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December 2, 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  
November 2020**

Dear Ms. Massaro:

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

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

Sincerely,

Leticia C. Pimentel

Enclosure

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

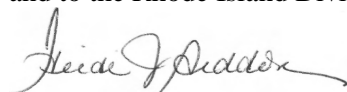
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<sup>1</sup> The Narragansett Electric Company d/b/a National Grid (National Grid).

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Heidi J. Seddon

December 2, 2020

Date

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

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Arreage Management Program Report 2018

GAS AND ELECTRIC COMBINED

	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2018
Number of Customers Active	3,015	2,729	2,724	2,094	2,975	3,416	3,869	3,976	4,054	4,017	3,639	3,334	3,320
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,907	904	692	613	488	549	305	206	5,664
Customers Removed - Complete	23	26	7	3	42	79	59	32	23	43	12	19	368
Customers Removed - Defaulted	299	220	115	472	205	211	129	327	334	479	572	457	3,820
Customers Removed - Cancelled	80	55	76	48	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	\$4,168,577	\$3,045,371	\$3,482,562	\$3,902,809	\$4,337,004	\$4,400,473	\$4,447,677	\$4,368,631	\$3,925,653	\$3,573,090	\$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	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	\$6,094,054	\$5,979,010	\$5,720,409	\$4,921,557	\$4,344,614	\$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	\$205,466	\$2,508,941
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	1,871	1,154	1,713	2,611	1,729	2,690	2,581	1,928	16,277
Average Monthly Forgiveness Credit	\$98	\$99	\$97	\$96	\$99	\$104	\$108	\$107	\$107	\$111	\$105	\$107	\$103
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	117	161	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	TBD	\$87,563	\$126,604	\$207,905	\$0	\$0	\$4,445	\$0	\$426,517

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	1,392	1,878	2,115	2,386	2,499	2,572	2,573	2,360	2,178	2,140
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,167	532	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 amount for all RI AMP customers	TBD	TBD	TBD	TBD	TBD	\$129	\$130	\$127	\$131	\$135	\$135	\$134	\$132
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,661	\$1,661	\$1,656	\$1,588	\$1,524	\$1,458	\$1,387	\$1,351	\$1,536
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	86.45%	89.78%	90.21%	88.44%	86.98%	85.11%	82.12%	80.05%	86.14%
Total Amount of Arrears Outstanding	\$3,802,502	\$3,487,055	\$3,483,641	\$2,689,419	\$3,120,288	\$3,514,004	\$3,950,789	\$3,969,359	\$3,918,983	\$3,752,597	\$3,273,258	\$2,943,086	\$41,904,980
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%

GAS ONLY

	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2018
Number of Customers Active	1,040	938	925	702	1,097	1,301	1,483	1,477	1,482	1,444	1,279	1,156	1,194
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	740	372	253	217	169	204	90	68	2,113
Customers Removed - Complete	3	12	1	3	11	22	14	20	1	16	5	6	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	TBD	\$115	\$115	\$101	\$98	\$98	\$93	\$91	\$102
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,583	\$1,564	\$1,524	\$1,439	\$1,390	\$1,363	\$1,289	\$1,212	\$1,420
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	88.53%	92.07%	91.88%	89.29%	87.10%	85.15%	81.32%	77.72%	86.63%
Total Amount of Arrears Outstanding	\$1,879,340	\$1,668,856	\$1,642,671	\$1,260,629	\$1,736,240	\$2,034,423	\$2,260,456	\$2,124,695	\$2,060,027	\$1,967,812	\$1,648,299	\$1,401,528	\$21,684,976
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	\$71,141	\$892,400
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	632	374	582	944	600	977	915	660	5,684
Average Monthly Forgiveness Credit	\$97	\$98	\$96	\$95	\$95	\$105	\$108	\$110	\$106	\$115	\$108	\$108	\$103
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	93	122	225	0	0	3	0	443
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	7.14%	8.22%	15.23%	0.00%	0.00%	0.23%	0.00%	4.40%

Arrearage Management Program Report 2019

GAS AND ELECTRIC COMBINED

	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	267	182	6,262
New Enrollments that were "transferred plans"	14	15	18	18	19	13	26	32	28	33	30	20	266
Customers Removed - Complete	19	17	16	6	221	191	127	90	109	64	50	50	1,000
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	\$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	\$3,806,166	\$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

ELECTRIC ONLY

	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	202	235	356	802	435	347	356	313	298	176	128	3,837
New Enrollments that were "transferred plans"	11	12	12	11	12	9	19	23	22	23	26	14	194
Customers Removed - Complete	12	10	11	5	136	109	70	63	73	84	48	40	661
Customers Removed - Defaulted	291	235	177	189	197	142	205	195	222	314	246	309	2,722
Customers Removed - Cancelled	36	28	39	51	67	72	89	89	87	86	49	51	744
Total Customer Payments	\$230,339	\$217,233	\$229,161	\$227,349	\$280,657	\$168,156	\$303,196	\$289,996	\$276,876	\$262,582	\$219,383	\$222,847	\$2,927,773
Total Amount to be Forgiven For All Participating Customers	\$2,189,542	\$2,131,977	\$2,137,203	\$2,301,728	\$2,781,204	\$2,867,104	\$2,906,198	\$2,909,507	\$2,876,706	\$2,667,719	\$2,423,575	\$2,217,615	\$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 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	\$2,642,828	\$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	\$162,728	\$1,196,441	\$144,729	\$163,329	\$2,886,953
Total Forgiveness Credits (count)	1297	1313	1430	1453	1,482	1,335	1,903	1,801	1,607	1,964	1,462	1,614	\$18,661
Average Monthly Forgiveness Credit	\$105	\$105	\$102	\$99	\$103	\$100	\$97	\$102	\$101	\$100	\$99	\$101	\$101
Number of Participants Receiving LIHEAP	0	65	14	43	132	46	50	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

GAS ONLY

	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	1,102	1,115	1,158	1,322	1,685	1,761	1,748	1,686	1,580	1,433	1,261	1,147	1,417
Customers Newly Added to AMP Agreement	126	149	172	270	580	307	215	199	127	146	81	54	2,426
New Enrollments that were "transferred plans"	3	3	6	7	7	4	7	9	6	10	4	6	72
Customers Removed - Complete	7	7	5	1	85	82	57	27	17	25	16	10	339
Customers Removed - Defaulted	151	131	102	96	124	93	151	159	213	230	166	177	1,793
Customers Removed - Cancelled	16	12	14	13	23	22	26	23	29	27	17	17	239
Total Customer Payments	\$83,114	\$79,335	\$95,243	\$106,699	\$113,855	\$118,841	\$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	\$1,187,812	\$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
Average Amount to be forgiven for all participating customers	\$1,068	\$1,065	\$1,076	\$1,080	\$1,074	\$1,075	\$1,078	\$1,077	\$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	\$107	\$95,015	\$89	\$82	\$90	\$76	\$69	\$66	\$8,000
Average arrears balance not yet forgiven	1,169	1,137	1,135	1,138	\$1,254	\$1,311	\$1,343	\$1,319	\$1,313	\$1,285	\$1,263	\$1,220	\$1,241
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%	84.22%	81.17%	78.10%	74.73%	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	\$74,805	\$76,277	\$76,574	\$82,251	\$81,339	\$72,489	\$114,112	\$101,394	\$91,796	\$118,567	\$80,599	\$98,667	\$1,068,869
Total Forgiveness Credits (count)	707	713	742	829	801	748	1,131	968	855	1,109	782	950	10,335
Average Monthly Forgiveness Credit	\$106	\$107	\$103	\$99	\$102	\$97	\$101	\$105	\$107	\$107	\$103	\$104	\$103
Number of Participants Receiving LIHEAP	0	112	17	186	84	564	195	3	2	38	5	16	1,222
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

Arrearage Management Program Report 2020

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	2,772	2,576	2,431	2,477	2,130	1,890	1,613	1,513		2,379
Customers Newly Added to AMP Agreement	244	237	215	135	196	457	295	150	155	138	143		2,365
New Enrollments that were "transferred plans"	26	7	16	10	8	16	11	7	5	5	10		121
Customers Removed - Complete	57	75	111	125	242	207	140	110	82	96	66		1,311
Customers Removed - Defaulted	369	305	164	30	72	411	70	390	246	272	202		2,521
Customers Removed - Cancelled	52	46	42	27	25	39	79	44	84	69	39		546
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		\$ 2,356,348.07
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		\$ 27,597,716.40
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		\$ 1,056.46
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		\$ 2,759,007.79
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		\$ 106.61
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		\$ 1,311.97
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%		76.94%
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	\$ 2,713,663.94	\$ 2,331,609.72	\$ 2,216,538.87		\$ 33,773,247.76
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		\$ 1,811,762.13
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		18,315
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		\$ 98.94
Number of Participants Receiving LIHEAP	72	395	42	39	74	9	29	13	50	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%		2.42%
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

ELECTRIC ONLY

	January	February	March	April	May	June	July	August	September	October	November	December	YTD 2019
Number of Customers Active	2,011	1,867	1,852	1,844	1,734	1,674	1,729	1,513	1,332	1,149	1,091		1,618
Customers Newly Added to AMP Agreement	163	164	149	95	122	319	213	101	111	103	108		1,648
New Enrollments that were "transferred plans"	16	5	12	9	5	12	8	6	3	2	8		86
Customers Removed - Complete	35	41	65	76	145	122	83	79	66	68	47		827
Customers Removed - Defaulted	246	215	103	20	50	261	45	233	180	193	134		1,680
Customers Removed - Cancelled	39	34	30	21	21	32	59	35	58	51	29		409
Total Customer Payments	\$ 200,069.93	\$ 179,984.69	\$ 182,036.23	\$ 174,911.46	\$ 176,445.85	\$ 169,987.14	\$ 175,765.96	\$ 162,725.75	\$ 156,984.88	\$ 132,737.47	\$ 124,408.67		\$ 1,836,058.03
Total Amount to be Forgiven For All Participating Customers	\$ 2,065,996.80	\$ 1,929,624.60	\$ 1,900,239.12	\$ 1,885,776.00	\$ 1,757,125.92	\$ 1,709,756.76	\$ 1,748,503.68	\$ 1,546,202.16	\$ 1,381,086.84	\$ 1,202,054.16	\$ 1,163,444.16		\$ 18,289,810.20
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	\$ 1,036.85	\$ 1,046.17	\$ 1,066.40		\$ 1,029.72
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	\$ 181,630.15	\$ 165,421.06	\$ 148,555.01	\$ 142,840.72		\$ 2,129,676.64
Average installment amount 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		\$ 120.67
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		\$ 1,299.77
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%		77.11%
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	\$ 2,061,677.88	\$ 1,900,609.93	\$ 1,633,614.75	\$ 1,609,968.21		\$ 22,808,994.80
Forgiveness Credits Applied during the reporting period	\$ 146,310.11	\$ 135,480.91	\$ 137,127.83	\$ 111,823.70	\$ 101,973.57	\$ 99,734.66	\$ 98,644.12	\$ 109,610.20	\$ 85,519.22	\$ 92,177.42	\$ 80,373.35		\$ 1,198,775.09
Total Forgiveness Credits (count)	1,426	1,352	1,444	1,200	1,077	1,087	1,072	1,152	876	935	812		12,433
Average Monthly Forgiveness Credit	\$ 102.60	\$ 100.20	\$ 94.96	\$ 93.18	\$ 94.68	\$ 91.75	\$ 92.01	\$ 95.14	\$ 97.62	\$ 98.58	\$ 98.98		\$ 96.34
Number of Participants Receiving LIHEAP	39	89	9	5	12	4	13	5	12	0	0		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%		0.90%
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	\$ 11,458.00	\$ -	\$ -		\$ 164,054.87

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	748	617	558	464	422		761
Customers Newly Added to AMP Agreement	81	73	66	40	74	138	82	49	44	35	35		717
New Enrollments that were "transferred plans"	10	2	4	1	3	4	3	1	2	3	2		35
Customers Removed - Complete	22	34	46	49	97	85	57	31	16	28	19		484
Customers Removed - Defaulted	123	90	61	10	22	150	25	147	66	79	68		841
Customers Removed - Cancelled	13	12	12	6	4	7	20	9	26	18	10		137
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	\$ 38,051.75	\$ 30,746.40	\$ 24,825.49		\$ 520,290.04
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	\$ 696,585.24	\$ 631,892.04	\$ 526,933.08	\$ 473,430.84		\$ 9,307,906.20
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		\$ 1,114.91
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		\$ 629,331.15
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		\$ 75.89
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		\$ 1,338.72
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%		76.58%
Total Amount of Arrears Outstanding	\$ 1,301,199.88	\$ 1,226,737.33	\$ 1,165,591.53	\$ 1,122,270.31	\$ 1,061,434.80	\$ 1,047,516.93	\$ 1,028,076.81	\$ 893,805.73	\$ 813,054.01	\$ 697,994.97	\$ 606,570.66		\$ 10,964,252.96
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		\$ 612,987.04
Total Forgiveness Credits (count)	810	720	781	582	524	500	476	455	336	371	327		5,882
Average Monthly Forgiveness Credit	\$ 104.50	\$ 102.28	\$ 101.64	\$ 100.76	\$ 102.60	\$ 103.87	\$ 103.96	\$ 108.11	\$ 107.80	\$ 109.50	\$ 108.34		\$ 104.85
Number of Participants Receiving LIHEAP	33	306	33	34	62	5	16	8	38	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%		5.37%
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