

January 28, 2021

BY ELECTRONIC MAIL

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

**RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid
for Approval of a Change in Electric and Gas Base Distribution Rates
Low-Income Monthly Reports – December 2020**

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for December in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,



Raquel J. Webster

Enclosure

cc: Docket 4770 Service List
Linda George, Division
John Bell, Division
Al Mancini, Division
Christy Hetherington, Esq.
Leo Wold, Esq.

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

² Per Commission counsel's update on October 2, 2020, concerning the COVID-19 emergency period, the Company is submitting an electronic version of this filing. The Company will provide the Commission Clerk with five (5) hard copies of the enclosures upon request.

Monthly Utility Credit and Collections Reporting

OTHER REPORTS - MAPPING		DATA SOURCE		GLOSSARY	
General Residential					
1		Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	Calculated	Line 1.a + 1.b	
1.a	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to "C" regardless of the rate class. Thus, churches are not included in this residential reporting.	
1.b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to "C" regardless of the rate class. Thus, churches are not included in this residential reporting.	
2		Total Billed, does not include ESCO	Page Center Rpt (NECO RP 82)	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges	
3	Credit and Collections Activity Report line 2	Average active residential account bill (line 2 / line 1.a)	Calculated	Line 2 divided by Line 1.a	
4		Total Receipts	PageCenter Rpt CN778	All payments for Active and Non-Active Accounts- 60/40 allocation	
5		Total Number of Accounts Protected through SPECIAL PROTECTIONS	Calculated	Sum of lines 6 and 7	
6		Number of Standard Accounts Protected	Calculated	Sum of lines 6.a through 6.f	
6.a		Elderly	CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)	
6.b		Infant	CCAE Query	Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)	
6.c		Handicapped	CCAE Query	Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.	
6.d		Welfare	CCAE Query	Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is not used in practice, as all welfare is by definition low income.	
6.e		Unemployed	CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)	
6.f		Seriously ill	CCAE Query	Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code	
7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f	
7.a		Elderly	CCAE Query	Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)	
7.b		Infant	CCAE Query	Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)	
7.c		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.	
7.d		Welfare	CCAE Query	Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is not used in practice, as all welfare is by definition low income.	
7.e		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)	
7.f		Seriously ill	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code	
		Delinquency (Includes Active and Pending final accounts)			
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 8.a + 8.b	
8.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA	
8.b		Number of accounts reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA	
9		Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 9.a + 9.b	
9.a		Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA	
9.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA	
10		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 10.a + 10.b	
10.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA	
10.b		Number of accounts reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA	
11		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 11.a + 11.b	
11.a		Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA	
11.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA	
12		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b	
12.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA	
12.b		Number of accounts reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA	
13		Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 13.a + 13.b	
13.a		Dollar value of accounts reported on above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA	
13.b		Dollar value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA	
14		Total Number of delinquent accounts	Calculated	Line 14.a + 14.b	
14.a		Number of accounts reported above that have an active DPA	Calculated	Sum of lines 8.a, 10, a, and 12.a	
14.b		Number of accounts reported above without an active DPA	Calculated	Sum of lines 8.b, 10, b, and 12.b	
15		Total Dollar Value of delinquent accounts	Calculated	Line 15.a + 15.b	
15.a		Dollar Value of accounts reported above that have an active DPA	Calculated	Sum of lines 9.a, 11, a, and 13.a	
15.b		Dollar Value of accounts reported above without an active DPA	Calculated	Sum of lines 9.b, 11, b, and 13.b	
16		Total Dollar Value of current accounts	CCAE Query	Dollar value of accounts with oldest arrears aged less than 30 days	
17		Total Active and Pending Final A/R	Calculated	Line 15 + 16	
		Collection Agencies			
18		Number of cases referred to collection agencies	Coll Agency Performance Report	Count of unique residential account numbers referred to tier 1 collection agencies	
		Payment Plans			
19	DKT 1725 line 7	Number of new payments plans, not including AMP	CCAE Query	Count of non-AMP payment plans with a start date in the reporting month	
20	DKT 1725 line 8	Number of payment plans defaulted	CCAE Query	Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month	
21		Number of active payment agreements	CCAE Query	The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule" payment plans	
21.a		Number of Active Step-plan agreements	CCAE Query	Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2	
21.b		Number of Company issued non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division.	
21.c		Number of regulatory order non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division.	
21.d		Number of Commission sanctioned "October Rule" payment plans	CCAE Query	Count of active non-AMP temporary service restoration payment plans whose terms were most recently outlined in Orders 23697 (and 23786)	
22		Number of new budget plans, not including AMP	CCAE Query	Count of budget plans with a start date in the reporting month	
		Shut-Offs			
23	DKT 1725 line 6; Credit and Collections Activity Report line 5	Number of Accounts Sent Notice of Disconnection for non-payment	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT include disconnect notice updates.	
24	DKT 1725 line 1	Number of Service Disconnections for non-payment	CCAE Query	Count of collection activities of type "CONP" on residential accounts	
24.a	DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report	Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	The number of accounts included above with NO a special protection as listed on lines 5 and 6	
24.b	DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report	Number of Service Disconnections for non-payment on accounts WITH a special protection	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6	
24.c	DKT 1725 line 5	Number of Service Disconnections for non-payment in excess of \$1000	CCAE Query	Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect	
24.d		Ratio of service disconnections for nonpayment to total Residential Customers	Calculated	Line 24.c divided by line 1.a	
25	DKT 1725 line 4	Average balance of Service Disconnections for non-payment	CCAE Query	Sum of balances at time of disconnections divided by the number of disconnects	
25.a	Terminations and Reconnects Report	Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6	
25.b	Terminations and Reconnects Report	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6	
26		Number of Service Restorations within 7 days of termination	Calculated	Line 26.a + 26.b	
26.a	Credit and Collections Activity Report line 8; Terminations and Reconnects Report	Number of Service Restorations within 7 days of termination on accounts with NO special protection	CCAE Query	The number of accounts included above with NO a special protection as listed on lines 5 and 6	

Monthly Utility Credit and Collections Reporting

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26.b	Credit and Collections Activity Report line 9, Terminations and Reconnects Report	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	CCAE Query The number of accounts included above WITH a special protection as listed on lines 5 and 6
27	Terminations and Reconnects Report	Average balance of of service restorations	CCAE Query Sum of balances at time of restoration divided by the number of restorations
27.a	Terminations and Reconnects Report	Average balance of of service restorations on accounts with NO special protection	CCAE Query The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report	Average balance of of service restorations on accounts WITH a special protection	CCAE Query The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28		Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
Write-Offs			
29		Number of Accounts Classified as Written-Off	Calculated Line 29.a + 29.b
29.a		Number of Residential Accounts Classified as Written-Off	CCAE Query Number of accounts that moved from final to write-off status in the reporting month
29.b		Number of Commercial and Industrial Classified as Written-Off	CCAE Query Number of accounts that moved from final to write-off status in the reporting month
30	DKT 1725 row 10 had res and com combined	Dollar Value of Accounts Classified as Written-Off	Calculated Line 30.a + 30.b
30.a		Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b		Dollar Value of Commercial and Industrial Classified as Written-Off	CCAE Query Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined	Dollar Value of write-off recoveries	Calculated Line 31.a + 31.b
31.a		Dollar Value of Residential write-off recoveries	CCAE Query Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
31.b		Dollar Value of Commercial and Industrial write-off recoveries	CCAE Query Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated Line 30 minus line 31.
32.a		Dollar Value of Residential NET A/R Write-Offs	CCAE Query Line 30.a minus line 31.a
32.b		Dollar Value of Commercial and Industrial NET A/R Write-Offs	CCAE Query Line 30.b minus line 31.b
Low Income Discount Rate			
33		Number of Low-Income Accounts	Calculated Line 33.a + 33.b
33.a		Number of Accounts (no rider)	CCAE Query Number of accounts on a low-income rate and having NO active rider
33.b		Number of Accounts (with rider)	CCAE Query Number of accounts BOTH on a low-income rate and having an active rider
34		Percent of customers on the low-income discount	Calculated Line 33 divided by line 1.a
35		Total receipts	CCAE Query All payments posted to low income accounts during the reporting month
36		Total receipts paid by LIHEAP	Calculated Line 36.a + 36.b
36.a		Total receipts paid by Regular LIHEAP	CCAE Query Subset of line 35 with a source code of Regular LIHEAP
36.b		Total receipts paid by Crisis LIHEAP	CCAE Query Subset of line 35 with a source code of Crisis LIHEAP
37		Total number of customers receiving a LIHEAP payment for the month	CCAE Query Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query Subset of line 1 attributed to low-income accounts
Delinquency			
39		Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated Line 39.a + 39.b
39.a		Number of accounts reported above that have an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 30-59 days having NO active DPA
40		Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated Line 40.a + 40.b
40.a		Dollar value of accounts reported above that have an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 39.a
40.b		Dollar value of accounts reported above without an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated Line 41.a + 41.b
41.a		Number of accounts reported above that have an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 60-89 days HAVING an active DPA
41.b		Number of accounts reported above without an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged between 60-89 days having NO active DPA
42		Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated Line 42.a + 42.b
42.a		Dollar value of accounts reported above that have an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 41.a
42.b		Dollar value of accounts reported above without an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 41.b
43		Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated Line 43.a + 43.b
43.a		Number of accounts reported above that have an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged 90 or older days HAVING an active DPA
43.b		Number of accounts reported above without an active DPA	CCAE Query Accounts on a low-income rate with oldest debts aged 90 days or older having NO active DPA
44		Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated Line 44.a + 44.b
44.a		Dollar value of accounts reported above that have an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 43.a
44.b		Dollar value of accounts reported above without an active DPA	CCAE Query Dollar value of total A/R on accounts reported in line 43.b
45		Total Number of low-income delinquent accounts	Calculated Line 45.a + 45.b
45.a		Number of accounts reported above that have an active DPA	Calculated Sum of lines 39.a, 41.a and 43.a
45.b		Number of accounts reported above without an active DPA	Calculated Sum of lines 39.b, 41.b and 43.b
46		Total Dollar Value of low-income delinquent accounts	Calculated Line 46.a + 46.b
46.a		Dollar value of accounts reported above that have an active DPA	Calculated Sum of lines 40.a, 42.a and 44.a
46.b		Dollar value of accounts reported above without an active DPA	Calculated Sum of lines 40.b, 42.b and 44.b
Shut-Offs			
47		Number of low-income Accounts Sent Notice of Disconnection	CCAE Query Subset of line 21 attributable to low-income accounts
48		Number of low-income Service Disconnections for Non-Payment	CCAE Query Subset of line 22 attributable to low-income accounts
49		Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	Calculated Line 48 divided by line 33
Restorations			
50		Number of low-income Service Restorations for non-payment	CCAE Query Subset of line 22 attributable to low-income accounts
51		Average duration of low-income service disconnection for restored accounts	CCAE Query Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
Write-Off			
52		Number of low-income accounts Classified as Written-Off	CCAE Query Subset of accounts on line 29 that are on a low-income rate
53		Dollar Value of low income accounts classified as written-off	CCAE Query Subset of line 30 associated with low-income accounts
54		Dollar Value of low-income write-off recoveries	CCAE Query Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs	Calculated Line 53 minus line 54.
Arrearage Management Program			
56		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Number of accounts actively on AMP at time of query
57		Percent of low-income customers enrolled on the AMP	Calculated Line 56 divided by line 33
58		Total receipts paid by enrollees	Pat Murray / Damaris Dominguez Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total receipts paid by LIHEAP	Pat Murray / Damaris Dominguez Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
60		Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP installments.
61		Number of newly enrolled customers	Calculated Line 61.a + 61.b
61.a		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
61.b		Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
62		Number of customers exited the program	Calculated Line 62.a + 62.b
62.a		Number of customers exited the program by default	Pat Murray / Damaris Dominguez Number of AMP agreements with an end date in the reporting month and a status of defaulted
62.b		Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Number of AMP agreement with an end date in the reporting month and a status of cancelled
63		Number of customers successfully completing a 12-month program	Calculated Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining arrears	Pat Murray / Damaris Dominguez Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b		Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
64		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	Pat Murray / Damaris Dominguez Subset of line 55 having arrears aged 60 days or greater
65		Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez Total A/R on the accounts reported in line 63
66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67		Percent of AMP customers receiving LIHEAP payments	Calculated Line 66 divided by line 56

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	Dec-19		Jan-20		Feb-20		Mar-20		Apr-20		May-20		Jun-20		Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
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Monthly Utility Credit and Collections
December 2020
RIPUC Docket No. 4770
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	Dec-19		Jan-20		Feb-20		Mar-20		Apr-20		May-20		Jun-20		Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Restorations																										
26	Number of Service Restorations within 7 days of termination																									
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection																									
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection																									
27	Average balance of of service restorations																									
27.a	Average balance of of service restorations on accounts with NO special protection																									
27.b	Average balance of of service restorations on accounts WITH a special protection																									
28	Average duration of service disconnection for Service Restorations within 7 days of termination																									
Write-Offs																										
29	Number of Accounts Classified as Written-Off																									
29.a	Number of Residential Accounts Classified as Written-Off																									
29.b	Number of Commercial and Industrial Classified as Written-Off																									
30	Dollar Value of Accounts Classified as Written-Off																									
30.a	Dollar Value of Residential Accounts Classified as Written-Off																									
30.b	Dollar Value of Commercial and Industrial Classified as Written-Off																									
31	Dollar Value of write-off recoveries																									
31.a	Dollar Value of Residential write-off recoveries																									
31.b	Dollar Value of Commercial and Industrial write-off recoveries																									
32	Dollar value of NET A/R Write-Offs																									
32.a	Dollar Value of Residential NET A/R Write-Offs																									
32.b	Dollar Value of Commercial and Industrial NET A/R Write-Offs																									
Low Income Discount Rate																										
33	Number of Low-Income Accounts																									
33.a	Number of Accounts (no rider)																									
33.b	Number of Accounts (with rider)																									
34	Percent of customers on the low-income discount																									
35	Total receipts																									
36	Total receipts paid by LIHEAP																									
36.a	Total receipts paid by Regular LIHEAP																									
36.b	Total receipts paid by Crisis LIHEAP																									
37	Total number of customers receiving a LIHEAP payment for the month																									
38	Total billed																									
Delinquency																										
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																									
39.a	Number of accounts reported above that have an active DPA																									
39.b	Number of accounts reported above without an active DPA																									
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																									
40.a	Dollar value of accounts reported above that have an active DPA																									
40.b	Dollar value of accounts reported above without an active DPA																									
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																									
41.a	Number of accounts reported above that have an active DPA																									
41.b	Number of accounts reported above without an active DPA																									
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																									
42.a	Dollar value of accounts reported above that have an active DPA																									
42.b	Dollar value of accounts reported above without an active DPA																									
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																									
43.a	Number of accounts reported above that have an active DPA																									
43.b	Number of accounts reported above without an active DPA																									
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																									
44.a	Dollar value of accounts reported above that have an active DPA																									
44.b	Dollar value of accounts reported above without an active DPA																									
45	Total Number of low-income delinquent accounts																									
45.a	Number of accounts reported above that have an active DPA																									
45.b	Number of accounts reported above without an active DPA																									
46	Total Dollar Value of low-income delinquent accounts																									
46.a	Dollar value of accounts reported above that have an active DPA																									
46.b	Dollar value of accounts reported above without an active DPA																									
Shut-Offs																										
47	Number of low-income Accounts Sent Notice of Disconnection																									
48	Number of low-income Service Disconnections for Non-Payment																									
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers																									
Restorations																										
50	Number of low-income Service Restorations for non-payment																									
51	Average duration of low-income service disconnection for restored accounts																									
Write-Off																										
52	Number of low-income accounts Classified as Written-Off																									
53	Dollar Value of low income accounts classified as written-off																									
54	Dollar Value of low-income write-off recoveries																									
55	Dollar value of NET low-income A/R Write-Offs																									

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	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)																									
57	Percent of low-income customers enrolled on the AMP																									
58	Total receipts paid by enrollees																									
59	Total receipts paid by LIHEAP																									
60	Total billed to program participants, includes both arrears payment and current bill																									
61	Number of newly enrolled customers																									
61.a	Number of newly enrolled customers: not associated with service restoration																									
61.b	Number of newly enrolled customers: associated with service restoration																									
62	Number of customers exited the program																									
62.a	Number of customers exited the program by default																									
62.b	Number of customers exited the program by cancellation																									
63	Number of customers successfully completing a 12-month program																									
63.a	Number of customers successfully completing a 12-month program with remaining arrears																									
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears																									
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill																									
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days																									
66	Number of AMP program participants receiving LIHEAP																									
67	Percent of AMP customers receiving LIHEAP payments																									

Note: The collection agency referral process is automated. Therefore, agencies continued to receive referrals, but made no collection efforts due to COVID-19.
 UPDATE: Effective 10/1/2020, collection agencies are working all referrals.

1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291 1,593 984