348	147	135	80	189	188	267	355	292	2,423
Customers Removed - Cancelled	54	41	76	48	71	118	73	79	50	92	74	46	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	\$2,678,620	\$2,758,119	\$2,802,564	\$2,782,032	\$2,530,126	\$2,327,123	\$31,205,323
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		\$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		\$3,918,983		\$3,273,258		
Forgiveness Credits Applied during the reporting period	\$110,205	\$153,422	\$51,876	\$154,308	\$279,538	\$81,237	\$121,309	\$175,992	\$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	\$103
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%
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GAS ONLY													
	January	February	March	April	May	June	July	August	September	October		December	YTD 2018
Number of Customers Active	1,040	938	925	702	1,097	1,301	1,483	1,477	1,482	1,444	1,279		1,194
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	740	372	253	217	169	204	90		
Customers Removed - Complete	3	12	1	3	11	22		20	1	16	5		114
Customers Removed - Defaulted	84	80	48	124	58	76	49	138	146	212	217	165	1,397
Customers Removed - Cancelled	26	14	24	0	26	49	19	29	12	29	27	18	273
Total Customer Payments	\$43,419	\$60,855	\$24,510	\$22,849	\$52,188	\$86,945	\$112,461	\$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	\$1,678,383	\$1,642,354	\$1,645,113	\$1,586,599	\$1,395,527	\$1,245,967	\$17,359,808
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	\$105,436	\$1,107,971
Average installment amount for all RI AMP customers	TBD	TBD	TBD		TBD	\$115	\$115	\$101	\$98	\$98	\$93	\$91	\$102
Average arrears balance not yet forgiven	TBD	TBD	TBD		\$1,583	\$1,564	\$1,524	\$1,439	\$1,390	\$1,363	\$1,289		\$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		\$1,260,629	\$1,736,240	\$2,034,423	\$2,260,456			\$1,967,812	\$1,648,299		
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		632	374	582	944	600	977	915		5,684
Average Monthly Forgiveness Credit	\$97	\$98	\$96		\$95	\$105	\$108	\$110	\$106	\$115	\$108		\$103
Number of Participants Receiving LIHEAP	TBD	TBD	TBD		TBD	93	122	225	0.00	0.13	3	ψ130 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%
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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		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	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	\$3,319,790	\$3,382,803	\$3,729,772	\$4,590,322	\$4,759,787	\$4,790,135	\$4,726,112	\$4,573,592	\$4,213,028	\$3,785,140	\$3,460,132	\$48,697,628
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		\$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	\$6,197,829	\$6,015,394	\$6,763,718	\$5,225,676	\$4,573,639	\$4,042,116	\$60,355,944
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	0	177	31	229	216	610	243	8	3	47	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	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				<u> </u>									<u></u>
	January	February	March	April	May	June	July	August	September			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		356	313	298	176	128	3,837
New Enrollments that were "transferred plans"	11	12	12	11	12	9	19	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		195	222	314	246		2,722
Customers Removed - Cancelled	36	28	39	51	67	72		89	87	86	49		744
Total Customer Payments	\$230,339	\$217,233	\$229,161	\$227,349	\$280,657	\$168,156		\$289,996	\$276,876	\$262,582	\$219,383		\$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	\$30,410,078
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		\$38,051,522
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		\$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	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
													\$0
GAS ONLY													VTD 0040
Number of Customers Active	January	February	March	April	May	June	July	August	September	October		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 New Enrollments that were "transferred plans"	126	149	172 6	270	580	307	215	199 9	127	146 10	81	54 6	2,426
Customers Removed - Complete	3	3	5		85	82	57	27	<u>6</u> 17	25	16	10	339
	151	101	102	96	124	93		159	213	230	166	177	1,793
Customers Removed - Defaulted	151	131	102	13		93	26	159	213	230	166	177	239
Customers Removed - Cancelled	16 \$83,114	\$79.335	\$95,243	\$106.699	23 \$113,855	\$118.481	\$133.745	\$112.618	\$97.309	\$100,893	\$72,799	\$74.793	\$1,188,881
Total Customer Payments 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	\$1,706,486	\$1,544,338	\$1,361,565	\$1,242,517	\$18,297,180
				\$1,428,044									
Average Amount to be forgiven for all participating customers Total installment amount for all RI AMP customers	\$1,068 105,487	\$1,065 108,197	\$1,076 124,296	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
Average installment amount for all RI AMP customers	\$96	\$97	\$107	\$105	\$179,007	\$95,015	\$155,133	\$137,941	\$127,190	\$109,104	\$67,063	\$75,715	\$8,000
	1.169	1,137			\$1.254	\$1,311	\$1.343	\$1.319	\$1.313	\$1,285	\$1,263	\$1,220	\$1,241
Average arrears balance not yet forgiven Average Arrearage balance as a percentage of the total balance	1,169 75.50%	1,137 74.06%	1,135 73.90%	1,138 75.48%	\$1,254 84.18%	\$1,311 87.87%	\$1,343 87.91%	\$1,319 85.77%	\$1,313 84.22%	\$1,285 81.17%	\$1,263 78.10%	\$1,220 74.73%	\$1,241 80.24%
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	\$2,074,985	\$1,841,606	\$1,592,897	\$1,399,288	\$21,305,443
Forgiveness Credits Applied during the reporting period	\$1,288,181	\$76,277	\$1,315,893	\$1,530,453	\$2,113,483	\$2,309,141		\$2,224,572	\$2,074,985	\$1,841,606	\$80,599	\$1,399,288	\$21,305,443
Total Forgiveness Credits (count)	\$74,805 707	713	\$76,574 742		\$81,339 801	\$72,489 748	1,131	\$101,394 968		1,109		\$98,667 950	10,335
			\$103	829 \$99	\$102	\$97	\$1,131	\$105	855 \$107	\$107	782	\$104	10,335 \$103
Average Monthly Forgiveness Credit	\$106	\$107 112	\$103	\$99 186	\$102	\$97 564		φ105	\$10 <i>7</i>	38	\$103	\$104 16	1222
Number 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%
Percentage of Participants Receiving LIHEAP Total Fuel Assistance Payments	0.00% \$0	\$86,674	\$12,905	\$133,191	4.98% \$66,851	\$463,190	\$154,168	\$2,410	\$1,630	\$29,049	\$3,709	\$11,530	\$965,307
Total Fuel Assistance Fayments	\$0	φου,074	φ1∠, 9 U5	φ133,197	FC0,000	φ403, 190	φ104,108	φ∠,410	φ1,030	φ∠9,049	φ3,1U9	φ11,530	დადე,აU <i>1</i>
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GAS AND ELECTRIC COMBINED	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2020
Number of Customers Active	3,089	2,866	2,811	2,772	2,576	2,431	2,477	2,130	1,890	1,613	1,513	1,425	2,299
Customers Newly Added to AMP Agreement	244	237	215	135	196	457	295	150	155	138	143	144	2,509
New Enrollments that were "transferred plans"	26	7	16	10		16	11		5	5	10	4	125
Customers Removed - Complete	57	75	111	125	242	207	140	110	82	96	66	40	1,351
Customers Removed - Defaulted	369	305	164	30	72	411	70	380	246	272	202	149	2,670
Customers Removed - Cancelled	52	46	42	27	25	39	79	44	84	69	39	39	585
Total Customer Payments	\$ 261,536.60	\$ 239,871.00	\$ 241,718.37	\$ 227,193.48	\$ 229,587.69	\$ 219,808.80	\$ 222,891.48	\$ 205,985.99	\$ 195,036.63	\$ 163,483.87	\$ 149,234.16	\$ 150,254.67	\$2,506,602.74
Total Amount to be Forgiven For All Participating Customers	\$ 3,244,912.08	\$ 3,035,013.36	\$ 2,965,498.08	\$ 2,911,957.56	\$ 2,685,543.48	\$ 2,552,818.92	\$ 2,580,344.40	\$ 2,242,787.40	\$ 2,012,978.88	\$1,728,987.24	\$ 1,636,875.00	\$ 1,546,626.24	\$29,144,342.64
Average Amount to be forgiven for all participating customers	\$ 1,050.47	\$ 1,058.97	\$ 1,054.96	\$ 1,050.48	\$ 1,042.52	\$ 1,050.11	\$ 1,041.72	\$ 1,052.95	\$ 1,065.06	\$ 1,071.90	\$ 1,081.87	\$ 1,085.35	\$1,058.86
Total installment amount for all RI AMP customers	\$ 291,721.24	\$ 275,633.26	\$ 286,846.42	\$ 291,061.56	\$ 283,274.84	\$ 264,621.68	\$ 267,544.39	\$ 231,781.77	\$ 208,099.97	\$ 183,684.82	\$ 174,737.84	\$ 162,095.55	\$2,921,103.34
Average installment amount for all RI AMP customers	\$ 94.43	\$ 96.17	\$ 102.04	\$ 105.00	\$ 109.96	\$ 108.85	\$ 108.01	\$ 108.81	\$ 110.10	\$ 113.87	\$ 115.49	\$ 113.75	\$107.21
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	\$ 1,387.55	\$ 1,435.80	\$ 1,445.51	\$ 1,464.99	\$ 1,457.09	\$ 1,324.06
Average arrearage balance as a percentage of the total balance	73.13%	72.14%	71.39%	70.88%	73.72%	79.58%	80.78%	81.13%	81.59%	81.37%	80.60%	79.69%	77.17%
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	\$ 2,955,483.61		\$ 2,331,609.72	\$ 2,216,538.87	\$ 2,076,358.30	\$35,849,606.06
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	\$ 158,802.29	\$ 121,742.34	\$ 132,804.63	\$ 115,802.66	\$ 90,791.69	\$ 1,902,553.82
Total Forgiveness Credits (count)	2,236	2,072	2,225	1,782	1,601	1,587	1,548	1,607	1,212	1,306	1,139	899	19,214
Average Monthly Forgiveness Credit	\$ 103.29	\$ 100.92	\$ 97.30	\$ 95.66	\$ 97.27	\$ 95.57	\$ 95.69	\$ 98.81	\$ 100.44	\$ 101.68	\$ 101.67	\$ 100.99	\$ 99.11
Number of Participants Receiving LIHEAP	72	395	42	39	74	9	29	13	50	0	0	0	723
Percentage of Participants Receiving LIHEAP	2.33%	13.78%	1.49%	1.40%	2.87%	0.37%	1.17%	0.61%	2.64%	0.00%	0.00%	0.00%	2.22%
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	\$ 11,133.85	\$ 41,078.00	\$ -	\$ -	\$ -	\$601,323.87
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ELECTRIC ONLY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2020
Number of Customers Active	2,011	1,867	1,852	1,844	1,734	1,674	1,729	1,513	1,332	1,149		1,037	1,569
Customers Newly Added to AMP Agreement	163	164	149	95		319	213	101	111	103		107	1,755
New Enrollments that were "transferred plans"	16	5	12	9		12	8	6	3	2	_	2	88
Customers Removed - Complete	35	41	65	76		122	83		66	68		28	855
Customers Removed - Defaulted	246	215	103	20		261	45		180	193	134	106	1,786
Customers Removed - Cancelled	39	34	30	21		32	59	35	58	51	29	28	437
Total Customer Payments	\$ 200,069.93	\$ 179,984.69	\$ 182,036.23		\$ 176,445.85		\$ 175,765.96			Ψ 102,707117		\$ 126,114.86	\$1,962,172.89
Total Amount to be Forgiven For All Participating Customers	. , ,	. , ,	\$ 1,900,239.12								\$ 1,163,444.16	\$ 1,115,811.72	\$19,405,621.92
Average Amount to be forgiven for all participating customers	\$ 1,027.34	\$ 1,033.54	\$ 1,026.04	\$ 1,022.65	\$ 1,013.33	\$ 1,021.36	\$ 1,011.28	\$ 1,021.94		\$ 1,046.17	\$ 1,066.40	\$ 1,075.99	\$1,033.57
Total installment amount for all RI AMP customers			\$ 217,114.72	\$ 222,248.32	\$ 217,050.36		\$ 205,953.24	\$ 181,630.15	\$ 165,421.06	\$ 148,555.01	\$ 142,840.72	\$ 134,598.40	\$2,264,275.04
Average installment amoutn for all RI AMP customers	\$ 108.34	\$ 111.90	\$ 117.23	\$ 120.52	\$ 125.17	\$ 120.70	\$ 119.11	\$ 120.04	\$ 124.18	\$ 129.29	\$ 130.92	\$ 129.79	\$121.43
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	\$ 1,362.64	\$ 1,426.88	\$ 1,421.77	\$ 1,475.68	\$ 1,478.74	\$1,314.69
Average Arrearage balance as a percentage of the total balance	73.50%	72.54%	71.92%	71.15%	73.52%	79.56%	80.76%	80.87%	81.77%	81.51%	81.15%	80.43%	77.39%
Total Amount of Arrears Outstanding			\$ 2,214,381.43		\$ 2,050,795.71 \$ 101,973.57		\$ 2,305,945.92		\$ 1,900,609.93		\$ 1,609,968.21	\$ 1,533,461.85	\$24,342,456.65
Forgiveness Credits Applied during the reporting period		\$ 135,480.91				\$ 99,734.66 1.087		\$ 109,610.20		\$ 92,177.42 935		\$ 64,094.10 644.99.52	\$1,262,869.19
Total Forgiveness Credits (count)	1,426 \$ 102.60	1,352 \$ 100.20	1,444 \$ 94.96	1,200 \$ 93.18	1,077 \$ 94.68	\$ 91.75	1,072 \$ 92.01	1,152 \$ 95.14	\$ 97.62	\$ 98.58	\$ 98.98	644.99.52 e	12,433 \$88.31
Average Monthly Forgiveness Credit Number of Participants Receiving LIHEAP	39	\$ 100.20	р 94.96	\$ 93.10	\$ 94.00 12	\$ 91.75	\$ 92.01	\$ 95.14 E	\$ 97.62 12	\$ 90.56	\$ 90.90	ъ - О	پوهن 188
Percentage of Participants Receiving LIHEAP	1.93%	4.76%	0.05%	0.27%	0.69%	0.23%	0.75%	0.33%	0.90%	0.00%	0.00%	0.00%	0.83%
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	\$ 4,935.85		\$ -	\$ -	0.00%	\$164,054.87
Total Fuel Assistance Payments	\$ 30,213.00	\$ 74,091.02	\$ 7,121.00	\$ 4,564.00	\$ 10,793.00	\$ 3,575.00	\$ 11,264.00	\$ 4,935.65	\$ 11,456.00	3 -	ъ -		\$164,054.67
GAS ONLY			<u> </u>		l		<u> </u>	l	<u> </u>	<u> </u>			
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2020
Number of Customers Active	1,078	999	959	928		757	748		558	464		388	730
Customers Newly Added to AMP Agreement	81	73	66	40			82		44	35		37	754
New Enrollments that were "transferred plans"	10	2	4	1		4	3	1	2	3	2	2	37
Customers Removed - Complete	22	34	46	49		85	57	31	16	28	19	12	496
Customers Removed - Defaulted	123	90	61	10	22	150	25	147	66	79	68	43	884
Customers Removed - Cancelled	13	12	12	6	4	7	20	9	26	18	10	11	148
Total Customer Payments	\$ 61,466.67	\$ 59,886.31	\$ 59,682.14	\$ 52,282.02	\$ 53,141.84	\$ 49,821.66	\$ 47,125.52	\$ 43,260.24		\$ 30,746.40	\$ 24,825.49	\$ 24,139.81	\$544,429.85
Total Amount to be Forgiven For All Participating Customers		\$ 1,105,388.76	\$ 1,065,258.96	\$ 1,026,181.56	\$ 928,417.56	\$ 843,062.16	\$ 831,840.72	\$ 696,585.24	\$ 631,892.04	\$ 526,933.08	\$ 473,430.84	\$ 430,814.52	\$9,738,720.72
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	\$ 1,128.98	\$ 1,132.42	\$ 1,135.63	\$ 1,121.87	\$ 1,110.34	\$1,114.53
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	\$ 50,151.62	\$ 42,678.91	\$ 35,129.81	\$ 31,897.12	\$ 27,497.15	\$656,828.30
Average installment amount for all RI AMP customers	\$ 68.49	\$ 66.76	\$ 72.71	\$ 74.15	\$ 78.65	\$ 82.65	\$ 82.34	\$ 81.28	\$ 76.48	\$ 75.71	\$ 75.58	\$ 70.86	\$75.47
Average arrears balance not yet forgiven	\$ 1,207.04	\$ 1,227.96	\$ 1,215.42	\$ 1,209.34	\$ 1,260.61	\$ 1,383.77	\$ 1,374.43	\$ 1,448.63	\$ 1,457.08	\$ 1,504.29	\$ 1,437.37	\$ 1,399.21	\$ 1,343.76
Average Arrearage balance as a percentage of the total balance	72.48%	71.41%	70.40%	70.37%	74.10%	79.63%	80.83%	81.74%	81.18%	81.03%	79.17%	77.68%	76.67%
Total Amount of Arrears Outstanding	\$ 1,301,199.88	\$ 1,226,737.33	\$ 1,165,591.53		\$ 1,061,434.80	\$ 1,047,516.93	\$ 1,028,076.81	\$ 893,805.73		\$ 697,994.97	\$ 606,570.66	\$ 542,896.45	\$11,507,149.41
Forgiveness Credits Applied during the reporting period	\$ 84,651.56	\$ 73,645.69	\$ 79,384.53	\$ 58,647.52	\$ 53,762.50	\$ 51,938.44	\$ 49,485.07	\$ 49,192.09	\$ 36,223.12	\$ 40,627.21	\$ 35,429.31	\$ 26,697.59	\$ 639,684.63
Total Forgiveness Credits (count)	810	720	781	582	524	500	476	455	336	371	327	255	6,137
Average Monthly Forgiveness Credit	\$ 104.50	\$ 102.28	\$ 101.64		\$ 102.60	\$ 103.87	\$ 103.96	\$ 108.11	\$ 107.80	\$ 109.50	\$ 108.34	\$ 104.69	\$ 104.84
Number of Participants Receiving LIHEAP	33	306	33	34	62	5	16	8	38	0	0	0	535
Percentage of Participants Receiving LIHEAP	3.06%	30.63%	3.44%	3.66%	7.36%	0.66%	2.13%	1.29%	6.81%	0.00%	0.00%	0.00%	4.92%
Total Fuel Assistance Payments	\$ 25,870.00	\$ 253,815.00	\$ 26,905.00	\$ 28,185.00	\$ 50,571.00	\$ 3,715.00	\$ 12,390.00	\$ 6,198.00	\$ 29,620.00	\$ -	\$ -	\$ -	\$ 437,269.00

GAS AND ELECTRIC COMBINED	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2021
Number of Customers, Active	1,408	1,349	1,397	April	Widy	June	July	August	September	October	November	December	1.385
Number of Customers Active			7										
Customers Newly Added to AMP Agreement	182	133	227		<u> </u>								542
New Enrollments that were "transferred plans"	12	2	6	1						i			20
Customers Removed - Complete	32	55	7	1						ĺ		l	94
Customers Removed - Defaulted	141	136	130									1	407
Customers Removed - Cancelled	47	59	91		+							-	197
Total Customer Payments		\$ 134,886.40			+						 		\$425,505.84
					-						 		
Total Amount to be Forgiven For All Participating Customers		\$ 1,513,656.12									ļ		\$4,654,133.40
Average Amount to be forgiven for all participating customers	\$ 1,100.54									<u> </u>			\$1,120.46
Total installment amount for all RI AMP customers	\$ 160,990.20	\$ 159,232.41	\$ 171,376.87	1						<u> </u>			\$491,599.48
Average installment amount for all RI AMP customers	\$ 114.33	\$ 118.03	\$ 122.67	1						ĺ		l	\$118.34
Average arrears balance not yet forgiven	\$ 1,491.11	\$ 1,530.96	\$ 1,585.29							1		ı	\$ 1,535.79
Average arrearage balance as a percentage of the total balance	79.96%	79.81%	81.39%		+							-	80.39%
Total Amount of Arrears Outstanding		\$ 2,065,265.06			+						 		\$6,379,410,82
					-						 		
Forgiveness Credits Applied during the reporting period			\$ 115,671.78								ļ		\$ 303,724.08
Total Forgiveness Credits (count)	806	975	1,125										2,906
Average Monthly Forgiveness Credit	\$ 106.53	\$ 104.80	\$ 102.81	i						i		ŀ	\$ 104.71
Number of Participants Receiving LIHEAP	49	20	44							1		ı	113
Percentage of Participants Receiving LIHEAP	3.48%	1.48%	3.14%			İ							2.70%
Total Fuel Assistance Payments		-			1	1	1	i e	i	<u> </u>	†	——	\$89,738.00
Total Fuor Addictable Fayments	ψ 00,202.00	ψ 17,701.00	ψ 30,013.00		+	+	 	1	1				ψυσ,1 30.00
	+				+	+							
						1	1						
ELECTRIC ONLY	1												
	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2021
Number of Customers Active	1,043	1,004	1,047	1								ļ.	1,031
Customers Newly Added to AMP Agreement	142	104	172		1								418
New Enrollments that were "transferred plans"	9	2	5			1					 		16
Customers Removed - Complete	19	40	53		+	1	+	1	1		 		112
													
Customers Removed - Defaulted	98					1						ļ'	292
Customers Removed - Cancelled	36			1						i			136
Total Customer Payments	\$ 107,257.55	\$ 112,465.28	\$ 131,439.15	1								ļ.	\$351,161.98
Total Amount to be Forgiven For All Participating Customers	\$ 1.143.335.16	\$ 1,126,663.44	\$ 1.193.490.84									1	\$3,463,489,44
Average Amount to be forgiven for all participating customers		\$ 1,122.17	\$ 1,139.91		+							·	\$1,119.42
Total installment amount for all RI AMP customers			\$ 139,031.90		-						 		\$404,656.19
													
Average installment amoutn for all RI AMP customers			\$ 132.79							<u> </u>			\$130.78
Average arrears balance not yet forgiven	\$ 1,515.03	\$ 1,567.81	\$ 1,637.93	1						<u> </u>			\$1,573.59
Average Arrearage balance as a percentage of the total balance	80.59%	80.52%	82.26%							ĺ		Į.	81.12%
Total Amount of Arrears Outstanding	\$ 1.580,178,20	\$ 1,574,089.83	\$ 1.714.916.96									1	\$4,869,184.99
Forgiveness Credits Applied during the reporting period		\$ 75,758.84			+							 	\$214,160.79
Total Forgiveness Credits (count)	595	728	844		+						+	 	2,167
			\$ 101.47		-						 		
Average Monthly Forgiveness Credit	\$ 105.47	\$ 104.06											\$103.67
Number of Participants Receiving LIHEAP	18	6	20							<u> </u>			44
Percentage of Participants Receiving LIHEAP	1.72%	0.59%	1.91%	1						i			1.41%
Total Fuel Assistance Payments	\$ 15,769.00	\$ 4,686.00	\$ 17,719.00							1		ı	\$38,174.00
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GAS ONLY	+					1						<u> </u>	
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	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2021
Number of Customers Active	365	345			<u> </u>						<u> </u>		353
Customers Newly Added to AMP Agreement	40	29	55			1							124
New Enrollments that were "transferred plans"	3	0	1							1			4
Customers Removed - Complete	13	15	17		1								45
Customers Removed - Defaulted	43				+	I					 	—	115
	11	20	30		+	1	+	1	1		 		
Customers Removed - Cancelled					+	1	.	ļ	ļ				61
Total Customer Payments	\$ 23,717.01	\$ 22,421.12	\$ 28,205.73		4	1							\$74,343.86
Total Amount to be Forgiven For All Participating Customers		\$ 386,992.68		<u>. </u>	<u> </u>	<u> </u>					<u> </u>		\$1,189,980.36
Average Amount to be forgiven for all participating customers	\$ 1,112.96	\$ 1,121.71	\$ 1,133.59							1			\$1,122.75
Total installment amount for all RI AMP customers		\$ 28,160.26			1	1	1					T	\$86,943.29
Average installment amount for all RI AMP customers		\$ 81.62				1					 		\$82.15
Average arrears balance not yet forgiven		\$ 1,423.69	\$ 1,427.82		+	1	+	1	1		 		\$ 1,424.76
					+	 	 		 		 		
Average Arrearage balance as a percentage of the total balance	78.08%	77.61%	78.54%			1	L					ļ	78.08%
Total Amount of Arrears Outstanding	\$ 519,310.77		499.739.83	<u> </u>	<u> </u>					L		<u> </u>	\$1,010,486.00
Forgiveness Credits Applied during the reporting period	\$ 23,111.14	\$ 26,423.16	\$ 30,028.99							1			\$ 79,563.29
Total Forgiveness Credits (count)	211	247	281		T								739
Average Monthly Forgiveness Credit	\$ 109.53	\$ 106.97	\$ 106.86			1					 		\$ 107.79
Number of Participants Receiving LIHEAP	31	ψ 100.97 14	24		+	†	1						69
INDITION OF FACILICIDADIS RECEIVING LINEAR		14									 	ļ	6.46%
	0.4001	4.0507											
Percentage of Participants Receiving LIHEAP	8.49%	4.05%	6.85%										
		4.05% \$ 9,775.00											\$ 51,564.00
Percentage of Participants Receiving LIHEAP													