



LETICIA C. PIMENTEL

One Financial Plaza, Suite 1430
Providence, RI 02903-2485
Main (401) 709-3300
Fax (401) 709-3378
lpimentel@rc.com
Direct (401) 709-3337

December 20, 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
November 2019**

Dear Ms. Massaro:

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

A handwritten signature in cursive script that reads "Leticia Pimentel".

Leticia C. Pimentel

Enclosure

cc: Docket 4651 Service List
Christy Hetherington, Esq.
Kevin Lynch, 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.

Leticia Pimentel

Leticia Pimentel

December 20, 2019

Date

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

Name/Address	E-mail Distribution	Phone
Leticia C. Pimentel, Esq. Robinson & Cole LLP One Financial Plaza 14th Floor Providence, RI 02903	lpimentel@rc.com ;	401-709-3337
	Jennifer.hutchinson@nationalgrid.com ;	
	Celia.obrien@nationalgrid.com ;	
	Joanne.scanlon@nationalgrid.com ;	
Christy Hetherington, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903	Chetherington@riag.ri.gov ;	401-274-4400
	dmacrae@riag.ri.gov ;	
Kevin Lynch, Deputy Administrator Division of Public Utilities and Carriers	Kevin.lynch@dpuc.ri.gov ;	
	thomas.kogut@dpuc.ri.gov ;	
	Jonathan.schrag@dpuc.ri.gov ;	
	John.bell@dpuc.ri.gov ;	
	Al.mancini@dpuc.ri.gov ;	
John Willumsen-Friedman, Esq. Center for Justice One Empire Plaza, Suite 410 Providence, RI 02903	jwillumsen@centerforjustice.org ;	401-941-1101
File an original & 9 copies w/: Luly E. Massaro, Commission Clerk Margaret Hogan, PUC Counsel Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2017
	Margaret.Hogan@puc.ri.gov ;	
	Alan.nault@puc.ri.gov ;	
	Todd.bianco@puc.ri.gov ;	
	Cynthia.WilsonFrias@puc.ri.gov ;	
	Sharon.ColbyCamara@puc.ri.gov ;	
Carol Grant, Administrator RI Office of Energy Resources	Carol.grant@energy.ri.gov ;	401-574-9119
	Christopher.Kearns@energy.ri.gov ;	
Frederick Sneesby, Dept. of Human Services	Frederick.sneesby@dhs.ri.gov ;	
The George Wiley Center	camiloviveiros@gmail.com ;	401-728-5555
	debbiec@georgewileycenter.org ;	
	b.flambeau@juno.com ;	
K. Bramson	K.bramson@rilegislature.gov ;	

Arrearage 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	\$4,047,094
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	\$5,299,163
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	2,672	2,573	2,360	2,178	3,348
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	\$2,600,444
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	\$3,492,082
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	\$100
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	\$1,446,651
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	\$1,807,081
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		3,863
Customers Newly Added to AMP Agreement	314	351	407	626	1,382	742	562	555	440	444	257		6,080
New Enrollments that were "transferred plans"	14	15	18	18	19	13	26	32	28	33	30		246
Customers Removed - Complete	19	17	16	6	221	191	127	90	90	109	64		950
Customers Removed - Defaulted	442	366	279	285	321	233	356	354	435	544	412		4,027
Customers Removed - Cancelled	52	40	53	64	90	94	115	112	116	113	66		915
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		\$3,919,015
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		\$4,113,375
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		\$98,338
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		\$4,778,326
Average installment amount for all RI AMP customers	\$120	\$120	\$125	\$122	\$121	\$114	\$103	\$105	\$105	\$104	\$99		\$113
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		\$1,293
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%		80.08%
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		\$5,028,623
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		\$2,693,826
Total Forgiveness Credits (count)	2004	2026	2172	2282	2,283	2,083	3,034	2,769	2,462	3,073	2,244		26,432
Average Monthly Forgiveness Credit	\$106	\$106	\$103	\$99	\$102	\$99	\$99	\$103	\$103	\$103	\$100		\$102
Number of Participants Receiving LIHEAP	0	177	31	229	216	610	243	8	3	47	5		1569
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%		3.54%
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		\$1,257,357

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		2,423
Customers Newly Added to AMP Agreement	189	202	235	356	802	435	347	356	313	298	176		3,709
New Enrollments that were "transferred plans"	11	12	12	11	12	9	19	23	22	23	26		180
Customers Removed - Complete	12	10	11	5	136	109	70	63	73	84	48		621
Customers Removed - Defaulted	291	235	177	189	197	142	205	195	222	314	246		2,413
Customers Removed - Cancelled	36	28	39	51	67	72	89	89	87	86	49		693
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		\$2,704,926
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		\$2,562,951
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		\$1,059
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		\$3,337,019
Average installment amount for all RI AMP customers	\$134	\$133	\$135	\$132	\$130	\$127	\$122	\$120	\$119	\$119	\$115		\$126
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		\$1,323
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%		79.69%
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		\$3,218,972
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	#####	\$144,729		\$2,723,624
Total Forgiveness Credits (count)	1297	1313	1430	1453	1,482	1,335	1,903	1,801	1,607	1,964	1,462		17,047
Average Monthly Forgiveness Credit	\$105	\$105	\$102	\$99	\$103	\$100	\$97	\$102	\$101	\$100	\$99		\$100
Number of Participants Receiving LIHEAP	0	65	14	43	132	46	50	5	1	9	0		365
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%		1.38%
Total Fuel Assistance Payments	\$0	\$50,261	\$11,026	\$32,047	\$102,149	\$37,028	\$37,897	\$3,569	\$668	\$6,934	\$0		\$281,579

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		1,441
Customers Newly Added to AMP Agreement	126	149	172	270	580	307	215	199	127	146	81		2,372
New Enrollments that were "transferred plans"	3	3	6	7	7	4	7	9	6	10	4		66
Customers Removed - Complete	7	7	5	1	85	82	57	27	17	25	16		329
Customers Removed - Defaulted	151	131	102	96	124	93	151	159	213	230	166		1,616
Customers Removed - Cancelled	16	12	14	13	23	22	26	23	29	27	17		222
Total Customer Payments	\$83,114	\$79,335	\$95,243	\$106,699	\$113,855	\$118,481	\$133,745	\$112,618	\$97,309	\$100,893	\$72,799		\$1,114,089
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		\$1,550,424
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		\$1,076
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		\$1,441,426
Average installment amount for all RI AMP customers	\$96	\$97	\$107	\$105	\$107	\$95,015	\$89	\$82	\$90	\$76	\$69		\$8,721
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		\$1,243
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%		80.74%
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		\$1,809,650
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		\$970,202
Total Forgiveness Credits (count)	707	713	742	829	801	748	1,131	968	855	1,109	782		9,385
Average Monthly Forgiveness Credit	\$106	\$107	\$103	\$99	\$102	\$97	\$101	\$105	\$107	\$107	\$103		\$103
Number of Participants Receiving LIHEAP	0	112	17	186	84	564	195	3	2	38	5		1206
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%		7.00%
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		\$953,777