

June 21, 2018

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket 4290 – Arrearage Management Program Monthly Report  
May 2018**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> enclosed please find five copies of the Arrearage Management Program (AMP) monthly report for May 2018. Please note that the Company completed the expected enhancements to its Customer Service System (CSS) in May. Customers enrolled in the AMP who had previously been tracked manually have been converted to the CSS billing system, resulting in updates to the forgiveness credits in the report. Beginning in June 2018, the information in this monthly report will come solely from the CSS billing system.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-7415.

Very truly yours,



Robert J. Humm

Enclosure

cc: Docket 4290 Service List  
Leo Wold, Esq.  
Kevin Lynch

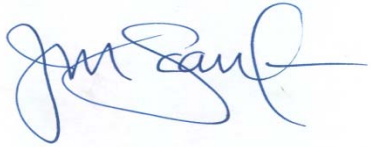
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<sup>1</sup> The Narragansett Electric Company d/b/a National Grid.

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.



\_\_\_\_\_  
Joanne M. Scanlon

June 21, 2018  
Date

**Docket No. 4290 – Office of Energy Resources – LIHEAP Enhancement Charge Filing  
Service List updated 12/26/17**

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Dayanarah Baez; LIHEAP Program Manager Community Action Partnership of Providence	<a href="mailto:dbaez@cappri.org">dbaez@cappri.org</a> ;	401-273-2000 x 161

## Arrearage Management Program Report 2018

### GAS AND ELECTRIC COMBINED

	January	February	March	April	May	YTD 2018
Number of Customers Active	3,015	2,729	2,724	2,094	2,975	2,975
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1907	1907
Customers Removed - Complete	23	26	7	3	42	101
Customers Removed - Defaulted	299	220	115	472	205	1311
Customers Removed - Cancelled	80	55	76	48	97	356
Total Customer Payments	\$145,072	\$170,527	\$87,284	\$74,726	\$221,913	\$699,522
Total Amount to be Forgiven For All Participating Customers	\$4,678,998	\$4,214,284	\$4,168,577	\$3,045,371	\$3,482,562	\$3,482,562
Average Amount to be forgiven for all participating customers	\$1,552	\$1,398	\$1,530	\$1,454	\$1,171	\$1,171
Total amount to be paid under the payment plan at the end of the reporting period	TBD	TBD	TBD	TBD	\$367,456	\$367,456
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,632	\$1,632
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	87.18%	87.18%
Total Amount of Arrears Outstanding	\$5,681,842	\$5,155,910	\$5,126,313	\$3,950,048	\$4,856,528	\$4,856,528
Forgiveness Credits Applied during the reporting period	\$158,907	\$227,533	\$74,726	\$221,488	\$280,167	\$962,821
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	1871	1871
Average Monthly Forgiveness Credit	\$98	\$99	\$97	\$96	\$99	\$97
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	TBD
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	TBD
<b>ELECTRIC ONLY</b>						
Number of Customers Active	1,975	1,791	1,799	1,392	1,878	1,878
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	1,167	1,167
Customers Removed - Complete	20	14	6	22	31	93
Customers Removed - Defaulted	215	140	67	348	147	917
Customers Removed - Cancelled	54	41	76	48	71	290
Total Customer Payments	\$101,653	\$109,672	\$62,774	\$51,876	\$169,725	\$495,700
Total Amount to be Forgiven For All Participating Customers	\$3,105,865	\$2,813,123	\$2,792,238	\$2,029,074	\$2,182,566	\$2,182,566
Average Amount to be forgiven for all participating customers	\$1,573	\$1,424	\$1,552	\$1,458	\$1,162	\$1,162
Total amount to be paid under the payment plan at the end of the reporting period	TBD	TBD	TBD	TBD	\$240,909	\$240,909
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,661.49	\$1,661.49
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	86.45%	86.45%
Total Amount of Arrears Outstanding	\$3,802,502	\$3,487,055	\$3,483,641	\$2,689,419	\$3,120,288	\$3,120,288
Forgiveness Credits Applied during the reporting period	\$110,205	\$153,422	\$51,876	\$154,308	\$279,538	\$749,350
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	1239	1239
Average Monthly Forgiveness Credit	\$99	\$100	\$97	\$96	\$106.33	\$100
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	TBD
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	TBD
<b>GAS ONLY</b>						
Number of Customers Active	1,040	938	925	702	1,097	1,097
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD	740	740
Customers Removed - Complete	3	12	1	3	11	30
Customers Removed - Defaulted	84	80	48	124	58	394
Customers Removed - Cancelled	26	14	24	0	26	90
Total Customer Payments	\$43,419	\$60,855	\$24,510	\$22,849	\$52,188	\$203,822
Total Amount to be Forgiven For All Participating Customers	\$1,573,133	\$1,401,161	\$1,376,339	\$1,016,298	\$1,299,996	\$1,299,996
Average Amount to be forgiven for all participating customers	\$1,513	\$1,347	\$1,488	\$1,448	\$1,185	\$1,185
Total amount to be paid under the payment plan at the end of the reporting period	TBD	TBD	TBD	TBD	\$126,547	\$126,547
Average arrears balance not yet forgiven	TBD	TBD	TBD	TBD	\$1,583	\$1,583
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD	88.53%	88.53%
Total Amount of Arrears Outstanding	\$1,879,340	\$1,668,856	\$1,642,671	\$1,260,629	\$1,736,240	\$1,736,240
Forgiveness Credits Applied during the reporting period	\$48,702	\$74,111	\$22,849	\$67,180	\$129,024	\$341,866
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD	632	632
Average Monthly Forgiveness Credit	\$97	\$98	\$96	\$95	\$95	\$95
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	TBD
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD	TBD	TBD