

Division 14-18

Request:

By month for each month since October 2015, please provide:

- a. The number of new deferred payment arrangements entered into;
- b. The average downpayment (in dollars) of deferred payment arrangements entered into disaggregated by the arrearages at the time the deferred payment arrangement is sought;
- c. The average term (in months) of deferred payment arrangements entered into;
- d. The average dollar amount of arrears made subject to the deferred payment arrangement disaggregated by their term (in months) of the payment arrangement agreement;
- e. The average monthly installment of deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement;
- f. The distribution of new deferred payment arrangements by their term (in months);
- g. The number of defaulted deferred payment arrangements;
- h. The number of defaulted deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement;
- i. The number of completed (or "successful") deferred payment arrangements; disaggregated by their term (in months) of the payment arrangement agreement;
- j. The number of renegotiated DPAs newly entered into.

Response:

- a. Please see Attachment DIV 14-18-1 for the number of new deferred payment arrangements entered into since October 2015. In this attachment, deferred payment arrangements are referred to as "Activated Payment Agreements" because they include canceled payment agreements that were once active before being intentionally terminated at either the customer's request or the Company's discretion.
- b. Please see Attachment DIV 14-18-2 for the average down payment (in dollars) of deferred payment arrangements entered into since October 2015 disaggregated by the arrearages at the time the deferred payment arrangement is sought.
- c. Please see Attachment DIV 14-18-3 for the average term (in months) of deferred payment arrangements entered into since October 2015.
- d. Please see Attachment DIV 14-18-4 for the average dollar amount of arrears made subject to the deferred payment arrangement disaggregated by their term (in months) of the payment arrangement agreement.

- e. Please see Attachment DIV 14-18-5 for the average monthly installment of deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement.
- f. Please see Attachment DIV 14-18-6 for the distribution of new deferred payment arrangements by their term (in months).
- g. Please see Attachment DIV 14-18-7 for the number of defaulted deferred payment arrangements.
- h. Please see Attachment DIV 14-18-8 for the number of defaulted deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement.
- i. Please see Attachment DIV 14-18-9 for the number of completed (or "successful") deferred payment arrangements disaggregated by their term (in months) of the payment arrangement agreement.
- j. Please see Attachment DIV 14-18-10 for the number of renegotiated Deferred Payment Arrangements newly entered into since October 2015.

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	3140	5122	8262
Nov	2015	2081	4505	6586
Dec	2015	1622	4063	5685
Jan	2016	1477	4118	5595
Feb	2016	1496	3531	5027
Mar	2016	1705	4268	5973
Apr	2016	1614	3435	5049
May	2016	3075	4778	7853
Jun	2016	2104	4058	6162
Jul	2016	1744	3352	5096
Aug	2016	2089	4231	6320
Sep	2016	1848	4437	6285
Oct	2016	1793	4822	6615
Nov	2016	1259	3815	5074
Dec	2016	1029	3498	4527
Jan	2017	1179	3912	5091
Feb	2017	1099	3379	4478
Mar	2017	1251	3914	5165
Apr	2017	1298	3301	4599
May	2017	2868	4593	7461
Jun	2017	1828	4402	6230
Jul	2017	1449	3374	4823
Aug	2017	1721	3986	5707
Sep	2017	1612	4186	5798
Oct	2017	1448	4054	5502
Nov	2017	1028	3308	4336
Dec	2017	1011	3457	4468

Activation Month	Activation Year	Average Payment Agreement Down Payment Amount by Activation Month, Activation Year, Payment Agreement Balance* and Low Income Status			
		Payment Agreement Balance	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Oct	2015	\$0-\$100	\$0.56	\$2.03	\$1.44
Oct	2015	\$101-\$200	\$5.21	\$7.09	\$6.45
Oct	2015	\$201-\$300	\$15.83	\$25.17	\$22.27
Oct	2015	\$301-\$500	\$54.55	\$72.83	\$66.98
Oct	2015	\$501-\$750	\$119.05	\$134.88	\$129.29
Oct	2015	\$751-\$1000	\$199.34	\$221.86	\$212.17
Oct	2015	\$1001-\$2000	\$312.29	\$334.87	\$324.54
Oct	2015	\$2001+	\$657.26	\$792.46	\$714.48
Nov	2015	\$0-\$100	\$0.00	\$0.29	\$0.17
Nov	2015	\$101-\$200	\$5.02	\$7.67	\$6.85
Nov	2015	\$201-\$300	\$21.40	\$24.39	\$23.60
Nov	2015	\$301-\$500	\$50.06	\$48.04	\$48.60
Nov	2015	\$501-\$750	\$91.02	\$92.13	\$91.78
Nov	2015	\$751-\$1000	\$127.59	\$146.89	\$140.79
Nov	2015	\$1001-\$2000	\$192.66	\$220.89	\$210.83
Nov	2015	\$2001+	\$461.60	\$458.16	\$459.57
Dec	2015	\$0-\$100	\$0.00	\$1.30	\$0.90
Dec	2015	\$101-\$200	\$5.23	\$6.44	\$6.14
Dec	2015	\$201-\$300	\$18.64	\$19.94	\$19.60
Dec	2015	\$301-\$500	\$42.69	\$47.06	\$45.92
Dec	2015	\$501-\$750	\$82.33	\$91.36	\$88.91
Dec	2015	\$751-\$1000	\$122.63	\$144.55	\$138.55
Dec	2015	\$1001-\$2000	\$181.07	\$208.86	\$199.14
Dec	2015	\$2001+	\$379.84	\$455.45	\$423.42
Jan	2016	\$0-\$100	\$2.25	\$1.56	\$1.73
Jan	2016	\$101-\$200	\$5.07	\$7.79	\$7.13
Jan	2016	\$201-\$300	\$17.38	\$25.20	\$23.24
Jan	2016	\$301-\$500	\$44.80	\$54.52	\$52.08
Jan	2016	\$501-\$750	\$91.27	\$110.66	\$105.50
Jan	2016	\$751-\$1000	\$159.07	\$204.09	\$192.90
Jan	2016	\$1001-\$2000	\$208.73	\$282.20	\$260.38
Jan	2016	\$2001+	\$442.68	\$513.49	\$489.29
Feb	2016	\$0-\$100	\$0.00	\$1.50	\$1.07
Feb	2016	\$101-\$200	\$5.81	\$7.81	\$7.21
Feb	2016	\$201-\$300	\$17.54	\$22.56	\$21.18
Feb	2016	\$301-\$500	\$53.75	\$54.70	\$54.46
Feb	2016	\$501-\$750	\$110.27	\$120.48	\$117.52
Feb	2016	\$751-\$1000	\$170.31	\$209.74	\$198.12
Feb	2016	\$1001-\$2000	\$295.01	\$337.94	\$323.63
Feb	2016	\$2001+	\$601.84	\$605.50	\$604.01
Mar	2016	\$0-\$100	\$0.00	\$0.63	\$0.49
Mar	2016	\$101-\$200	\$9.61	\$10.30	\$10.14
Mar	2016	\$201-\$300	\$23.10	\$23.71	\$23.55
Mar	2016	\$301-\$500	\$43.81	\$55.53	\$52.55
Mar	2016	\$501-\$750	\$104.56	\$113.16	\$110.86
Mar	2016	\$751-\$1000	\$161.97	\$198.12	\$187.99
Mar	2016	\$1001-\$2000	\$250.51	\$295.06	\$280.33
Mar	2016	\$2001+	\$696.17	\$692.01	\$693.74
Apr	2016	\$0-\$100	\$6.41	\$3.54	\$4.26
Apr	2016	\$101-\$200	\$3.63	\$7.32	\$6.54
Apr	2016	\$201-\$300	\$30.37	\$28.90	\$29.20
Apr	2016	\$301-\$500	\$65.97	\$69.54	\$68.57
Apr	2016	\$501-\$750	\$126.57	\$153.66	\$146.03
Apr	2016	\$751-\$1000	\$169.21	\$215.51	\$199.24
Apr	2016	\$1001-\$2000	\$263.43	\$341.34	\$308.96
Apr	2016	\$2001+	\$592.87	\$861.00	\$723.60
May	2016	\$0-\$100	\$1.70	\$2.28	\$2.07
May	2016	\$101-\$200	\$8.13	\$8.53	\$8.40
May	2016	\$201-\$300	\$26.13	\$37.82	\$34.24
May	2016	\$301-\$500	\$65.00	\$101.90	\$90.08
May	2016	\$501-\$750	\$118.02	\$178.40	\$157.17
May	2016	\$751-\$1000	\$169.25	\$256.39	\$221.36
May	2016	\$1001-\$2000	\$287.95	\$366.53	\$327.59
May	2016	\$2001+	\$630.09	\$863.96	\$729.70
Jun	2016	\$0-\$100	\$0.47	\$1.30	\$1.04
Jun	2016	\$101-\$200	\$11.54	\$10.51	\$10.74
Jun	2016	\$201-\$300	\$36.26	\$46.32	\$43.64
Jun	2016	\$301-\$500	\$71.71	\$118.36	\$105.41
Jun	2016	\$501-\$750	\$129.60	\$190.83	\$169.65
Jun	2016	\$751-\$1000	\$181.77	\$264.63	\$234.85
Jun	2016	\$1001-\$2000	\$297.40	\$385.85	\$345.26
Jun	2016	\$2001+	\$678.55	\$815.92	\$741.48
Jul	2016	\$0-\$100	\$2.65	\$3.33	\$3.09

Activation Month	Activation Year	Average Payment Agreement Down Payment Amount by Activation Month, Activation Year, Payment Agreement Balance* and Low Income Status			
		Payment Agreement Balance	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Jul	2016	\$101-\$200	\$7.54	\$10.36	\$9.62
Jul	2016	\$201-\$300	\$26.53	\$39.80	\$36.19
Jul	2016	\$301-\$500	\$71.52	\$98.61	\$91.09
Jul	2016	\$501-\$750	\$128.75	\$164.42	\$152.34
Jul	2016	\$751-\$1000	\$169.43	\$257.90	\$223.19
Jul	2016	\$1001-\$2000	\$270.80	\$382.32	\$335.57
Jul	2016	\$2001+	\$696.93	\$802.76	\$745.97
Aug	2016	\$0-\$100	\$0.00	\$0.00	\$0.00
Aug	2016	\$101-\$200	\$7.63	\$6.24	\$6.61
Aug	2016	\$201-\$300	\$23.61	\$28.44	\$27.27
Aug	2016	\$301-\$500	\$63.11	\$74.82	\$71.66
Aug	2016	\$501-\$750	\$110.11	\$139.07	\$129.61
Aug	2016	\$751-\$1000	\$189.80	\$227.60	\$213.98
Aug	2016	\$1001-\$2000	\$293.99	\$350.46	\$325.46
Aug	2016	\$2001+	\$619.02	\$831.95	\$730.63
Sep	2016	\$0-\$100	\$0.95	\$2.64	\$2.21
Sep	2016	\$101-\$200	\$7.29	\$8.39	\$8.08
Sep	2016	\$201-\$300	\$20.58	\$26.17	\$24.68
Sep	2016	\$301-\$500	\$55.04	\$69.39	\$65.87
Sep	2016	\$501-\$750	\$103.90	\$131.45	\$123.88
Sep	2016	\$751-\$1000	\$172.43	\$204.16	\$194.48
Sep	2016	\$1001-\$2000	\$274.48	\$320.47	\$302.01
Sep	2016	\$2001+	\$631.24	\$859.23	\$761.85
Oct	2016	\$0-\$100	\$0.64	\$3.28	\$2.52
Oct	2016	\$101-\$200	\$4.88	\$6.02	\$5.71
Oct	2016	\$201-\$300	\$19.95	\$32.07	\$29.41
Oct	2016	\$301-\$500	\$63.49	\$76.60	\$73.63
Oct	2016	\$501-\$750	\$125.85	\$138.59	\$135.37
Oct	2016	\$751-\$1000	\$169.46	\$207.82	\$195.80
Oct	2016	\$1001-\$2000	\$290.85	\$340.46	\$322.15
Oct	2016	\$2001+	\$711.02	\$905.73	\$828.60
Nov	2016	\$0-\$100	\$0.00	\$4.34	\$2.78
Nov	2016	\$101-\$200	\$4.38	\$8.64	\$7.65
Nov	2016	\$201-\$300	\$22.97	\$19.67	\$20.39
Nov	2016	\$301-\$500	\$53.65	\$39.10	\$42.07
Nov	2016	\$501-\$750	\$91.68	\$87.80	\$88.79
Nov	2016	\$751-\$1000	\$124.54	\$144.48	\$139.38
Nov	2016	\$1001-\$2000	\$193.09	\$185.59	\$187.85
Nov	2016	\$2001+	\$490.27	\$478.45	\$482.15
Dec	2016	\$0-\$100	\$1.85	\$4.11	\$3.51
Dec	2016	\$101-\$200	\$9.58	\$6.47	\$7.09
Dec	2016	\$201-\$300	\$22.85	\$21.83	\$22.06
Dec	2016	\$301-\$500	\$50.25	\$46.34	\$47.20
Dec	2016	\$501-\$750	\$85.01	\$93.74	\$91.79
Dec	2016	\$751-\$1000	\$130.68	\$158.61	\$151.81
Dec	2016	\$1001-\$2000	\$162.94	\$223.63	\$208.45
Dec	2016	\$2001+	\$249.29	\$667.75	\$563.13
Jan	2017	\$0-\$100	\$0.00	\$2.28	\$1.82
Jan	2017	\$101-\$200	\$3.82	\$6.70	\$6.01
Jan	2017	\$201-\$300	\$17.56	\$19.82	\$19.34
Jan	2017	\$301-\$500	\$37.60	\$47.86	\$45.75
Jan	2017	\$501-\$750	\$100.09	\$108.35	\$106.25
Jan	2017	\$751-\$1000	\$139.60	\$202.82	\$187.47
Jan	2017	\$1001-\$2000	\$232.77	\$289.94	\$275.78
Jan	2017	\$2001+	\$394.26	\$1,005.02	\$870.65
Feb	2017	\$0-\$100	\$13.36	\$2.49	\$4.48
Feb	2017	\$101-\$200	\$7.88	\$6.43	\$6.78
Feb	2017	\$201-\$300	\$18.20	\$25.23	\$23.74
Feb	2017	\$301-\$500	\$56.21	\$51.19	\$52.27
Feb	2017	\$501-\$750	\$104.12	\$120.09	\$116.43
Feb	2017	\$751-\$1000	\$197.32	\$222.31	\$215.65
Feb	2017	\$1001-\$2000	\$292.22	\$327.00	\$316.75
Feb	2017	\$2001+	\$576.29	\$839.62	\$760.62
Mar	2017	\$0-\$100	\$6.00	\$3.34	\$3.88
Mar	2017	\$101-\$200	\$6.76	\$9.96	\$9.39
Mar	2017	\$201-\$300	\$16.70	\$23.55	\$22.13
Mar	2017	\$301-\$500	\$65.41	\$54.67	\$57.13
Mar	2017	\$501-\$750	\$117.86	\$118.63	\$118.45
Mar	2017	\$751-\$1000	\$175.24	\$180.58	\$179.10
Mar	2017	\$1001-\$2000	\$284.76	\$303.03	\$298.33
Mar	2017	\$2001+	\$753.12	\$741.84	\$745.93
Apr	2017	\$0-\$100	\$0.00	\$1.44	\$1.04
Apr	2017	\$101-\$200	\$13.31	\$7.69	\$9.15

Activation Month	Activation Year	Average Payment Agreement Down Payment Amount by Activation Month, Activation Year, Payment Agreement Balance* and Low Income Status			
		Payment Agreement Balance	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Apr	2017	\$201-\$300	\$28.64	\$23.40	\$24.65
Apr	2017	\$301-\$500	\$55.25	\$67.27	\$64.13
Apr	2017	\$501-\$750	\$113.26	\$132.28	\$127.24
Apr	2017	\$751-\$1000	\$165.31	\$187.13	\$181.41
Apr	2017	\$1001-\$2000	\$260.31	\$289.25	\$278.94
Apr	2017	\$2001+	\$478.94	\$858.64	\$724.00
May	2017	\$0-\$100	\$3.49	\$1.07	\$1.85
May	2017	\$101-\$200	\$10.86	\$10.53	\$10.63
May	2017	\$201-\$300	\$24.44	\$33.02	\$30.13
May	2017	\$301-\$500	\$65.38	\$87.16	\$80.53
May	2017	\$501-\$750	\$122.33	\$163.30	\$148.09
May	2017	\$751-\$1000	\$188.02	\$239.68	\$217.82
May	2017	\$1001-\$2000	\$324.72	\$335.71	\$330.49
May	2017	\$2001+	\$800.41	\$943.14	\$866.20
Jun	2017	\$0-\$100	\$2.58	\$2.47	\$2.50
Jun	2017	\$101-\$200	\$9.64	\$8.36	\$8.66
Jun	2017	\$201-\$300	\$29.75	\$45.49	\$42.19
Jun	2017	\$301-\$500	\$85.53	\$112.46	\$105.84
Jun	2017	\$501-\$750	\$146.62	\$187.70	\$175.05
Jun	2017	\$751-\$1000	\$225.57	\$261.36	\$248.36
Jun	2017	\$1001-\$2000	\$326.83	\$380.12	\$360.34
Jun	2017	\$2001+	\$872.03	\$916.53	\$896.70
Jul	2017	\$0-\$100	\$1.76	\$1.32	\$1.46
Jul	2017	\$101-\$200	\$5.62	\$9.07	\$8.24
Jul	2017	\$201-\$300	\$32.17	\$40.21	\$38.29
Jul	2017	\$301-\$500	\$84.52	\$101.10	\$96.73
Jul	2017	\$501-\$750	\$127.92	\$160.50	\$150.13
Jul	2017	\$751-\$1000	\$200.52	\$264.38	\$241.55
Jul	2017	\$1001-\$2000	\$310.93	\$356.88	\$339.44
Jul	2017	\$2001+	\$785.24	\$865.64	\$834.77
Aug	2017	\$0-\$100	\$0.72	\$1.89	\$1.55
Aug	2017	\$101-\$200	\$7.07	\$11.29	\$10.18
Aug	2017	\$201-\$300	\$23.24	\$30.41	\$28.63
Aug	2017	\$301-\$500	\$76.71	\$83.76	\$82.15
Aug	2017	\$501-\$750	\$146.58	\$165.85	\$159.68
Aug	2017	\$751-\$1000	\$223.68	\$245.70	\$237.92
Aug	2017	\$1001-\$2000	\$339.64	\$356.75	\$350.03
Aug	2017	\$2001+	\$706.89	\$885.71	\$797.01
Sep	2017	\$0-\$100	\$0.00	\$3.66	\$2.61
Sep	2017	\$101-\$200	\$7.85	\$6.83	\$7.07
Sep	2017	\$201-\$300	\$21.96	\$28.43	\$27.00
Sep	2017	\$301-\$500	\$66.08	\$79.06	\$75.84
Sep	2017	\$501-\$750	\$145.06	\$155.23	\$152.14
Sep	2017	\$751-\$1000	\$230.59	\$253.74	\$246.94
Sep	2017	\$1001-\$2000	\$342.86	\$381.11	\$366.86
Sep	2017	\$2001+	\$726.76	\$753.70	\$745.01
Oct	2017	\$0-\$100	\$1.03	\$1.54	\$1.35
Oct	2017	\$101-\$200	\$9.96	\$9.51	\$9.61
Oct	2017	\$201-\$300	\$30.18	\$37.04	\$35.50
Oct	2017	\$301-\$500	\$72.87	\$88.39	\$84.97
Oct	2017	\$501-\$750	\$153.57	\$170.97	\$166.02
Oct	2017	\$751-\$1000	\$221.53	\$256.50	\$245.87
Oct	2017	\$1001-\$2000	\$340.90	\$369.71	\$360.70
Oct	2017	\$2001+	\$766.27	\$786.92	\$778.93
Nov	2017	\$0-\$100	\$0.00	\$0.66	\$0.53
Nov	2017	\$101-\$200	\$7.15	\$8.24	\$7.99
Nov	2017	\$201-\$300	\$17.79	\$20.36	\$19.84
Nov	2017	\$301-\$500	\$68.80	\$52.20	\$56.04
Nov	2017	\$501-\$750	\$116.32	\$112.77	\$113.61
Nov	2017	\$751-\$1000	\$190.69	\$212.61	\$207.41
Nov	2017	\$1001-\$2000	\$258.76	\$311.13	\$296.03
Nov	2017	\$2001+	\$522.43	\$647.19	\$612.35
Dec	2017	\$0-\$100	\$0.00	\$1.31	\$1.09
Dec	2017	\$101-\$200	\$6.34	\$8.04	\$7.66
Dec	2017	\$201-\$300	\$18.48	\$15.38	\$16.07
Dec	2017	\$301-\$500	\$46.43	\$44.35	\$44.75
Dec	2017	\$501-\$750	\$85.91	\$86.16	\$86.10
Dec	2017	\$751-\$1000	\$135.74	\$150.27	\$146.54
Dec	2017	\$1001-\$2000	\$177.88	\$193.49	\$190.02
Dec	2017	\$2001+	\$360.77	\$466.53	\$437.92

Activation Month	Activation Year	Average Payment Agreement Down Payment Amount by Activation Month, Activation Year, Payment Agreement Balance* and Low Income Status			
		Payment Agreement Balance	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Oct	2015	\$0-\$100	\$4.55	\$2.37	\$2.77
Oct	2015	\$101-\$200	\$2.51	\$13.08	\$10.94
Oct	2015	\$201-\$300	\$30.63	\$52.62	\$46.96
Oct	2015	\$301-\$500	\$70.20	\$116.49	\$104.66
Oct	2015	\$501-\$750	\$135.78	\$173.87	\$161.25
Oct	2015	\$751-\$1000	\$175.63	\$230.68	\$211.38
Oct	2015	\$1001-\$2000	\$258.50	\$275.86	\$268.82
Oct	2015	\$2001+	\$661.86	\$406.02	\$531.28
Nov	2015	\$0-\$100	\$1.84	\$3.18	\$3.00
Nov	2015	\$101-\$200	\$3.02	\$11.37	\$9.99
Nov	2015	\$201-\$300	\$23.54	\$35.64	\$33.44
Nov	2015	\$301-\$500	\$51.56	\$68.13	\$63.77
Nov	2015	\$501-\$750	\$102.15	\$110.85	\$108.74
Nov	2015	\$751-\$1000	\$118.31	\$129.99	\$126.72
Nov	2015	\$1001-\$2000	\$179.53	\$200.69	\$194.19
Nov	2015	\$2001+	\$360.82	\$279.16	\$311.94
Dec	2015	\$0-\$100	\$0.00	\$3.46	\$3.36
Dec	2015	\$101-\$200	\$5.84	\$8.24	\$7.85
Dec	2015	\$201-\$300	\$15.44	\$26.23	\$24.09
Dec	2015	\$301-\$500	\$38.43	\$64.29	\$59.30
Dec	2015	\$501-\$750	\$85.64	\$105.93	\$101.35
Dec	2015	\$751-\$1000	\$120.58	\$131.94	\$129.49
Dec	2015	\$1001-\$2000	\$106.54	\$161.09	\$146.39
Dec	2015	\$2001+	\$232.03	\$216.84	\$220.73
Jan	2016	\$0-\$100	\$10.48	\$2.95	\$3.35
Jan	2016	\$101-\$200	\$2.48	\$7.57	\$6.99
Jan	2016	\$201-\$300	\$6.84	\$19.73	\$17.79
Jan	2016	\$301-\$500	\$38.09	\$60.99	\$56.16
Jan	2016	\$501-\$750	\$81.78	\$147.68	\$131.24
Jan	2016	\$751-\$1000	\$106.15	\$207.95	\$185.14
Jan	2016	\$1001-\$2000	\$177.75	\$218.07	\$207.08
Jan	2016	\$2001+	\$148.54	\$228.13	\$204.60
Feb	2016	\$0-\$100	\$5.68	\$1.56	\$2.08
Feb	2016	\$101-\$200	\$14.73	\$5.11	\$5.87
Feb	2016	\$201-\$300	\$11.57	\$22.90	\$21.14
Feb	2016	\$301-\$500	\$30.43	\$45.26	\$42.47
Feb	2016	\$501-\$750	\$80.46	\$106.19	\$99.86
Feb	2016	\$751-\$1000	\$146.01	\$218.64	\$200.60
Feb	2016	\$1001-\$2000	\$215.79	\$295.76	\$276.35
Feb	2016	\$2001+	\$588.63	\$474.34	\$494.34
Mar	2016	\$0-\$100	\$2.98	\$0.00	\$0.65
Mar	2016	\$101-\$200	\$0.00	\$7.15	\$6.31
Mar	2016	\$201-\$300	\$8.20	\$18.83	\$16.73
Mar	2016	\$301-\$500	\$22.03	\$38.91	\$35.87
Mar	2016	\$501-\$750	\$47.55	\$85.18	\$77.35
Mar	2016	\$751-\$1000	\$116.27	\$179.95	\$164.55
Mar	2016	\$1001-\$2000	\$161.50	\$245.32	\$221.11
Mar	2016	\$2001+	\$275.76	\$476.99	\$414.10
Apr	2016	\$0-\$100	\$0.00	\$0.00	\$0.00
Apr	2016	\$101-\$200	\$0.00	\$6.08	\$5.53
Apr	2016	\$201-\$300	\$11.92	\$17.45	\$16.68
Apr	2016	\$301-\$500	\$28.34	\$46.95	\$44.34
Apr	2016	\$501-\$750	\$71.15	\$96.66	\$91.78
Apr	2016	\$751-\$1000	\$87.27	\$176.93	\$155.73
Apr	2016	\$1001-\$2000	\$149.75	\$281.25	\$227.26
Apr	2016	\$2001+	\$440.79	\$532.88	\$487.07
May	2016	\$0-\$100	\$0.00	\$0.00	\$0.00
May	2016	\$101-\$200	\$11.30	\$7.63	\$8.17
May	2016	\$201-\$300	\$12.79	\$20.07	\$18.68
May	2016	\$301-\$500	\$35.13	\$55.44	\$51.31
May	2016	\$501-\$750	\$64.79	\$114.39	\$103.76
May	2016	\$751-\$1000	\$137.44	\$191.17	\$176.53
May	2016	\$1001-\$2000	\$217.85	\$285.91	\$263.32
May	2016	\$2001+	\$400.97	\$711.67	\$563.18
Jun	2016	\$0-\$100	\$0.00	\$1.43	\$1.29
Jun	2016	\$101-\$200	\$6.86	\$7.87	\$7.71
Jun	2016	\$201-\$300	\$15.03	\$29.60	\$27.00
Jun	2016	\$301-\$500	\$51.27	\$78.28	\$74.65
Jun	2016	\$501-\$750	\$107.98	\$137.81	\$133.03
Jun	2016	\$751-\$1000	\$155.70	\$192.92	\$184.93
Jun	2016	\$1001-\$2000	\$242.49	\$288.30	\$275.30
Jun	2016	\$2001+	\$565.63	\$629.80	\$604.67
Jul	2016	\$0-\$100	\$1.25	\$0.00	\$0.18
Jul	2016	\$101-\$200	\$4.97	\$8.22	\$7.70
Jul	2016	\$201-\$300	\$28.41	\$41.33	\$39.35
Jul	2016	\$301-\$500	\$45.83	\$89.09	\$82.31
Jul	2016	\$501-\$750	\$95.18	\$141.03	\$133.14
Jul	2016	\$751-\$1000	\$169.08	\$231.03	\$218.24

Activation Month	Activation Year	Average Payment Agreement Down Payment Amount by Activation Month, Activation Year, Payment Agreement Balance* and Low Income Status			
		Payment Agreement Balance	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Jul	2016	\$1001-\$2000	\$241.09	\$263.32	\$256.61
Jul	2016	\$2001+	\$493.35	\$685.42	\$603.10
Aug	2016	\$0-\$100	\$0.00	\$0.64	\$0.58
Aug	2016	\$101-\$200	\$5.51	\$8.58	\$8.06
Aug	2016	\$201-\$300	\$26.00	\$45.93	\$42.58
Aug	2016	\$301-\$500	\$58.63	\$91.63	\$85.49
Aug	2016	\$501-\$750	\$105.55	\$158.66	\$145.14
Aug	2016	\$751-\$1000	\$176.31	\$233.96	\$220.20
Aug	2016	\$1001-\$2000	\$225.96	\$295.50	\$273.89
Aug	2016	\$2001+	\$531.78	\$450.43	\$486.84
Sep	2016	\$0-\$100	\$0.00	\$1.28	\$1.25
Sep	2016	\$101-\$200	\$6.83	\$10.91	\$10.22
Sep	2016	\$201-\$300	\$15.84	\$47.92	\$42.70
Sep	2016	\$301-\$500	\$53.78	\$99.81	\$89.73
Sep	2016	\$501-\$750	\$112.68	\$176.16	\$160.17
Sep	2016	\$751-\$1000	\$187.98	\$230.65	\$217.47
Sep	2016	\$1001-\$2000	\$216.18	\$305.49	\$279.18
Sep	2016	\$2001+	\$565.43	\$866.07	\$731.57
Oct	2016	\$0-\$100	\$2.81	\$0.66	\$0.89
Oct	2016	\$101-\$200	\$3.05	\$10.26	\$9.24
Oct	2016	\$201-\$300	\$35.01	\$56.54	\$51.87
Oct	2016	\$301-\$500	\$70.26	\$107.75	\$99.36
Oct	2016	\$501-\$750	\$122.57	\$184.65	\$169.53
Oct	2016	\$751-\$1000	\$166.08	\$235.49	\$217.95
Oct	2016	\$1001-\$2000	\$313.37	\$279.71	\$288.80
Oct	2016	\$2001+	\$634.36	\$932.44	\$823.62
Nov	2016	\$0-\$100	\$1.25	\$0.26	\$0.36
Nov	2016	\$101-\$200	\$4.92	\$12.35	\$11.26
Nov	2016	\$201-\$300	\$8.94	\$39.65	\$35.12
Nov	2016	\$301-\$500	\$41.19	\$74.08	\$67.82
Nov	2016	\$501-\$750	\$94.09	\$100.04	\$98.60
Nov	2016	\$751-\$1000	\$110.71	\$167.37	\$152.65
Nov	2016	\$1001-\$2000	\$127.32	\$220.59	\$200.17
Nov	2016	\$2001+	\$180.73	\$510.01	\$445.08
Dec	2016	\$0-\$100	\$0.00	\$0.53	\$0.48
Dec	2016	\$101-\$200	\$13.59	\$7.35	\$8.03
Dec	2016	\$201-\$300	\$12.62	\$27.35	\$25.29
Dec	2016	\$301-\$500	\$43.46	\$68.29	\$64.04
Dec	2016	\$501-\$750	\$72.00	\$131.84	\$121.16
Dec	2016	\$751-\$1000	\$146.27	\$177.08	\$171.99
Dec	2016	\$1001-\$2000	\$125.11	\$174.08	\$161.20
Dec	2016	\$2001+	\$212.05	\$439.48	\$384.73
Jan	2017	\$0-\$100	\$0.00	\$1.40	\$1.31
Jan	2017	\$101-\$200	\$0.00	\$4.06	\$3.61
Jan	2017	\$201-\$300	\$11.41	\$13.03	\$12.83
Jan	2017	\$301-\$500	\$25.46	\$43.03	\$40.53
Jan	2017	\$501-\$750	\$68.40	\$102.70	\$96.79
Jan	2017	\$751-\$1000	\$103.15	\$185.03	\$163.67
Jan	2017	\$1001-\$2000	\$202.59	\$275.09	\$258.58
Jan	2017	\$2001+	\$290.89	\$468.54	\$426.35
Feb	2017	\$0-\$100	\$0.00	\$0.00	\$0.00
Feb	2017	\$101-\$200	\$19.56	\$7.06	\$8.56
Feb	2017	\$201-\$300	\$8.51	\$18.27	\$16.96
Feb	2017	\$301-\$500	\$16.88	\$38.38	\$35.28
Feb	2017	\$501-\$750	\$67.46	\$83.58	\$80.13
Feb	2017	\$751-\$1000	\$129.77	\$185.39	\$173.86
Feb	2017	\$1001-\$2000	\$283.64	\$262.46	\$267.44
Feb	2017	\$2001+	\$415.27	\$574.54	\$525.04
Mar	2017	\$0-\$100	\$4.50	\$0.00	\$0.47
Mar	2017	\$101-\$200	\$10.14	\$5.94	\$6.44
Mar	2017	\$201-\$300	\$3.23	\$12.54	\$11.49
Mar	2017	\$301-\$500	\$13.23	\$34.26	\$31.23
Mar	2017	\$501-\$750	\$51.75	\$75.70	\$71.80
Mar	2017	\$751-\$1000	\$107.58	\$146.23	\$139.61
Mar	2017	\$1001-\$2000	\$211.18	\$239.46	\$233.15
Mar	2017	\$2001+	\$569.24	\$597.31	\$591.31
Apr	2017	\$0-\$100	\$0.00	\$2.14	\$2.00
Apr	2017	\$101-\$200	\$1.78	\$6.46	\$5.67
Apr	2017	\$201-\$300	\$3.08	\$11.60	\$10.08
Apr	2017	\$301-\$500	\$15.64	\$36.73	\$32.72
Apr	2017	\$501-\$750	\$40.21	\$73.72	\$67.29
Apr	2017	\$751-\$1000	\$48.69	\$117.00	\$101.08
Apr	2017	\$1001-\$2000	\$159.89	\$231.34	\$211.90
Apr	2017	\$2001+	\$326.26	\$603.30	\$511.75
May	2017	\$0-\$100	\$0.00	\$0.68	\$0.56
May	2017	\$101-\$200	\$3.90	\$6.08	\$5.64
May	2017	\$201-\$300	\$9.66	\$14.86	\$13.74
May	2017	\$301-\$500	\$27.27	\$49.43	\$44.28

Activation Month	Activation Year	Average Payment Agreement Down Payment Amount by Activation Month, Activation Year, Payment Agreement Balance* and Low Income Status			
		Payment Agreement Balance	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
May	2017	\$501-\$750	\$54.54	\$112.40	\$98.21
May	2017	\$751-\$1000	\$98.35	\$172.23	\$150.26
May	2017	\$1001-\$2000	\$201.25	\$230.73	\$220.40
May	2017	\$2001+	\$479.99	\$724.76	\$616.85
Jun	2017	\$0-\$100	\$4.91	\$0.94	\$1.51
Jun	2017	\$101-\$200	\$4.83	\$7.22	\$6.84
Jun	2017	\$201-\$300	\$11.92	\$28.57	\$26.02
Jun	2017	\$301-\$500	\$31.72	\$69.49	\$62.92
Jun	2017	\$501-\$750	\$72.26	\$117.76	\$110.75
Jun	2017	\$751-\$1000	\$131.42	\$175.94	\$167.61
Jun	2017	\$1001-\$2000	\$220.52	\$243.50	\$236.27
Jun	2017	\$2001+	\$410.36	\$662.48	\$583.86
Jul	2017	\$0-\$100	\$0.00	\$1.94	\$1.65
Jul	2017	\$101-\$200	\$4.47	\$7.48	\$7.03
Jul	2017	\$201-\$300	\$15.54	\$29.30	\$27.27
Jul	2017	\$301-\$500	\$39.63	\$74.32	\$68.40
Jul	2017	\$501-\$750	\$101.68	\$146.90	\$138.14
Jul	2017	\$751-\$1000	\$143.85	\$208.66	\$193.01
Jul	2017	\$1001-\$2000	\$240.04	\$287.59	\$274.29
Jul	2017	\$2001+	\$644.90	\$693.29	\$676.17
Aug	2017	\$0-\$100	\$1.61	\$0.00	\$0.15
Aug	2017	\$101-\$200	\$5.24	\$9.56	\$8.66
Aug	2017	\$201-\$300	\$16.54	\$38.57	\$33.49
Aug	2017	\$301-\$500	\$54.09	\$91.21	\$84.48
Aug	2017	\$501-\$750	\$117.36	\$138.79	\$134.25
Aug	2017	\$751-\$1000	\$157.50	\$228.53	\$212.72
Aug	2017	\$1001-\$2000	\$216.84	\$322.74	\$291.80
Aug	2017	\$2001+	\$286.19	\$622.58	\$508.87
Sep	2017	\$0-\$100	\$0.00	\$1.20	\$1.06
Sep	2017	\$101-\$200	\$7.68	\$13.17	\$12.11
Sep	2017	\$201-\$300	\$20.93	\$45.28	\$40.79
Sep	2017	\$301-\$500	\$67.57	\$101.72	\$94.55
Sep	2017	\$501-\$750	\$124.81	\$172.04	\$160.69
Sep	2017	\$751-\$1000	\$142.73	\$256.14	\$227.19
Sep	2017	\$1001-\$2000	\$276.94	\$382.68	\$346.42
Sep	2017	\$2001+	\$544.80	\$682.84	\$637.52
Oct	2017	\$0-\$100	\$0.00	\$1.24	\$1.10
Oct	2017	\$101-\$200	\$7.07	\$13.04	\$11.99
Oct	2017	\$201-\$300	\$25.50	\$53.42	\$47.90
Oct	2017	\$301-\$500	\$86.55	\$114.45	\$108.29
Oct	2017	\$501-\$750	\$123.35	\$178.42	\$163.56
Oct	2017	\$751-\$1000	\$181.53	\$247.15	\$230.28
Oct	2017	\$1001-\$2000	\$285.19	\$291.58	\$289.38
Oct	2017	\$2001+	\$661.52	\$593.79	\$609.50
Nov	2017	\$0-\$100	\$0.00	\$1.28	\$1.19
Nov	2017	\$101-\$200	\$6.89	\$8.65	\$8.41
Nov	2017	\$201-\$300	\$27.60	\$43.11	\$40.77
Nov	2017	\$301-\$500	\$61.17	\$101.74	\$93.08
Nov	2017	\$501-\$750	\$112.96	\$162.40	\$152.97
Nov	2017	\$751-\$1000	\$169.41	\$198.96	\$192.16
Nov	2017	\$1001-\$2000	\$202.77	\$254.37	\$244.39
Nov	2017	\$2001+	\$459.66	\$895.83	\$779.52
Dec	2017	\$0-\$100	\$0.00	\$1.40	\$1.31
Dec	2017	\$101-\$200	\$11.35	\$6.67	\$7.34
Dec	2017	\$201-\$300	\$12.14	\$26.07	\$23.91
Dec	2017	\$301-\$500	\$37.63	\$57.11	\$53.22
Dec	2017	\$501-\$750	\$88.36	\$113.06	\$107.97
Dec	2017	\$751-\$1000	\$101.36	\$136.54	\$129.90
Dec	2017	\$1001-\$2000	\$98.13	\$158.02	\$142.33
Dec	2017	\$2001+	\$203.23	\$354.26	\$322.46

Activation Month	Activation Year	Average Payment Agreement Length (in Number of Months) by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	13	7	9
Nov	2015	16	12	13
Dec	2015	14	9	10
Jan	2016	12	7	9
Feb	2016	12	7	9
Mar	2016	12	7	9
Apr	2016	13	7	9
May	2016	13	7	10
Jun	2016	13	7	9
Jul	2016	14	7	9
Aug	2016	13	7	9
Sep	2016	11	7	8
Oct	2016	11	7	8
Nov	2016	13	10	11
Dec	2016	12	8	8
Jan	2017	11	7	8
Feb	2017	11	7	8
Mar	2017	11	7	8
Apr	2017	11	7	8
May	2017	11	7	9
Jun	2017	11	7	8
Jul	2017	11	7	8
Aug	2017	11	7	8
Sep	2017	11	7	8
Oct	2017	11	7	8
Nov	2017	11	8	9
Dec	2017	14	11	12

Activation Month	Activation Year	Average Payment Agreement Length (in Number of Months) by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	13	8	10
Nov	2015	16	13	14
Dec	2015	14	11	12
Jan	2016	12	8	9
Feb	2016	12	8	9
Mar	2016	11	7	8
Apr	2016	14	7	9
May	2016	13	8	9
Jun	2016	13	7	8
Jul	2016	13	8	9
Aug	2016	13	8	9
Sep	2016	12	7	8
Oct	2016	11	7	8
Nov	2016	14	10	11
Dec	2016	12	8	9
Jan	2017	11	7	8
Feb	2017	11	7	8
Mar	2017	11	7	8
Apr	2017	11	7	8
May	2017	12	7	8
Jun	2017	11	7	8
Jul	2017	11	7	8
Aug	2017	11	7	8
Sep	2017	11	7	8
Oct	2017	11	7	8
Nov	2017	11	7	8
Dec	2017	14	11	12

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Oct	2015	0-12	\$859.14	\$685.00	\$748.29
Oct	2015	13-24	\$1,077.93	\$1,323.46	\$1,176.14
Oct	2015	25-36	\$1,838.96	\$1,692.17	\$1,795.76
Oct	2015	37-48		\$1,010.91	\$1,010.91
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	\$652.92	\$591.54	\$609.78
Nov	2015	13-24	\$994.73	\$914.54	\$940.50
Nov	2015	25-36	\$2,332.50	\$3,000.51	\$2,690.49
Nov	2015	37-48	\$3,492.05	\$1,668.08	\$3,036.05
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	\$706.22	\$604.13	\$631.69
Dec	2015	13-24	\$954.47	\$912.54	\$926.32
Dec	2015	25-36	\$2,134.59	\$2,679.71	\$2,428.96
Dec	2015	37-48	\$1,774.68	\$1,717.06	\$1,751.63
Dec	2015	49-60			
Dec	2015	61+	\$2,254.57		\$2,254.57
Jan	2016	0-12	\$752.34	\$702.33	\$714.96
Jan	2016	13-24	\$1,458.32	\$1,079.34	\$1,245.72
Jan	2016	25-36	\$1,613.70	\$2,175.15	\$1,843.74
Jan	2016	37-48	\$2,656.44	\$3,970.52	\$3,532.49
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	\$837.18	\$766.46	\$786.76
Feb	2016	13-24	\$1,789.15	\$1,132.64	\$1,497.37
Feb	2016	25-36	\$1,856.50	\$1,922.33	\$1,884.71
Feb	2016	37-48	\$370.66	\$3,275.77	\$1,823.22
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	\$927.90	\$783.68	\$823.18
Mar	2016	13-24	\$1,408.54	\$1,415.32	\$1,412.12
Mar	2016	25-36	\$2,111.16	\$1,749.58	\$1,970.54
Mar	2016	37-48		\$3,687.96	\$3,687.96
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	\$950.30	\$767.99	\$819.75
Apr	2016	13-24	\$1,773.33	\$1,180.80	\$1,576.63
Apr	2016	25-36	\$2,039.63	\$1,540.19	\$1,910.82
Apr	2016	37-48		\$3,943.73	\$3,943.73
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	\$993.14	\$769.63	\$852.23
May	2016	13-24	\$1,739.90	\$1,688.54	\$1,721.92

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
May	2016	25-36	\$1,830.83	\$1,919.34	\$1,850.20
May	2016	37-48			
May	2016	49-60			
May	2016	61+			
Jun	2016	0-12	\$902.06	\$681.93	\$751.94
Jun	2016	13-24	\$1,513.60	\$2,291.43	\$1,853.21
Jun	2016	25-36	\$1,840.43	\$1,524.23	\$1,761.38
Jun	2016	37-48	\$1,675.09		\$1,675.09
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	\$900.08	\$699.23	\$763.29
Jul	2016	13-24	\$1,642.79	\$919.06	\$1,336.99
Jul	2016	25-36	\$1,709.89	\$1,873.74	\$1,754.39
Jul	2016	37-48			
Jul	2016	49-60	\$3,047.45		\$3,047.45
Jul	2016	61+			
Aug	2016	0-12	\$881.16	\$699.68	\$755.91
Aug	2016	13-24	\$1,286.13	\$1,656.77	\$1,408.40
Aug	2016	25-36	\$1,794.90	\$1,846.75	\$1,812.32
Aug	2016	37-48	\$2,430.55	\$3,268.34	\$2,849.45
Aug	2016	49-60	\$4,989.65		\$4,989.65
Aug	2016	61+	\$6,539.77		\$6,539.77
Sep	2016	0-12	\$805.35	\$658.81	\$701.31
Sep	2016	13-24	\$1,874.02	\$1,486.49	\$1,707.16
Sep	2016	25-36	\$1,889.28	\$1,947.41	\$1,924.61
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	\$776.02	\$639.99	\$676.40
Oct	2016	13-24	\$1,561.95	\$1,297.78	\$1,445.41
Oct	2016	25-36	\$2,339.74	\$1,319.93	\$1,688.19
Oct	2016	37-48		\$2,275.28	\$2,275.28
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	\$628.29	\$560.81	\$576.73
Nov	2016	13-24	\$1,029.94	\$966.99	\$985.27
Nov	2016	25-36	\$2,807.69	\$3,521.17	\$3,316.48
Nov	2016	37-48	\$1,099.47	\$2,612.37	\$2,234.15
Nov	2016	49-60			
Nov	2016	61+			
Dec	2016	0-12	\$598.91	\$606.04	\$604.48
Dec	2016	13-24	\$869.15	\$939.85	\$916.21
Dec	2016	25-36	\$2,024.97	\$2,581.62	\$2,406.38
Dec	2016	37-48			

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Dec	2016	49-60			
Dec	2016	61+			
Jan	2017	0-12	\$663.72	\$678.09	\$674.80
Jan	2017	13-24	\$1,061.49	\$1,085.00	\$1,075.67
Jan	2017	25-36	\$2,001.19	\$2,366.45	\$2,256.02
Jan	2017	37-48		\$9,992.55	\$9,992.55
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	\$825.06	\$757.64	\$774.01
Feb	2017	13-24	\$1,623.98	\$1,432.40	\$1,512.60
Feb	2017	25-36	\$1,836.26	\$1,946.43	\$1,908.56
Feb	2017	37-48	\$2,381.61	\$7,026.07	\$5,477.92
Feb	2017	49-60		\$9,363.18	\$9,363.18
Feb	2017	61+	\$2,109.39	\$9,483.58	\$5,796.49
Mar	2017	0-12	\$844.72	\$731.59	\$758.66
Mar	2017	13-24	\$1,494.50	\$1,530.64	\$1,515.91
Mar	2017	25-36	\$2,285.03	\$2,572.87	\$2,489.55
Mar	2017	37-48			
Mar	2017	49-60		\$2,296.19	\$2,296.19
Mar	2017	61+			
Apr	2017	0-12	\$840.38	\$770.48	\$789.64
Apr	2017	13-24	\$1,659.86	\$1,363.73	\$1,538.99
Apr	2017	25-36	\$2,014.88	\$2,307.65	\$2,181.05
Apr	2017	37-48	\$3,589.51	\$9,057.19	\$6,323.35
Apr	2017	49-60			
Apr	2017	61+			
May	2017	0-12	\$974.82	\$758.46	\$841.17
May	2017	13-24	\$1,930.13	\$1,395.51	\$1,706.34
May	2017	25-36	\$4,081.64	\$2,302.87	\$2,861.91
May	2017	37-48	\$3,809.10		\$3,809.10
May	2017	49-60		\$12,418.34	\$12,418.34
May	2017	61+			
Jun	2017	0-12	\$847.12	\$647.26	\$705.50
Jun	2017	13-24	\$1,283.38	\$1,661.55	\$1,475.47
Jun	2017	25-36	\$3,020.56	\$2,118.99	\$2,403.70
Jun	2017	37-48		\$2,676.42	\$2,676.42
Jun	2017	49-60		\$5,042.71	\$5,042.71
Jun	2017	61+			
Jul	2017	0-12	\$771.36	\$647.17	\$684.06
Jul	2017	13-24	\$1,031.90	\$1,724.15	\$1,288.29
Jul	2017	25-36	\$3,098.35	\$2,449.06	\$2,603.65
Jul	2017	37-48	\$2,320.86	\$6,604.23	\$5,176.44
Jul	2017	49-60		\$2,115.34	\$2,115.34
Jul	2017	61+			

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Aug	2017	0-12	\$811.50	\$626.87	\$681.87
Aug	2017	13-24	\$1,173.65	\$1,983.04	\$1,559.07
Aug	2017	25-36	\$4,973.73	\$2,698.92	\$4,135.64
Aug	2017	37-48	\$4,674.96	\$1,304.46	\$2,989.71
Aug	2017	49-60			
Aug	2017	61+			
Sep	2017	0-12	\$723.58	\$619.66	\$648.35
Sep	2017	13-24	\$974.01	\$1,683.61	\$1,328.81
Sep	2017	25-36	\$2,366.67	\$2,140.40	\$2,210.62
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	\$707.51	\$611.33	\$636.50
Oct	2017	13-24	\$1,122.34	\$1,360.21	\$1,253.16
Oct	2017	25-36	\$5,526.62	\$2,114.94	\$3,024.72
Oct	2017	37-48			
Oct	2017	49-60	\$6,980.40	\$1,709.21	\$3,466.27
Oct	2017	61+			
Nov	2017	0-12	\$668.74	\$607.05	\$621.33
Nov	2017	13-24	\$1,088.40	\$1,069.94	\$1,075.96
Nov	2017	25-36	\$3,433.52	\$2,714.36	\$2,922.54
Nov	2017	37-48	\$5,362.46	\$8,101.45	\$6,731.96
Nov	2017	49-60		\$2,048.09	\$2,048.09
Nov	2017	61+			
Dec	2017	0-12	\$544.51	\$506.01	\$514.31
Dec	2017	13-24	\$865.33	\$855.18	\$857.69
Dec	2017	25-36	\$3,006.95	\$3,906.56	\$3,679.39
Dec	2017	37-48	\$1,329.91		\$1,329.91
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Oct	2015	0-12	\$867.23	\$604.28	\$683.97
Oct	2015	13-24	\$1,435.10	\$1,239.63	\$1,340.01
Oct	2015	25-36	\$1,897.11	\$1,821.66	\$1,847.95
Oct	2015	37-48			
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	\$637.21	\$469.89	\$511.30
Nov	2015	13-24	\$933.91	\$746.85	\$791.75
Nov	2015	25-36	\$2,393.65	\$2,262.63	\$2,301.39
Nov	2015	37-48	\$5,108.32		\$5,108.32
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	\$668.49	\$545.75	\$571.73
Dec	2015	13-24	\$1,090.92	\$877.49	\$912.82
Dec	2015	25-36	\$2,603.44	\$2,824.10	\$2,768.04
Dec	2015	37-48	\$1,375.45		\$1,375.45
Dec	2015	49-60			
Dec	2015	61+			
Jan	2016	0-12	\$654.38	\$522.61	\$549.05
Jan	2016	13-24	\$1,451.14	\$1,018.79	\$1,173.20
Jan	2016	25-36	\$2,839.18	\$2,048.80	\$2,197.81
Jan	2016	37-48	\$1,867.17	\$9,908.27	\$5,887.72
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	\$721.70	\$662.35	\$674.14
Feb	2016	13-24	\$989.24	\$1,359.83	\$1,261.00
Feb	2016	25-36	\$1,281.55	\$2,247.00	\$1,917.87
Feb	2016	37-48			
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	\$815.09	\$684.64	\$711.65
Mar	2016	13-24	\$1,390.40	\$1,130.23	\$1,273.32
Mar	2016	25-36	\$2,106.80	\$2,386.45	\$2,261.88
Mar	2016	37-48		\$9,844.16	\$9,844.16
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	\$991.35	\$667.47	\$732.21
Apr	2016	13-24	\$1,820.58	\$1,753.85	\$1,791.50
Apr	2016	25-36	\$2,135.19	\$1,934.07	\$2,065.71
Apr	2016	37-48		\$375.27	\$375.27
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	\$917.60	\$693.13	\$745.40
May	2016	13-24	\$2,028.80	\$1,587.99	\$1,826.03

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
May	2016	25-36	\$2,545.29	\$1,523.84	\$2,126.24
May	2016	37-48		\$5,419.44	\$5,419.44
May	2016	49-60		\$5,555.87	\$5,555.87
May	2016	61+			
Jun	2016	0-12	\$854.76	\$629.28	\$668.66
Jun	2016	13-24	\$1,487.43	\$1,185.71	\$1,354.67
Jun	2016	25-36	\$1,779.37	\$1,587.67	\$1,681.14
Jun	2016	37-48			
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	\$828.92	\$605.82	\$647.38
Jul	2016	13-24	\$1,280.04	\$1,182.07	\$1,214.72
Jul	2016	25-36	\$2,171.20	\$1,527.24	\$1,774.09
Jul	2016	37-48			
Jul	2016	49-60			
Jul	2016	61+			
Aug	2016	0-12	\$822.20	\$574.81	\$627.92
Aug	2016	13-24	\$2,263.36	\$1,163.69	\$1,576.07
Aug	2016	25-36	\$1,630.72	\$1,714.40	\$1,679.05
Aug	2016	37-48		\$5,313.89	\$5,313.89
Aug	2016	49-60			
Aug	2016	61+			
Sep	2016	0-12	\$764.26	\$534.13	\$585.27
Sep	2016	13-24	\$3,002.66	\$1,129.76	\$1,629.20
Sep	2016	25-36	\$1,665.36	\$1,171.24	\$1,312.42
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	\$657.61	\$521.63	\$550.79
Oct	2016	13-24	\$1,207.53	\$1,402.24	\$1,326.05
Oct	2016	25-36	\$1,165.56	\$1,330.54	\$1,297.54
Oct	2016	37-48			
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	\$514.16	\$472.79	\$480.46
Nov	2016	13-24	\$927.37	\$817.50	\$840.19
Nov	2016	25-36	\$2,575.04	\$2,177.28	\$2,276.72
Nov	2016	37-48		\$3,721.52	\$3,721.52
Nov	2016	49-60			
Nov	2016	61+		\$6,094.18	\$6,094.18
Dec	2016	0-12	\$537.54	\$427.96	\$444.83
Dec	2016	13-24	\$990.97	\$971.48	\$975.50
Dec	2016	25-36	\$2,346.95	\$1,998.76	\$2,083.46
Dec	2016	37-48		\$2,471.27	\$2,471.27

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Dec	2016	49-60			
Dec	2016	61+			
Jan	2017	0-12	\$647.80	\$525.77	\$545.02
Jan	2017	13-24	\$1,095.01	\$1,522.43	\$1,374.48
Jan	2017	25-36	\$2,814.00	\$2,613.51	\$2,636.64
Jan	2017	37-48		\$2,933.10	\$2,933.10
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	\$763.31	\$603.66	\$632.21
Feb	2017	13-24	\$1,652.41	\$1,373.42	\$1,457.12
Feb	2017	25-36	\$2,910.62	\$1,245.62	\$1,661.87
Feb	2017	37-48			
Feb	2017	49-60			
Feb	2017	61+			
Mar	2017	0-12	\$787.55	\$693.28	\$708.46
Mar	2017	13-24	\$1,349.14	\$1,187.90	\$1,236.97
Mar	2017	25-36	\$1,333.48	\$2,167.30	\$2,028.33
Mar	2017	37-48	\$10,334.98		\$10,334.98
Mar	2017	49-60		\$2,345.60	\$2,345.60
Mar	2017	61+			
Apr	2017	0-12	\$803.03	\$697.48	\$719.59
Apr	2017	13-24	\$1,772.37	\$1,426.74	\$1,554.75
Apr	2017	25-36	\$2,450.00	\$2,129.90	\$2,221.36
Apr	2017	37-48	\$1,817.24	\$757.65	\$1,464.04
Apr	2017	49-60		\$18,217.46	\$18,217.46
Apr	2017	61+		\$4,144.19	\$4,144.19
May	2017	0-12	\$823.84	\$674.85	\$714.25
May	2017	13-24	\$1,546.31	\$1,341.75	\$1,449.41
May	2017	25-36	\$1,836.69	\$2,078.39	\$2,043.86
May	2017	37-48	\$5,037.35		\$5,037.35
May	2017	49-60		\$7,986.88	\$7,986.88
May	2017	61+			
Jun	2017	0-12	\$749.57	\$601.27	\$628.74
Jun	2017	13-24	\$861.00	\$1,095.72	\$943.15
Jun	2017	25-36	\$1,910.19	\$1,236.98	\$1,333.15
Jun	2017	37-48		\$2,736.53	\$2,736.53
Jun	2017	49-60		\$2,504.24	\$2,504.24
Jun	2017	61+		\$5,356.70	\$5,356.70
Jul	2017	0-12	\$732.83	\$582.67	\$611.69
Jul	2017	13-24	\$919.63	\$1,336.40	\$1,153.02
Jul	2017	25-36	\$1,969.65	\$1,449.95	\$1,672.68
Jul	2017	37-48		\$759.56	\$759.56
Jul	2017	49-60		\$2,025.44	\$2,025.44
Jul	2017	61+			

Activation Month	Activation Year	Average Payment Agreement Balance* in Dollars by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
*Note: The Payment Agreement Balance is an account's Total Balance Due at the time that the Payment Agreement is activated					
Aug	2017	0-12	\$677.16	\$564.32	\$588.29
Aug	2017	13-24	\$1,174.85	\$1,438.83	\$1,331.59
Aug	2017	25-36	\$2,240.19	\$1,750.22	\$1,815.55
Aug	2017	37-48			
Aug	2017	49-60		\$4,089.45	\$4,089.45
Aug	2017	61+			
Sep	2017	0-12	\$687.16	\$541.00	\$573.90
Sep	2017	13-24	\$970.77	\$984.46	\$976.76
Sep	2017	25-36		\$1,779.52	\$1,779.52
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	\$643.90	\$531.38	\$556.93
Oct	2017	13-24	\$988.31	\$1,187.44	\$1,038.09
Oct	2017	25-36	\$1,514.71	\$1,910.02	\$1,844.14
Oct	2017	37-48			
Oct	2017	49-60			
Oct	2017	61+		\$1,317.31	\$1,317.31
Nov	2017	0-12	\$557.99	\$500.99	\$511.04
Nov	2017	13-24	\$878.04	\$748.22	\$778.28
Nov	2017	25-36	\$4,441.73	\$2,591.45	\$2,961.50
Nov	2017	37-48	\$2,907.23	\$5,127.65	\$4,387.51
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	\$512.30	\$419.22	\$435.72
Dec	2017	13-24	\$815.04	\$747.41	\$761.20
Dec	2017	25-36	\$3,520.39	\$3,389.78	\$3,415.91
Dec	2017	37-48		\$4,875.72	\$4,875.72
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	0-12	\$63.07	\$85.27	\$77.20
Oct	2015	13-24	\$58.27	\$64.79	\$60.88
Oct	2015	25-36	\$20.53	\$19.04	\$20.09
Oct	2015	37-48		\$15.25	\$15.25
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	\$53.96	\$79.96	\$72.24
Nov	2015	13-24	\$41.95	\$37.79	\$39.14
Nov	2015	25-36	\$45.69	\$60.68	\$53.72
Nov	2015	37-48	\$83.66	\$37.81	\$72.20
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	\$60.91	\$82.00	\$76.31
Dec	2015	13-24	\$41.89	\$40.11	\$40.69
Dec	2015	25-36	\$35.23	\$47.50	\$41.86
Dec	2015	37-48	\$44.09	\$36.77	\$41.16
Dec	2015	49-60			
Dec	2016	61+	\$35.27		\$35.27
Jan	2016	0-12	\$62.52	\$91.84	\$84.44
Jan	2016	13-24	\$75.01	\$48.58	\$60.18
Jan	2016	25-36	\$22.16	\$30.33	\$25.51
Jan	2016	37-48	\$57.37	\$97.37	\$84.03
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	\$65.68	\$94.57	\$86.27
Feb	2016	13-24	\$93.28	\$54.19	\$75.91
Feb	2016	25-36	\$22.46	\$27.03	\$24.42
Feb	2016	37-48	\$10.00	\$77.08	\$43.54
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	\$75.63	\$97.79	\$91.72
Mar	2016	13-24	\$66.87	\$74.57	\$70.93
Mar	2016	25-36	\$23.49	\$22.04	\$22.93
Mar	2016	37-48		\$87.30	\$87.30
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	\$80.59	\$95.42	\$91.21
Apr	2016	13-24	\$76.56	\$54.66	\$69.29
Apr	2016	25-36	\$25.05	\$19.33	\$23.58
Apr	2016	37-48		\$96.97	\$96.97
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	\$72.38	\$86.48	\$81.27
May	2016	13-24	\$84.41	\$82.63	\$83.79
May	2016	25-36	\$19.67	\$20.88	\$19.94

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
May	2016	37-48			
May	2016	49-60			
May	2016	61+			
Jun	2016	0-12	\$69.53	\$81.31	\$77.56
Jun	2016	13-24	\$77.36	\$124.72	\$98.04
Jun	2016	25-36	\$19.79	\$17.17	\$19.13
Jun	2016	37-48	\$32.00		\$32.00
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	\$67.45	\$83.97	\$78.70
Jul	2016	13-24	\$97.84	\$54.05	\$79.34
Jul	2016	25-36	\$18.24	\$19.95	\$18.70
Jul	2016	37-48			
Jul	2016	49-60	\$51.00		\$51.00
Jul	2016	61+			
Aug	2016	0-12	\$65.68	\$83.46	\$77.95
Aug	2016	13-24	\$67.48	\$98.74	\$77.79
Aug	2016	25-36	\$20.09	\$23.60	\$21.27
Aug	2016	37-48	\$52.35	\$80.00	\$66.18
Aug	2016	49-60	\$101.00		\$101.00
Aug	2016	61+	\$50.00		\$50.00
Sep	2016	0-12	\$62.77	\$83.08	\$77.19
Sep	2016	13-24	\$103.27	\$72.90	\$90.19
Sep	2016	25-36	\$43.47	\$38.61	\$40.52
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	\$60.65	\$80.42	\$75.13
Oct	2016	13-24	\$82.93	\$66.59	\$75.72
Oct	2016	25-36	\$48.57	\$23.29	\$32.42
Oct	2016	37-48		\$51.56	\$51.56
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	\$52.56	\$75.61	\$70.17
Nov	2016	13-24	\$46.42	\$42.49	\$43.63
Nov	2016	25-36	\$63.72	\$81.34	\$76.28
Nov	2016	37-48	\$28.93	\$63.96	\$55.20
Nov	2016	49-60			
Nov	2016	61+			
Dec	2016	0-12	\$55.65	\$82.88	\$76.94
Dec	2016	13-24	\$42.95	\$44.43	\$43.94
Dec	2016	25-36	\$42.82	\$54.51	\$50.83
Dec	2016	37-48			
Dec	2016	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Jan	2017	0-12	\$61.02	\$89.96	\$83.34
Jan	2017	13-24	\$56.54	\$53.95	\$54.98
Jan	2017	25-36	\$52.04	\$52.45	\$52.33
Jan	2017	37-48		\$237.17	\$237.17
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	\$69.18	\$92.49	\$86.83
Feb	2017	13-24	\$99.91	\$79.90	\$88.28
Feb	2017	25-36	\$39.32	\$39.42	\$39.39
Feb	2017	37-48	\$49.61	\$131.90	\$104.47
Feb	2017	49-60		\$138.71	\$138.71
Feb	2017	61+	\$19.78	\$139.46	\$79.62
Mar	2017	0-12	\$67.62	\$93.04	\$86.96
Mar	2017	13-24	\$66.32	\$74.59	\$71.22
Mar	2017	25-36	\$39.40	\$44.51	\$43.03
Mar	2017	37-48			
Mar	2017	49-60		\$38.26	\$38.26
Mar	2017	61+			
Apr	2017	0-12	\$69.86	\$95.89	\$88.76
Apr	2017	13-24	\$78.45	\$63.36	\$72.29
Apr	2017	25-36	\$46.87	\$45.33	\$46.00
Apr	2017	37-48	\$76.86	\$167.05	\$121.95
Apr	2017	49-60			
Apr	2017	61+			
May	2017	0-12	\$69.13	\$87.48	\$80.47
May	2017	13-24	\$101.43	\$80.47	\$92.66
May	2017	25-36	\$102.80	\$55.01	\$70.03
May	2017	37-48	\$76.47		\$76.47
May	2017	49-60		\$207.00	\$207.00
May	2017	61+			
Jun	2017	0-12	\$59.52	\$77.65	\$72.37
Jun	2017	13-24	\$71.20	\$84.57	\$77.99
Jun	2017	25-36	\$88.04	\$46.58	\$59.67
Jun	2017	37-48		\$62.00	\$62.00
Jun	2017	49-60		\$84.04	\$84.04
Jun	2017	61+			
Jul	2017	0-12	\$55.91	\$77.78	\$71.29
Jul	2017	13-24	\$57.34	\$89.26	\$69.16
Jul	2017	25-36	\$81.15	\$55.73	\$61.78
Jul	2017	37-48	\$55.44	\$123.98	\$101.13
Jul	2017	49-60		\$35.26	\$35.26
Jul	2017	61+			
Aug	2017	0-12	\$58.82	\$74.98	\$70.17
Aug	2017	13-24	\$59.30	\$95.58	\$76.58
Aug	2017	25-36	\$109.57	\$44.91	\$85.75

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Aug	2017	37-48	\$86.58	\$33.44	\$60.01
Aug	2017	49-60			
Aug	2017	61+			
Sep	2017	0-12	\$54.97	\$75.22	\$69.63
Sep	2017	13-24	\$49.91	\$80.22	\$65.06
Sep	2017	25-36	\$64.00	\$40.74	\$47.96
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	\$54.15	\$74.16	\$68.92
Oct	2017	13-24	\$60.14	\$65.79	\$63.25
Oct	2017	25-36	\$108.57	\$48.14	\$64.25
Oct	2017	37-48			
Oct	2017	49-60	\$104.67	\$28.00	\$53.55
Oct	2017	61+			
Nov	2017	0-12	\$58.23	\$76.48	\$72.26
Nov	2017	13-24	\$52.30	\$45.61	\$47.79
Nov	2017	25-36	\$84.41	\$60.54	\$67.45
Nov	2017	37-48	\$119.16	\$190.71	\$154.93
Nov	2017	49-60		\$35.93	\$35.93
Nov	2017	61+			
Dec	2017	0-12	\$50.69	\$67.36	\$63.77
Dec	2017	13-24	\$39.09	\$38.18	\$38.41
Dec	2017	25-36	\$77.96	\$96.65	\$91.93
Dec	2017	37-48	\$26.94		\$26.94
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	0-12	\$65.19	\$71.79	\$69.79
Oct	2015	13-24	\$81.81	\$66.93	\$74.57
Oct	2015	25-36	\$22.45	\$19.92	\$20.80
Oct	2015	37-48			
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	\$51.27	\$60.14	\$57.94
Nov	2015	13-24	\$39.62	\$31.79	\$33.67
Nov	2015	25-36	\$44.87	\$40.12	\$41.53
Nov	2015	37-48	\$115.63		\$115.63
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	\$62.51	\$70.96	\$69.17
Dec	2015	13-24	\$51.06	\$40.26	\$42.05
Dec	2015	25-36	\$49.18	\$43.45	\$44.90
Dec	2015	37-48	\$28.65		\$28.65
Dec	2015	49-60			
Dec	2016	61+			
Jan	2016	0-12	\$62.35	\$69.25	\$67.87
Jan	2016	13-24	\$71.44	\$57.21	\$62.29
Jan	2016	25-36	\$33.77	\$29.89	\$30.62
Jan	2016	37-48	\$38.89	\$220.68	\$129.79
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	\$64.01	\$83.01	\$79.24
Feb	2016	13-24	\$56.00	\$68.06	\$64.85
Feb	2016	25-36	\$17.17	\$27.06	\$23.69
Feb	2016	37-48			
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	\$80.39	\$88.85	\$87.10
Mar	2016	13-24	\$74.58	\$56.12	\$66.27
Mar	2016	25-36	\$25.44	\$29.47	\$27.68
Mar	2016	37-48		\$221.00	\$221.00
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	\$86.74	\$87.44	\$87.30
Apr	2016	13-24	\$78.82	\$72.97	\$76.27
Apr	2016	25-36	\$26.30	\$23.22	\$25.24
Apr	2016	37-48		\$10.00	\$10.00
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	\$71.40	\$82.98	\$80.28
May	2016	13-24	\$119.17	\$75.66	\$99.16

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
May	2016	25-36	\$27.74	\$16.09	\$22.96
May	2016	37-48		\$111.17	\$111.17
May	2016	49-60		\$99.92	\$99.92
May	2016	61+			
Jun	2016	0-12	\$66.59	\$80.05	\$77.70
Jun	2016	13-24	\$86.92	\$67.58	\$78.41
Jun	2016	25-36	\$20.29	\$17.44	\$18.83
Jun	2016	37-48			
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	\$64.56	\$73.58	\$71.90
Jul	2016	13-24	\$68.39	\$70.92	\$70.08
Jul	2016	25-36	\$27.12	\$18.51	\$21.81
Jul	2016	37-48			
Jul	2016	49-60			
Jul	2016	61+			
Aug	2016	0-12	\$66.09	\$69.71	\$68.93
Aug	2016	13-24	\$115.34	\$57.39	\$79.13
Aug	2016	25-36	\$17.17	\$19.69	\$18.62
Aug	2016	37-48		\$110.00	\$110.00
Aug	2016	49-60			
Aug	2016	61+			
Sep	2016	0-12	\$56.95	\$62.67	\$61.40
Sep	2016	13-24	\$114.31	\$62.85	\$76.57
Sep	2016	25-36	\$19.74	\$19.03	\$19.23
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	\$48.25	\$59.91	\$57.41
Oct	2016	13-24	\$54.64	\$68.80	\$63.26
Oct	2016	25-36	\$21.26	\$18.34	\$18.92
Oct	2016	37-48			
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	\$40.78	\$59.61	\$56.12
Nov	2016	13-24	\$42.15	\$37.06	\$38.11
Nov	2016	25-36	\$60.44	\$46.96	\$50.33
Nov	2016	37-48		\$92.38	\$92.38
Nov	2016	49-60			
Nov	2016	61+		\$50.78	\$50.78
Dec	2016	0-12	\$47.60	\$57.94	\$56.35
Dec	2016	13-24	\$44.49	\$46.36	\$45.97
Dec	2016	25-36	\$63.86	\$42.96	\$48.04
Dec	2016	37-48		\$51.50	\$51.50

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Dec	2016	49-60			
Dec	2017	61+			
Jan	2017	0-12	\$59.42	\$70.31	\$68.59
Jan	2017	13-24	\$56.46	\$81.93	\$73.11
Jan	2017	25-36	\$69.61	\$57.89	\$59.24
Jan	2017	37-48		\$73.32	\$73.32
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	\$64.79	\$76.56	\$74.45
Feb	2017	13-24	\$78.91	\$78.07	\$78.32
Feb	2017	25-36	\$64.69	\$24.84	\$34.80
Feb	2017	37-48			
Feb	2017	49-60			
Feb	2017	61+			
Mar	2017	0-12	\$69.55	\$91.70	\$88.14
Mar	2017	13-24	\$73.54	\$58.30	\$62.94
Mar	2017	25-36	\$27.03	\$41.56	\$39.14
Mar	2017	37-48	\$193.79		\$193.79
Mar	2017	49-60		\$38.66	\$38.66
Mar	2017	61+			
Apr	2017	0-12	\$74.39	\$93.90	\$89.81
Apr	2017	13-24	\$81.91	\$66.36	\$72.12
Apr	2017	25-36	\$48.30	\$45.63	\$46.39
Apr	2017	37-48	\$35.41	\$15.78	\$28.87
Apr	2017	49-60		\$287.55	\$287.55
Apr	2017	61+		\$42.98	\$42.98
May	2017	0-12	\$64.30	\$85.50	\$79.90
May	2017	13-24	\$87.55	\$80.26	\$84.09
May	2017	25-36	\$53.71	\$37.47	\$39.79
May	2017	37-48	\$104.94		\$104.94
May	2017	49-60		\$133.00	\$133.00
May	2017	61+			
Jun	2017	0-12	\$59.80	\$78.53	\$75.06
Jun	2017	13-24	\$51.96	\$62.78	\$55.74
Jun	2017	25-36	\$48.00	\$30.83	\$33.28
Jun	2017	37-48		\$54.92	\$54.92
Jun	2017	49-60		\$45.53	\$45.53
Jun	2017	61+		\$54.00	\$54.00
Jul	2017	0-12	\$56.86	\$74.49	\$71.08
Jul	2017	13-24	\$56.14	\$73.62	\$65.93
Jul	2017	25-36	\$40.22	\$26.93	\$32.63
Jul	2017	37-48		\$16.00	\$16.00
Jul	2017	49-60		\$34.20	\$34.20
Jul	2017	61+			

Activation Month	Activation Year	Average Monthly Payment Agreement Installment Amount by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Aug	2017	0-12	\$52.23	\$69.74	\$66.02
Aug	2017	13-24	\$60.52	\$71.13	\$66.82
Aug	2017	25-36	\$48.04	\$38.12	\$39.44
Aug	2017	37-48			
Aug	2017	49-60		\$68.15	\$68.15
Aug	2017	61+			
Sep	2017	0-12	\$53.69	\$64.21	\$61.84
Sep	2017	13-24	\$51.27	\$40.83	\$46.70
Sep	2017	25-36		\$34.58	\$34.58
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	\$47.42	\$61.50	\$58.30
Oct	2017	13-24	\$52.34	\$66.63	\$55.91
Oct	2017	25-36	\$48.86	\$43.15	\$44.10
Oct	2017	37-48			
Oct	2017	49-60			
Oct	2017	61+		\$12.60	\$12.60
Nov	2017	0-12	\$47.17	\$61.32	\$58.82
Nov	2017	13-24	\$40.82	\$34.28	\$35.80
Nov	2017	25-36	\$121.00	\$51.28	\$65.22
Nov	2017	37-48	\$64.61	\$104.97	\$91.51
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	\$46.94	\$52.24	\$51.30
Dec	2017	13-24	\$38.44	\$34.00	\$34.91
Dec	2017	25-36	\$92.02	\$86.21	\$87.37
Dec	2017	37-48		\$122.71	\$122.71
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	0-12	2,842	4,978	7,820
Oct	2015	13-24	75	50	125
Oct	2015	25-36	223	93	316
Oct	2015	37-48		1	1
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	1,217	2,880	4,097
Nov	2015	13-24	677	1,414	2,091
Nov	2015	25-36	181	209	390
Nov	2015	37-48	6	2	8
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	1,293	3,497	4,790
Dec	2015	13-24	210	429	639
Dec	2015	25-36	115	135	250
Dec	2015	37-48	3	2	5
Dec	2015	49-60			
Dec	2016	61+	1		1
Jan	2016	0-12	1,355	4,011	5,366
Jan	2016	13-24	36	46	82
Jan	2016	25-36	85	59	144
Jan	2016	37-48	1	2	3
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	1,389	3,449	4,838
Feb	2016	13-24	30	24	54
Feb	2016	25-36	76	57	133
Feb	2016	37-48	1	1	2
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	1,571	4,165	5,736
Mar	2016	13-24	35	39	74
Mar	2016	25-36	99	63	162
Mar	2016	37-48		1	1
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	1,310	3,304	4,614
Apr	2016	13-24	163	81	244
Apr	2016	25-36	141	49	190
Apr	2016	37-48		1	1
Apr	2016	49-60			
Apr	2016	61+			

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
May	2016	0-12	2,733	4,662	7,395
May	2016	13-24	78	42	120
May	2016	25-36	264	74	338
May	2016	37-48			
May	2016	49-60			
May	2016	61+			
Jun	2016	0-12	1,844	3,954	5,798
Jun	2016	13-24	40	31	71
Jun	2016	25-36	219	73	292
Jun	2016	37-48	1		1
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	1,525	3,256	4,781
Jul	2016	13-24	41	30	71
Jul	2016	25-36	177	66	243
Jul	2016	37-48			
Jul	2016	49-60	1		1
Jul	2016	61+			
Aug	2016	0-12	1,845	4,109	5,954
Aug	2016	13-24	65	32	97
Aug	2016	25-36	176	89	265
Aug	2016	37-48	1	1	2
Aug	2016	49-60	1		1
Aug	2016	61+	1		1
Sep	2016	0-12	1,787	4,375	6,162
Sep	2016	13-24	41	31	72
Sep	2016	25-36	20	31	51
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	1,742	4,767	6,509
Oct	2016	13-24	38	30	68
Oct	2016	25-36	13	23	36
Oct	2016	37-48		2	2
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	928	3,004	3,932
Nov	2016	13-24	295	721	1,016
Nov	2016	25-36	35	87	122
Nov	2016	37-48	1	3	4
Nov	2016	49-60			
Nov	2016	61+			

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Dec	2016	0-12	908	3,254	4,162
Dec	2016	13-24	104	207	311
Dec	2016	25-36	17	37	54
Dec	2016	37-48			
Dec	2016	49-60			
Dec	2017	61+			
Jan	2017	0-12	1,139	3,839	4,978
Jan	2017	13-24	27	41	68
Jan	2017	25-36	13	30	43
Jan	2017	37-48		2	2
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	1,068	3,329	4,397
Feb	2017	13-24	18	25	43
Feb	2017	25-36	11	21	32
Feb	2017	37-48	1	2	3
Feb	2017	49-60		1	1
Feb	2017	61+	1	1	2
Mar	2017	0-12	1,207	3,838	5,045
Mar	2017	13-24	33	48	81
Mar	2017	25-36	11	27	38
Mar	2017	37-48			
Mar	2017	49-60		1	1
Mar	2017	61+			
Apr	2017	0-12	1,222	3,238	4,460
Apr	2017	13-24	58	40	98
Apr	2017	25-36	16	21	37
Apr	2017	37-48	2	2	4
Apr	2017	49-60			
Apr	2017	61+			
May	2017	0-12	2,805	4,532	7,337
May	2017	13-24	50	36	86
May	2017	25-36	11	24	35
May	2017	37-48	2		2
May	2017	49-60		1	1
May	2017	61+			
Jun	2017	0-12	1,791	4,355	6,146
Jun	2017	13-24	31	32	63
Jun	2017	25-36	6	13	19
Jun	2017	37-48		1	1
Jun	2017	49-60		1	1
Jun	2017	61+			

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Jul	2017	0-12	1,409	3,335	4,744
Jul	2017	13-24	34	20	54
Jul	2017	25-36	5	16	21
Jul	2017	37-48	1	2	3
Jul	2017	49-60		1	1
Jul	2017	61+			
Aug	2017	0-12	1,675	3,948	5,623
Aug	2017	13-24	33	30	63
Aug	2017	25-36	12	7	19
Aug	2017	37-48	1	1	2
Aug	2017	49-60			
Aug	2017	61+			
Sep	2017	0-12	1,580	4,143	5,723
Sep	2017	13-24	23	23	46
Sep	2017	25-36	9	20	29
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	1,425	4,019	5,444
Oct	2017	13-24	18	22	40
Oct	2017	25-36	4	11	15
Oct	2017	37-48			
Oct	2017	49-60	1	2	3
Oct	2017	61+			
Nov	2017	0-12	941	3,125	4,066
Nov	2017	13-24	74	153	227
Nov	2017	25-36	11	27	38
Nov	2017	37-48	2	2	4
Nov	2017	49-60		1	1
Nov	2017	61+			
Dec	2017	0-12	657	2,389	3,046
Dec	2017	13-24	327	994	1,321
Dec	2017	25-36	25	74	99
Dec	2017	37-48	2		2
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	0-12	921	2118	3039
Oct	2015	13-24	19	18	37
Oct	2015	25-36	69	129	198
Oct	2015	37-48			
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	388	1180	1568
Nov	2015	13-24	211	668	879
Nov	2015	25-36	50	119	169
Nov	2015	37-48	2		2
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	484	1803	2287
Dec	2015	13-24	73	368	441
Dec	2015	25-36	63	185	248
Dec	2015	37-48	1		1
Dec	2015	49-60			
Dec	2016	61+			
Jan	2016	0-12	512	2040	2552
Jan	2016	13-24	20	36	56
Jan	2016	25-36	23	99	122
Jan	2016	37-48	1	1	2
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	545	2199	2744
Feb	2016	13-24	8	22	30
Feb	2016	25-36	30	58	88
Feb	2016	37-48			
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	783	2999	3782
Mar	2016	13-24	22	18	40
Mar	2016	25-36	49	61	110
Mar	2016	37-48		1	1
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	611	2446	3057
Apr	2016	13-24	79	61	140
Apr	2016	25-36	72	38	110
Apr	2016	37-48		1	1

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	992	3268	4260
May	2016	13-24	27	23	50
May	2016	25-36	69	48	117
May	2016	37-48		1	1
May	2016	49-60		1	1
May	2016	61+			
Jun	2016	0-12	608	2873	3481
Jun	2016	13-24	14	11	25
Jun	2016	25-36	59	62	121
Jun	2016	37-48			
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	462	2018	2480
Jul	2016	13-24	9	18	27
Jul	2016	25-36	46	74	120
Jul	2016	37-48			
Jul	2016	49-60			
Jul	2016	61+			
Aug	2016	0-12	585	2140	2725
Aug	2016	13-24	12	20	32
Aug	2016	25-36	49	67	116
Aug	2016	37-48		1	1
Aug	2016	49-60			
Aug	2016	61+			
Sep	2016	0-12	492	1722	2214
Sep	2016	13-24	4	11	15
Sep	2016	25-36	6	15	21
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	451	1652	2103
Oct	2016	13-24	9	14	23
Oct	2016	25-36	4	16	20
Oct	2016	37-48			
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	258	1135	1393
Nov	2016	13-24	82	315	397

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Nov	2016	25-36	10	30	40
Nov	2016	37-48		2	2
Nov	2016	49-60			
Nov	2016	61+		1	1
Dec	2016	0-12	251	1380	1631
Dec	2016	13-24	32	123	155
Dec	2016	25-36	9	28	37
Dec	2016	37-48		1	1
Dec	2016	49-60			
Dec	2017	61+			
Jan	2017	0-12	420	2243	2663
Jan	2017	13-24	9	17	26
Jan	2017	25-36	3	23	26
Jan	2017	37-48		1	1
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	508	2332	2840
Feb	2017	13-24	6	14	20
Feb	2017	25-36	3	9	12
Feb	2017	37-48			
Feb	2017	49-60			
Feb	2017	61+			
Mar	2017	0-12	608	3167	3775
Mar	2017	13-24	14	32	46
Mar	2017	25-36	4	20	24
Mar	2017	37-48	1		1
Mar	2017	49-60		2	2
Mar	2017	61+			
Apr	2017	0-12	695	2623	3318
Apr	2017	13-24	20	34	54
Apr	2017	25-36	8	20	28
Apr	2017	37-48	2	1	3
Apr	2017	49-60		2	2
Apr	2017	61+		2	2
May	2017	0-12	1291	3591	4882
May	2017	13-24	20	18	38
May	2017	25-36	2	12	14
May	2017	37-48	1		1
May	2017	49-60		1	1
May	2017	61+			

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Jun	2017	0-12	703	3091	3794
Jun	2017	13-24	13	7	20
Jun	2017	25-36	1	6	7
Jun	2017	37-48		1	1
Jun	2017	49-60		1	1
Jun	2017	61+		1	1
Jul	2017	0-12	550	2296	2846
Jul	2017	13-24	11	14	25
Jul	2017	25-36	3	4	7
Jul	2017	37-48		1	1
Jul	2017	49-60		2	2
Jul	2017	61+			
Aug	2017	0-12	605	2243	2848
Aug	2017	13-24	13	19	32
Aug	2017	25-36	2	13	15
Aug	2017	37-48			
Aug	2017	49-60		1	1
Aug	2017	61+			
Sep	2017	0-12	549	1890	2439
Sep	2017	13-24	9	7	16
Sep	2017	25-36		4	4
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	521	1774	2295
Oct	2017	13-24	3	1	4
Oct	2017	25-36	1	5	6
Oct	2017	37-48			
Oct	2017	49-60			
Oct	2017	61+		1	1
Nov	2017	0-12	323	1510	1833
Nov	2017	13-24	22	73	95
Nov	2017	25-36	1	4	5
Nov	2017	37-48	1	2	3
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	243	1128	1371
Dec	2017	13-24	127	496	623
Dec	2017	25-36	5	20	25
Dec	2017	37-48		2	2

Activation Month	Activation Year	Number of Activated Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	2239	3294	5533
Nov	2015	1523	2904	4427
Dec	2015	1156	2459	3615
Jan	2016	1033	2433	3466
Feb	2016	1058	2093	3151
Mar	2016	1224	2540	3764
Apr	2016	1196	2053	3249
May	2016	2331	2829	5160
Jun	2016	1496	2275	3771
Jul	2016	1294	2100	3394
Aug	2016	1552	2810	4362
Sep	2016	1393	2878	4271
Oct	2016	1317	3039	4356
Nov	2016	922	2342	3264
Dec	2016	687	2092	2779
Jan	2017	794	2327	3121
Feb	2017	762	2031	2793
Mar	2017	896	2429	3325
Apr	2017	892	2069	2961
May	2017	2141	2797	4938
Jun	2017	1352	2670	4022
Jul	2017	1081	2172	3253
Aug	2017	1280	2651	3931
Sep	2017	1137	2772	3909
Oct	2017	976	2554	3530
Nov	2017	557	1666	2223
Dec	2017	163	553	716

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	740	1503	2243
Nov	2015	466	1345	1811
Dec	2015	397	1539	1936
Jan	2016	300	1336	1636
Feb	2016	256	1435	1691
Mar	2016	364	1962	2326
Apr	2016	493	1655	2148
May	2016	810	2188	2998
Jun	2016	503	1881	2384
Jul	2016	393	1324	1717
Aug	2016	495	1488	1983
Sep	2016	383	1195	1578
Oct	2016	371	1103	1474
Nov	2016	273	1005	1278
Dec	2016	197	983	1180
Jan	2017	265	1462	1727
Feb	2017	302	1510	1812
Mar	2017	309	2128	2437
Apr	2017	328	1777	2105
May	2017	870	2325	3195
Jun	2017	522	1934	2456
Jul	2017	424	1461	1885
Aug	2017	472	1516	1988
Sep	2017	416	1292	1708
Oct	2017	381	1174	1555
Nov	2017	216	895	1111
Dec	2017	55	289	344

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	0-12	2035	3212	5247
Oct	2015	13-24	58	34	92
Oct	2015	25-36	146	47	193
Oct	2015	37-48		1	1
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	846	1763	2609
Nov	2015	13-24	537	1003	1540
Nov	2015	25-36	135	137	272
Nov	2015	37-48	5	1	6
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	897	2058	2955
Dec	2015	13-24	173	309	482
Dec	2015	25-36	83	91	174
Dec	2015	37-48	3	1	4
Dec	2015	49-60			
Dec	2016	61+			
Jan	2016	0-12	946	2358	3304
Jan	2016	13-24	29	33	62
Jan	2016	25-36	57	41	98
Jan	2016	37-48	1	1	2
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	978	2037	3015
Feb	2016	13-24	23	18	41
Feb	2016	25-36	57	38	95
Feb	2016	37-48			
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	1133	2474	3607
Mar	2016	13-24	26	27	53
Mar	2016	25-36	65	39	104
Mar	2016	37-48			
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	971	1956	2927
Apr	2016	13-24	138	63	201
Apr	2016	25-36	87	33	120
Apr	2016	37-48		1	1
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	2104	2753	4857
May	2016	13-24	62	31	93

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
May	2016	25-36	165	45	210
May	2016	37-48			
May	2016	49-60			
May	2016	61+			
Jun	2016	0-12	1329	2211	3540
Jun	2016	13-24	27	23	50
Jun	2016	25-36	139	41	180
Jun	2016	37-48	1		1
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	1153	2033	3186
Jul	2016	13-24	35	20	55
Jul	2016	25-36	106	47	153
Jul	2016	37-48			
Jul	2016	49-60			
Jul	2016	61+			
Aug	2016	0-12	1390	2732	4122
Aug	2016	13-24	46	24	70
Aug	2016	25-36	115	53	168
Aug	2016	37-48		1	1
Aug	2016	49-60	1		1
Aug	2016	61+			
Sep	2016	0-12	1343	2834	4177
Sep	2016	13-24	32	25	57
Sep	2016	25-36	18	19	37
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	1281	2998	4279
Oct	2016	13-24	26	24	50
Oct	2016	25-36	10	15	25
Oct	2016	37-48		2	2
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	656	1779	2435
Nov	2016	13-24	241	502	743
Nov	2016	25-36	24	58	82
Nov	2016	37-48	1	3	4
Nov	2016	49-60			
Nov	2016	61+			
Dec	2016	0-12	599	1931	2530
Dec	2016	13-24	79	136	215
Dec	2016	25-36	9	25	34
Dec	2016	37-48			

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Dec	2016	49-60			
Dec	2017	61+			
Jan	2017	0-12	767	2279	3046
Jan	2017	13-24	20	29	49
Jan	2017	25-36	7	17	24
Jan	2017	37-48		2	2
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	744	1997	2741
Feb	2017	13-24	12	16	28
Feb	2017	25-36	6	14	20
Feb	2017	37-48		2	2
Feb	2017	49-60		1	1
Feb	2017	61+		1	1
Mar	2017	0-12	866	2386	3252
Mar	2017	13-24	26	31	57
Mar	2017	25-36	4	12	16
Mar	2017	37-48			
Mar	2017	49-60			
Mar	2017	61+			
Apr	2017	0-12	835	2029	2864
Apr	2017	13-24	48	28	76
Apr	2017	25-36	9	10	19
Apr	2017	37-48		2	2
Apr	2017	49-60			
Apr	2017	61+			
May	2017	0-12	2096	2761	4857
May	2017	13-24	36	20	56
May	2017	25-36	7	15	22
May	2017	37-48	2		2
May	2017	49-60		1	1
May	2017	61+			
Jun	2017	0-12	1328	2646	3974
Jun	2017	13-24	21	16	37
Jun	2017	25-36	3	6	9
Jun	2017	37-48		1	1
Jun	2017	49-60		1	1
Jun	2017	61+			
Jul	2017	0-12	1050	2150	3200
Jul	2017	13-24	26	15	41
Jul	2017	25-36	4	4	8
Jul	2017	37-48	1	2	3
Jul	2017	49-60		1	1
Jul	2017	61+			

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Aug	2017	0-12	1249	2632	3881
Aug	2017	13-24	27	17	44
Aug	2017	25-36	4	2	6
Aug	2017	37-48			
Aug	2017	49-60			
Aug	2017	61+			
Sep	2017	0-12	1120	2750	3870
Sep	2017	13-24	11	15	26
Sep	2017	25-36	6	7	13
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	963	2541	3504
Oct	2017	13-24	11	8	19
Oct	2017	25-36	2	3	5
Oct	2017	37-48			
Oct	2017	49-60		2	2
Oct	2017	61+			
Nov	2017	0-12	515	1601	2116
Nov	2017	13-24	38	55	93
Nov	2017	25-36	3	9	12
Nov	2017	37-48	1	1	2
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	105	396	501
Dec	2017	13-24	54	145	199
Dec	2017	25-36	4	12	16
Dec	2017	37-48			
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	0-12	671	1409	2080
Oct	2015	13-24	13	13	26
Oct	2015	25-36	56	81	137
Oct	2015	37-48			
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	267	758	1025
Nov	2015	13-24	162	505	667
Nov	2015	25-36	36	82	118
Nov	2015	37-48	1		1
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	289	1144	1433
Dec	2015	13-24	56	263	319
Dec	2015	25-36	51	132	183
Dec	2015	37-48	1		1
Dec	2015	49-60			
Dec	2016	61+			
Jan	2016	0-12	269	1268	1537
Jan	2016	13-24	15	25	40
Jan	2016	25-36	15	42	57
Jan	2016	37-48	1	1	2
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	234	1402	1636
Feb	2016	13-24	5	7	12
Feb	2016	25-36	17	26	43
Feb	2016	37-48			
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	318	1919	2237
Mar	2016	13-24	16	14	30
Mar	2016	25-36	30	29	59
Mar	2016	37-48			
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	389	1587	1976
Apr	2016	13-24	60	49	109
Apr	2016	25-36	44	18	62
Apr	2016	37-48		1	1
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	740	2149	2889
May	2016	13-24	25	18	43
May	2016	25-36	45	20	65
May	2016	37-48			

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status				
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas	
May	2016	49-60			1	1
May	2016	61+				
Jun	2016	0-12	454	1837		2291
Jun	2016	13-24	9	9		18
Jun	2016	25-36	40	35		75
Jun	2016	37-48				
Jun	2016	49-60				
Jun	2016	61+				
Jul	2016	0-12	360	1267		1627
Jul	2016	13-24	5	9		14
Jul	2016	25-36	28	48		76
Jul	2016	37-48				
Jul	2016	49-60				
Jul	2016	61+				
Aug	2016	0-12	456	1436		1892
Aug	2016	13-24	9	13		22
Aug	2016	25-36	30	38		68
Aug	2016	37-48		1		1
Aug	2016	49-60				
Aug	2016	61+				
Sep	2016	0-12	375	1175		1550
Sep	2016	13-24	3	9		12
Sep	2016	25-36	5	11		16
Sep	2016	37-48				
Sep	2016	49-60				
Sep	2016	61+				
Oct	2016	0-12	361	1082		1443
Oct	2016	13-24	7	11		18
Oct	2016	25-36	3	10		13
Oct	2016	37-48				
Oct	2016	49-60				
Oct	2016	61+				
Nov	2016	0-12	196	757		953
Nov	2016	13-24	68	224		292
Nov	2016	25-36	9	22		31
Nov	2016	37-48		2		2
Nov	2016	49-60				
Nov	2016	61+				
Dec	2016	0-12	164	881		1045
Dec	2016	13-24	26	84		110
Dec	2016	25-36	7	18		25
Dec	2016	37-48				
Dec	2016	49-60				
Dec	2017	61+				
Jan	2017	0-12	256	1438		1694
Jan	2017	13-24	6	11		17

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Jan	2017	25-36	3	12	15
Jan	2017	37-48		1	1
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	297	1496	1793
Feb	2017	13-24	4	9	13
Feb	2017	25-36	1	5	6
Feb	2017	37-48			
Feb	2017	49-60			
Feb	2017	61+			
Mar	2017	0-12	293	2098	2391
Mar	2017	13-24	12	22	34
Mar	2017	25-36	3	7	10
Mar	2017	37-48	1		1
Mar	2017	49-60		1	1
Mar	2017	61+			
Apr	2017	0-12	311	1742	2053
Apr	2017	13-24	12	20	32
Apr	2017	25-36	4	13	17
Apr	2017	37-48	1		1
Apr	2017	49-60		2	2
Apr	2017	61+			
May	2017	0-12	852	2304	3156
May	2017	13-24	15	13	28
May	2017	25-36	2	7	9
May	2017	37-48	1		1
May	2017	49-60		1	1
May	2017	61+			
Jun	2017	0-12	510	1924	2434
Jun	2017	13-24	11	4	15
Jun	2017	25-36	1	5	6
Jun	2017	37-48		1	1
Jun	2017	49-60			
Jun	2017	61+			
Jul	2017	0-12	414	1450	1864
Jul	2017	13-24	8	9	17
Jul	2017	25-36	2	2	4
Jul	2017	37-48			
Jul	2017	49-60			
Jul	2017	61+			
Aug	2017	0-12	462	1496	1958
Aug	2017	13-24	10	15	25
Aug	2017	25-36		5	5
Aug	2017	37-48			
Aug	2017	49-60			
Aug	2017	61+			

Activation Month	Activation Year	Number of Defaulted Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Sep	2017	0-12	409	1285	1694
Sep	2017	13-24	7	6	13
Sep	2017	25-36		1	1
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	379	1172	1551
Oct	2017	13-24	2	1	3
Oct	2017	25-36		1	1
Oct	2017	37-48			
Oct	2017	49-60			
Oct	2017	61+			
Nov	2017	0-12	206	866	1072
Nov	2017	13-24	8	27	35
Nov	2017	25-36	1		1
Nov	2017	37-48	1	2	3
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	40	202	242
Dec	2017	13-24	14	81	95
Dec	2017	25-36	1	6	7
Dec	2017	37-48			
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	0-12	579	1443	2022
Oct	2015	13-24	12	10	22
Oct	2015	25-36		3	3
Oct	2015	37-48			
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	273	939	1212
Nov	2015	13-24	93	315	408
Nov	2015	25-36	5	14	19
Nov	2015	37-48			
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	313	1234	1547
Dec	2015	13-24	26	91	117
Dec	2015	25-36	6	9	15
Dec	2015	37-48		1	1
Dec	2015	49-60			
Dec	2016	61+			
Jan	2016	0-12	299	1376	1675
Jan	2016	13-24	2	11	13
Jan	2016	25-36	1	4	5
Jan	2016	37-48		1	1
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	301	1190	1491
Feb	2016	13-24	3	3	6
Feb	2016	25-36	1	2	3
Feb	2016	37-48	1		1
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	307	1367	1674
Mar	2016	13-24	2	9	11
Mar	2016	25-36	2	2	4
Mar	2016	37-48			
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	219	1093	1312
Apr	2016	13-24	12	13	25
Apr	2016	25-36	1	2	3
Apr	2016	37-48			
Apr	2016	49-60			
Apr	2016	61+			
May	2016	0-12	429	1588	2017
May	2016	13-24	10	7	17
May	2016	25-36	1	3	4

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
May	2016	37-48			
May	2016	49-60			
May	2016	61+			
Jun	2016	0-12	367	1481	1848
Jun	2016	13-24	8	6	14
Jun	2016	25-36		3	3
Jun	2016	37-48			
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	247	997	1244
Jul	2016	13-24	4	6	10
Jul	2016	25-36	3	1	4
Jul	2016	37-48			
Jul	2016	49-60	1		1
Jul	2016	61+			
Aug	2016	0-12	320	1099	1419
Aug	2016	13-24	9	3	12
Aug	2016	25-36			
Aug	2016	37-48			
Aug	2016	49-60			
Aug	2016	61+			
Sep	2016	0-12	314	1251	1565
Sep	2016	13-24	6	2	8
Sep	2016	25-36		2	2
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	343	1461	1804
Oct	2016	13-24	6	2	8
Oct	2016	25-36		2	2
Oct	2016	37-48			
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	212	1042	1254
Nov	2016	13-24	35	140	175
Nov	2016	25-36	4	6	10
Nov	2016	37-48			
Nov	2016	49-60			
Nov	2016	61+			
Dec	2016	0-12	238	1158	1396
Dec	2016	13-24	13	38	51
Dec	2016	25-36	4	2	6
Dec	2016	37-48			
Dec	2016	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Jan	2017	0-12	282	1304	1586
Jan	2017	13-24	5	6	11
Jan	2017	25-36	1	3	4
Jan	2017	37-48			
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	226	1099	1325
Feb	2017	13-24		4	4
Feb	2017	25-36		1	1
Feb	2017	37-48			
Feb	2017	49-60			
Feb	2017	61+			
Mar	2017	0-12	220	1198	1418
Mar	2017	13-24	2	10	12
Mar	2017	25-36	2	4	6
Mar	2017	37-48			
Mar	2017	49-60		1	1
Mar	2017	61+			
Apr	2017	0-12	252	963	1215
Apr	2017	13-24	7	3	10
Apr	2017	25-36	1		1
Apr	2017	37-48	1		1
Apr	2017	49-60			
Apr	2017	61+			
May	2017	0-12	361	1389	1750
May	2017	13-24	6	6	12
May	2017	25-36	1		1
May	2017	37-48			
May	2017	49-60			
May	2017	61+			
Jun	2017	0-12	244	1387	1631
Jun	2017	13-24	1	3	4
Jun	2017	25-36		1	1
Jun	2017	37-48			
Jun	2017	49-60			
Jun	2017	61+			
Jul	2017	0-12	183	902	1085
Jul	2017	13-24	1	1	2
Jul	2017	25-36		1	1
Jul	2017	37-48			
Jul	2017	49-60			
Jul	2017	61+			
Aug	2017	0-12	134	780	914
Aug	2017	13-24	2	1	3
Aug	2017	25-36	1	1	2

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Aug	2017	37-48			
Aug	2017	49-60			
Aug	2017	61+			
Sep	2017	0-12	128	664	792
Sep	2017	13-24	2	2	4
Sep	2017	25-36		3	3
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	70	535	605
Oct	2017	13-24			
Oct	2017	25-36			
Oct	2017	37-48			
Oct	2017	49-60			
Oct	2017	61+			
Nov	2017	0-12	43	206	249
Nov	2017	13-24	1	2	3
Nov	2017	25-36			
Nov	2017	37-48			
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	12	87	99
Dec	2017	13-24		10	10
Dec	2017	25-36		1	1
Dec	2017	37-48			
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	0-12	203	575	778
Oct	2015	13-24	6	4	10
Oct	2015	25-36		3	3
Oct	2015	37-48			
Oct	2015	49-60			
Oct	2015	61+			
Nov	2015	0-12	100	326	426
Nov	2015	13-24	33	127	160
Nov	2015	25-36	1	5	6
Nov	2015	37-48			
Nov	2015	49-60			
Nov	2015	61+			
Dec	2015	0-12	156	551	707
Dec	2015	13-24	12	82	94
Dec	2015	25-36	1	2	3
Dec	2015	37-48			
Dec	2015	49-60			
Dec	2016	61+			
Jan	2016	0-12	205	643	848
Jan	2016	13-24	2	6	8
Jan	2016	25-36	2	2	4
Jan	2016	37-48			
Jan	2016	49-60			
Jan	2016	61+			
Feb	2016	0-12	269	613	882
Feb	2016	13-24	3	14	17
Feb	2016	25-36	2	4	6
Feb	2016	37-48			
Feb	2016	49-60			
Feb	2016	61+			
Mar	2016	0-12	402	853	1255
Mar	2016	13-24	2	2	4
Mar	2016	25-36	3	4	7
Mar	2016	37-48			
Mar	2016	49-60			
Mar	2016	61+			
Apr	2016	0-12	161	685	846
Apr	2016	13-24	13	8	21
Apr	2016	25-36	2	2	4
Apr	2016	37-48			
Apr	2016	49-60			

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Apr	2016	61+			
May	2016	0-12	186	911	1097
May	2016	13-24		3	3
May	2016	25-36		4	4
May	2016	37-48			
May	2016	49-60			
May	2016	61+			
Jun	2016	0-12	106	860	966
Jun	2016	13-24	2	1	3
Jun	2016	25-36	1	3	4
Jun	2016	37-48			
Jun	2016	49-60			
Jun	2016	61+			
Jul	2016	0-12	73	605	678
Jul	2016	13-24	4	5	9
Jul	2016	25-36	2	1	3
Jul	2016	37-48			
Jul	2016	49-60			
Jul	2016	61+			
Aug	2016	0-12	92	552	644
Aug	2016	13-24	1	5	6
Aug	2016	25-36		2	2
Aug	2016	37-48			
Aug	2016	49-60			
Aug	2016	61+			
Sep	2016	0-12	74	445	519
Sep	2016	13-24	1		1
Sep	2016	25-36		1	1
Sep	2016	37-48			
Sep	2016	49-60			
Sep	2016	61+			
Oct	2016	0-12	60	470	530
Oct	2016	13-24	2	2	4
Oct	2016	25-36	1	3	4
Oct	2016	37-48			
Oct	2016	49-60			
Oct	2016	61+			
Nov	2016	0-12	46	314	360
Nov	2016	13-24	8	66	74
Nov	2016	25-36	1	1	2
Nov	2016	37-48			

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Nov	2016	49-60			
Nov	2016	61+			
Dec	2016	0-12	67	427	494
Dec	2016	13-24	5	21	26
Dec	2016	25-36		3	3
Dec	2016	37-48			
Dec	2016	49-60			
Dec	2017	61+			
Jan	2017	0-12	123	648	771
Jan	2017	13-24	2	3	5
Jan	2017	25-36		2	2
Jan	2017	37-48			
Jan	2017	49-60			
Jan	2017	61+			
Feb	2017	0-12	177	678	855
Feb	2017	13-24	2	2	4
Feb	2017	25-36		1	1
Feb	2017	37-48			
Feb	2017	49-60			
Feb	2017	61+			
Mar	2017	0-12	250	837	1087
Mar	2017	13-24	1	4	5
Mar	2017	25-36		2	2
Mar	2017	37-48			
Mar	2017	49-60			
Mar	2017	61+			
Apr	2017	0-12	307	684	991
Apr	2017	13-24	3	7	10
Apr	2017	25-36		1	1
Apr	2017	37-48			
Apr	2017	49-60			
Apr	2017	61+			
May	2017	0-12	287	1013	1300
May	2017	13-24	1	1	2
May	2017	25-36		1	1
May	2017	37-48			
May	2017	49-60			
May	2017	61+			
Jun	2017	0-12	120	914	1034
Jun	2017	13-24			
Jun	2017	25-36		1	1

Activation Month	Activation Year	Number of Completed Payment Agreements by Activation Month, Activation Year, Length of Payment Agreement (in Months) and Low Income Status			
		Length of Payment Agreement	Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Jun	2017	37-48			
Jun	2017	49-60			
Jun	2017	61+			
Jul	2017	0-12	65	652	717
Jul	2017	13-24	1	1	2
Jul	2017	25-36			
Jul	2017	37-48			
Jul	2017	49-60			
Jul	2017	61+			
Aug	2017	0-12	56	455	511
Aug	2017	13-24		1	1
Aug	2017	25-36		2	2
Aug	2017	37-48			
Aug	2017	49-60			
Aug	2017	61+			
Sep	2017	0-12	29	326	355
Sep	2017	13-24			
Sep	2017	25-36			
Sep	2017	37-48			
Sep	2017	49-60			
Sep	2017	61+			
Oct	2017	0-12	23	229	252
Oct	2017	13-24			
Oct	2017	25-36			
Oct	2017	37-48			
Oct	2017	49-60			
Oct	2017	61+			
Nov	2017	0-12	12	106	118
Nov	2017	13-24			
Nov	2017	25-36			
Nov	2017	37-48			
Nov	2017	49-60			
Nov	2017	61+			
Dec	2017	0-12	3	27	30
Dec	2017	13-24	2	3	5
Dec	2017	25-36			
Dec	2017	37-48			
Dec	2017	49-60			
Dec	2017	61+			

Activation Month	Activation Year	Number of Renegotiated Agreements by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Electric	Non-Low Income Residential Electric	All Residential Electric
Oct	2015	214	514	728
Nov	2015	169	445	614
Dec	2015	193	442	635
Jan	2016	151	404	555
Feb	2016	117	295	412
Mar	2016	144	411	555
Apr	2016	110	300	410
May	2016	205	377	582
Jun	2016	138	312	450
Jul	2016	123	310	433
Aug	2016	145	413	558
Sep	2016	138	443	581
Oct	2016	133	463	596
Nov	2016	95	341	436
Dec	2016	72	299	371
Jan	2017	104	352	456
Feb	2017	76	256	332
Mar	2017	88	338	426
Apr	2017	96	307	403
May	2017	173	358	531
Jun	2017	104	329	433
Jul	2017	55	232	287
Aug	2017	65	233	298
Sep	2017	44	194	238
Oct	2017	18	126	144
Nov	2017	4	16	20
Dec	2017		3	3

Activation Month	Activation Year	Number of Renegotiated Agreements by Activation Month, Activation Year and Low Income Status		
		Low Income Residential Gas	Non-Low Income Residential Gas	All Residential Gas
Oct	2015	65	202	267
Nov	2015	43	203	246
Dec	2015	104	357	461
Jan	2016	69	314	383
Feb	2016	35	326	361
Mar	2016	62	409	471
Apr	2016	37	311	348
May	2016	80	353	433
Jun	2016	43	333	376
Jul	2016	37	187	224
Aug	2016	21	182	203
Sep	2016	25	174	199
Oct	2016	22	168	190
Nov	2016	38	163	201
Dec	2016	30	224	254
Jan	2017	66	353	419
Feb	2017	50	307	357
Mar	2017	51	454	505
Apr	2017	32	338	370
May	2017	85	344	429
Jun	2017	55	269	324
Jul	2017	24	148	172
Aug	2017	17	127	144
Sep	2017	12	65	77
Oct	2017	3	52	55
Nov	2017	1	5	6
Dec	2017	1		1

Division 14-19

Request:

Please provide each customer segmentation study that has been prepared for the Company of its residential customers since January 2013. If no such study has been prepared since January 2013, please provide the most recent study.

Response:

Please refer to Attachment DIV 14-19 for a customer segmented study prepared by the Company representing terminations and payment plans since Fiscal Year 2013. Please also refer to Attachment DIV 14-1, Attachment DIV 14-2, and Attachment DIV 14-9 for additional segmented residential studies prepared by the Company.

UTILITY NAME: **National Grid - RI Gas Division**
REPORT DATE: **January 15, 2018**
PERIOD ENDED: **December 31, 2017**

	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Jul-17</u>	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>	<u>Dec-17</u>	<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Total</u>
Total Physical Terminations	311	1,652	1,577	1,058	859	970	935	2	0				7,364
Protected Terminations	0	37	24	18	14	25	32	0	0				150
Non-Protected Terminations	311	1,615	1,553	1,040	845	945	903	2	0				7,214
Average Balance of Those Terminated	\$982	\$1,078	\$988	\$998	\$946	\$1,066	\$876	\$888	\$0				\$869
Terminations in Excess of \$1,000	80	486	430	287	236	312	244	1	0				2,076
Termination Notices Sent	23,672	33,341	27,667	22,615	22,633	18,960	19,213	12,208	16,543				196,852
Payment Plans Negotiated	3,338	4,837	3,771	2,835	2,841	2,441	2,262	1,907	1,989				26,221
Payment Plans Broken	2,235	3,049	2,529	3,371	2,925	2,753	2,879	2,353	2,543				24,637
Flexible Payment Plans	202	186	153	110	144	115	120	213	744				1,987
Actual A/R Write off*	\$640,017	\$614,652	\$894,819	\$825,865	\$1,519,571	\$1,501,315	\$1,289,565	\$819,892	\$771,507				\$8,877,203
Recoveries*	(\$359,270)	(\$352,522)	(\$298,646)	(\$215,135)	(\$277,680)	(\$249,612)	(\$463,399)	(\$800,982)	(\$485,514)				(\$3,502,761)
Net A/R Write off*	\$280,747	\$262,130	\$596,172	\$610,730	\$1,241,892	\$1,251,703	\$826,165	\$18,910	\$285,993				\$5,374,443

* Combined Residential, Commercial & Industrial Data

As of December 31, 2017 **14** protected accounts terminated on or after **May 1, 2017** have not been restored
As of December 31, 2017 **871** non-protected accounts terminated on or after **April 16, 2017** have not been restored

UTILITY NAME: **National Grid - RI Electric Division**
REPORT DATE: **January 15, 2018**
PERIOD ENDED: **December 31, 2017**

	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Jul-17</u>	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>	<u>Dec-17</u>	<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Total</u>
Total Physical Terminations	497	2,677	3,764	2,092	2,530	1,983	2,510	2	0				16,055
Protected Terminations	0	87	81	56	59	60	51	0	0				394
Non-Protected Terminations	497	2,590	3,683	2,036	2,471	1,923	2,459	2	0				15,661
Average Balance of Those Terminated	\$860	\$1,264	\$962	\$802	\$770	\$686	\$574	\$898	\$0				\$757
Terminations in Excess of \$1,000	115	983	1,041	424	501	343	272	1	0				3,680
Termination Notices Sent	31,644	45,632	36,760	32,922	40,030	37,366	40,015	25,547	31,271				321,187
Payment Plans Negotiated	4,519	7,269	6,118	4,726	5,583	5,713	5,395	4,256	4,386				47,965
Payment Plans Broken	3,906	5,042	4,518	5,668	5,667	5,012	5,876	4,840	5,309				45,838
Flexible Payment Plans	358	414	387	301	412	347	385	505	1,601				4,710
Actual A/R Write off *	\$919,335	\$914,533	\$1,136,280	\$1,426,813	\$2,038,771	\$1,931,630	\$1,400,788	\$1,217,851	\$1,063,468				12,049,468
Recoveries *	(\$619,723)	(\$413,796)	(\$367,559)	(\$431,206)	(\$403,508)	(\$385,761)	(\$568,477)	(\$484,313)	(\$416,977)				(\$4,091,320)
Net A/R Write off *	\$299,612	\$500,737	\$768,721	\$995,607	\$1,635,263	\$1,545,869	\$832,311	\$733,538	\$646,491				7,958,148

* Combined Residential, Commercial & Industrial Data

As of December 31, 2017 **12** protected accounts terminated on or after **May 1, 2017** have not been restored.
As of December 31, 2017 **851** non-protected accounts terminated on or after **April 16, 2017** have not been restored.

Division 14-20

Request:

Please provide each customer demographic survey that has been prepared for residential customers since January 2013. If no survey has been prepared since January 2013, please provide the most recent survey.

Response:

Please see Attachment DIV 14-20, which includes all Rhode Island residential demographic data collected from the Company's two primary tracking studies:

- Customer Service Tracker, which is a transactional phone study of residential customers who contact the Company's Customer Contact Center, and includes residential electric and gas customers. Data from this study supports the current regulatory satisfaction metric for Rhode Island.
- Brand Image Relationship study, which is a randomized online study of the Company's residential gas and electric customers.

Please note that these surveys are conducted to inform customer opinion research; they are not conducted to obtain a representative view of the Company's customer base in terms of demographics. The demographics included in these data are used primarily to ensure the Company understands who is being interviewed and to monitor those levels for consistency over time.

Division 14-21

Request:

By month for the months since October 2015, please provide for residential customers:

- a. The number of customers;
- b. The dollars billed;
- c. The dollars received in payment;
- d. The number of customers billed a late payment charge;
- e. The dollars of late payment charges billed.

Response:

- a. As of January 25, 2018, the number of residential accounts disaggregated by low income and non-low income by month since October 2015 is provided in Attachment DIV 14-21-1.
- b. As of January 25, 2018, the total dollars billed for residential accounts disaggregated by low income and non-low income by month since October 2015 is provided in Attachment DIV 14-21-2.
- c. As of January 27, 2018, the total dollars received in payment for residential accounts disaggregated by low income and non-low income by month since October 2015 is provided in Attachment DIV 14-21-3.
- d. As of January 25, 2018, the total number of accounts billed a late payment charge for residential accounts disaggregated by low income and non-low income by month since October 2015 is provided in Attachment DIV 14-21-4.
- e. As of January 25, 2018, the total dollar amount billed for late payment charges for residential accounts disaggregated by low income and non-low income by month since October 2015 is provided in Attachment DIV 14-21-5.

SERVICE_TYPE	PERIOD	COUNT OF NON_LOW_INCOME	COUNT OF LOW_INCOME	COUNT OF TOTAL RESIDENTIAL
ELECTRIC	201712	408,802	28,496	437,298
ELECTRIC	201711	409,460	26,985	436,445
ELECTRIC	201710	407,695	27,968	435,663
ELECTRIC	201709	403,438	32,003	435,441
ELECTRIC	201708	402,596	32,433	435,029
ELECTRIC	201707	400,127	34,716	434,843
ELECTRIC	201706	399,704	35,168	434,872
ELECTRIC	201705	400,395	34,783	435,178
ELECTRIC	201704	401,118	35,183	436,301
ELECTRIC	201703	403,557	32,780	436,337
ELECTRIC	201702	402,724	33,252	435,976
ELECTRIC	201701	402,033	33,632	435,665
ELECTRIC	201612	401,697	33,754	435,451
ELECTRIC	201611	400,650	33,965	434,615
ELECTRIC	201610	399,668	34,299	433,967
ELECTRIC	201609	398,855	34,541	433,396
ELECTRIC	201608	398,452	34,556	433,008
ELECTRIC	201607	397,914	34,789	432,703
ELECTRIC	201606	397,721	34,845	432,566
ELECTRIC	201605	397,923	34,887	432,810
ELECTRIC	201604	399,561	34,333	433,894
ELECTRIC	201603	400,977	32,809	433,786
ELECTRIC	201602	386,835	46,901	433,736
ELECTRIC	201601	389,392	43,942	433,334
ELECTRIC	201512	388,492	44,039	432,531
ELECTRIC	201511	387,604	44,228	431,832
ELECTRIC	201801	386,496	44,519	431,015
GAS	201712	226,769	16,622	243,391
GAS	201711	225,405	16,900	242,305
GAS	201710	222,941	17,437	240,378
GAS	201709	220,370	19,536	239,906
GAS	201708	219,649	20,052	239,701
GAS	201707	219,383	20,440	239,823
GAS	201706	219,711	20,550	240,261
GAS	201705	220,425	20,521	240,946
GAS	201704	223,131	19,286	242,417
GAS	201703	225,372	17,252	242,624
GAS	201702	224,954	17,454	242,408
GAS	201701	224,418	17,619	242,037
GAS	201612	223,592	17,854	241,446
GAS	201611	222,113	18,134	240,247

SERVICE_TYPE	PERIOD	COUNT OF NON_LOW_INCOME	COUNT OF LOW_INCOME	COUNT OF TOTAL RESIDENTIAL
GAS	201610	220,252	18,389	238,641
GAS	201609	218,878	18,679	237,557
GAS	201608	218,242	18,868	237,110
GAS	201607	218,243	19,270	237,513
GAS	201606	218,307	19,581	237,888
GAS	201605	218,998	19,562	238,560
GAS	201604	220,961	18,655	239,616
GAS	201603	223,970	15,749	239,719
GAS	201602	220,124	19,631	239,755
GAS	201601	219,638	19,860	239,498
GAS	201512	218,437	20,070	238,507
GAS	201511	217,076	20,338	237,414
GAS	201510	215,057	20,663	235,720

SERVICE TYPE	PERIOD	TOTAL NON LOW		TOTAL ALL RESIDENTIAL CUSTOMERS
		INCOME	TOTAL LOW INCOME	
ELECTRIC	201712	\$ 45,060,252.02	\$ 2,533,245.43	\$ 47,593,497.45
ELECTRIC	201711	\$ 35,949,289.59	\$ 2,088,047.74	\$ 38,037,337.33
ELECTRIC	201710	\$ 39,174,321.78	\$ 2,292,744.40	\$ 41,467,066.18
ELECTRIC	201709	\$ 41,656,200.40	\$ 2,465,788.53	\$ 44,121,988.93
ELECTRIC	201708	\$ 49,823,893.27	\$ 3,027,753.48	\$ 52,851,646.75
ELECTRIC	201707	\$ 45,206,332.63	\$ 2,999,010.52	\$ 48,205,343.15
ELECTRIC	201706	\$ 37,119,667.21	\$ 2,372,152.08	\$ 39,491,819.29
ELECTRIC	201705	\$ 31,818,308.06	\$ 2,090,847.01	\$ 33,909,155.07
ELECTRIC	201704	\$ 32,978,829.92	\$ 2,314,042.98	\$ 35,292,872.90
ELECTRIC	201703	\$ 41,657,384.21	\$ 2,728,873.92	\$ 44,386,258.13
ELECTRIC	201702	\$ 38,389,153.25	\$ 2,618,718.90	\$ 41,007,872.15
ELECTRIC	201701	\$ 43,820,646.12	\$ 2,929,123.14	\$ 46,749,769.26
ELECTRIC	201612	\$ 41,589,938.28	\$ 2,734,444.55	\$ 44,324,382.83
ELECTRIC	201611	\$ 32,395,566.65	\$ 2,151,480.11	\$ 34,547,046.76
ELECTRIC	201610	\$ 34,972,303.30	\$ 2,280,274.71	\$ 37,252,578.01
ELECTRIC	201609	\$ 50,426,518.97	\$ 3,210,737.61	\$ 53,637,256.58
ELECTRIC	201608	\$ 65,966,315.29	\$ 3,912,364.91	\$ 69,878,680.20
ELECTRIC	201607	\$ 46,926,223.66	\$ 3,048,464.27	\$ 49,974,687.93
ELECTRIC	201606	\$ 39,383,234.01	\$ 2,544,984.05	\$ 41,928,218.06
ELECTRIC	201605	\$ 31,825,428.22	\$ 2,163,021.60	\$ 33,988,449.82
ELECTRIC	201604	\$ 31,836,155.01	\$ 2,152,160.38	\$ 33,988,315.39
ELECTRIC	201603	\$ 34,326,258.79	\$ 2,568,943.34	\$ 36,895,202.13
ELECTRIC	201602	\$ 34,055,383.06	\$ 3,395,124.51	\$ 37,450,507.57
ELECTRIC	201601	\$ 40,381,621.43	\$ 4,040,552.68	\$ 44,422,174.11
ELECTRIC	201512	\$ 43,398,444.51	\$ 4,060,806.91	\$ 47,459,251.42
ELECTRIC	201511	\$ 30,564,756.49	\$ 3,076,314.02	\$ 33,641,070.51
ELECTRIC	201510	\$ 37,562,575.27	\$ 3,497,766.60	\$ 41,060,341.87
GAS	201712	\$ 32,983,618.01	\$ 2,440,461.59	\$ 35,424,079.60
GAS	201711	\$ 16,268,152.54	\$ 1,206,295.34	\$ 17,474,447.88
GAS	201710	\$ 8,997,893.59	\$ 709,206.41	\$ 9,707,100.00
GAS	201709	\$ 8,223,637.67	\$ 731,899.32	\$ 8,955,536.99
GAS	201708	\$ 8,076,602.14	\$ 724,923.16	\$ 8,801,525.30
GAS	201707	\$ 7,624,469.58	\$ 751,275.76	\$ 8,375,745.34
GAS	201706	\$ 10,911,040.60	\$ 1,030,204.35	\$ 11,941,244.95
GAS	201705	\$ 14,802,720.47	\$ 1,382,382.97	\$ 16,185,103.44
GAS	201704	\$ 25,821,519.22	\$ 2,296,075.03	\$ 28,117,594.25
GAS	201703	\$ 36,682,396.60	\$ 2,738,734.84	\$ 39,421,131.44
GAS	201702	\$ 33,845,985.37	\$ 2,738,576.39	\$ 36,584,561.76
GAS	201701	\$ 37,066,539.87	\$ 2,973,043.01	\$ 40,039,582.88

SERVICE TYPE	PERIOD	TOTAL NON LOW INCOME	TOTAL LOW INCOME	TOTAL ALL RESIDENTIAL CUSTOMERS
GAS	201612	\$ 30,456,602.37	\$ 2,355,410.77	\$ 32,812,013.14
GAS	201611	\$ 15,974,264.25	\$ 1,316,097.82	\$ 17,290,362.07
GAS	201610	\$ 9,238,498.24	\$ 769,054.89	\$ 10,007,553.13
GAS	201609	\$ 7,386,592.31	\$ 638,085.78	\$ 8,024,678.09
GAS	201608	\$ 7,949,087.87	\$ 650,725.48	\$ 8,599,813.35
GAS	201607	\$ 7,468,159.88	\$ 692,782.56	\$ 8,160,942.44
GAS	201606	\$ 9,357,272.45	\$ 853,631.90	\$ 10,210,904.35
GAS	201605	\$ 15,287,848.68	\$ 1,375,780.80	\$ 16,663,629.48
GAS	201604	\$ 21,117,859.34	\$ 1,708,495.48	\$ 22,826,354.82
GAS	201603	\$ 27,823,174.00	\$ 1,813,429.18	\$ 29,636,603.18
GAS	201602	\$ 30,868,350.42	\$ 2,784,890.32	\$ 33,653,240.74
GAS	201601	\$ 28,937,662.00	\$ 2,727,245.72	\$ 31,664,907.72
GAS	201512	\$ 24,445,278.78	\$ 2,175,473.14	\$ 26,620,751.92
GAS	201511	\$ 13,785,886.26	\$ 1,362,595.70	\$ 15,148,481.96
GAS	201510	\$ 10,589,648.02	\$ 974,591.20	\$ 11,564,239.22

SERVICE TYPE	PERIOD	TOTAL NON LOW		TOTAL RESIDENTIAL	
		INCOME	TOTAL LOW INCOME	PAYMENTS	
ELECTRIC	201712	\$ 34,398,190.79	\$ 1,461,691.38	\$ 35,859,882.17	
ELECTRIC	201711	\$ 34,127,485.76	\$ 1,654,550.51	\$ 35,782,036.27	
ELECTRIC	201710	\$ 38,545,102.59	\$ 2,198,606.41	\$ 40,743,709.00	
ELECTRIC	201709	\$ 42,269,102.96	\$ 2,400,095.45	\$ 44,669,198.41	
ELECTRIC	201708	\$ 47,186,094.42	\$ 2,782,063.48	\$ 49,968,157.90	
ELECTRIC	201707	\$ 34,613,118.48	\$ 2,322,223.74	\$ 36,935,342.22	
ELECTRIC	201706	\$ 35,165,586.70	\$ 2,513,900.58	\$ 37,679,487.28	
ELECTRIC	201705	\$ 34,624,652.36	\$ 2,790,805.65	\$ 37,415,458.01	
ELECTRIC	201704	\$ 33,346,881.93	\$ 2,622,064.88	\$ 35,968,946.81	
ELECTRIC	201703	\$ 40,966,292.34	\$ 2,562,491.68	\$ 43,528,784.02	
ELECTRIC	201702	\$ 36,591,686.66	\$ 2,170,198.81	\$ 38,761,885.47	
ELECTRIC	201701	\$ 38,492,034.61	\$ 2,115,178.48	\$ 40,607,213.09	
ELECTRIC	201612	\$ 32,255,548.64	\$ 1,767,250.81	\$ 34,022,799.45	
ELECTRIC	201611	\$ 33,130,202.07	\$ 2,000,506.77	\$ 35,130,708.84	
ELECTRIC	201610	\$ 42,834,508.50	\$ 2,607,621.29	\$ 45,442,129.79	
ELECTRIC	201609	\$ 52,423,738.26	\$ 2,918,267.87	\$ 55,342,006.13	
ELECTRIC	201608	\$ 55,482,040.60	\$ 3,222,352.15	\$ 58,704,392.75	
ELECTRIC	201607	\$ 35,844,068.59	\$ 2,238,418.01	\$ 38,082,486.60	
ELECTRIC	201606	\$ 32,175,325.78	\$ 2,230,201.31	\$ 34,405,527.09	
ELECTRIC	201605	\$ 34,090,073.39	\$ 2,660,607.16	\$ 36,750,680.55	
ELECTRIC	201604	\$ 33,583,714.05	\$ 2,373,819.41	\$ 35,957,533.46	
ELECTRIC	201603	\$ 38,954,302.33	\$ 3,327,885.42	\$ 42,282,187.75	
ELECTRIC	201602	\$ 38,744,303.37	\$ 3,690,651.01	\$ 42,434,954.38	
ELECTRIC	201601	\$ 34,812,417.86	\$ 2,922,978.88	\$ 37,735,396.74	
ELECTRIC	201512	\$ 36,209,560.62	\$ 2,922,686.81	\$ 39,132,247.43	
ELECTRIC	201511	\$ 33,109,137.49	\$ 3,031,929.80	\$ 36,141,067.29	
ELECTRIC	201510	\$ 47,417,884.69	\$ 4,224,359.99	\$ 51,642,244.68	
GAS	201712	\$ 15,535,847.26	\$ 328,960.01	\$ 15,864,807.27	
GAS	201711	\$ 9,409,456.97	\$ 315,088.40	\$ 9,724,545.37	
GAS	201710	\$ 9,036,806.89	\$ 521,887.86	\$ 9,558,694.75	
GAS	201709	\$ 8,710,822.48	\$ 468,987.95	\$ 9,179,810.43	
GAS	201708	\$ 9,912,370.02	\$ 497,834.40	\$ 10,410,204.42	
GAS	201707	\$ 10,405,002.91	\$ 643,038.52	\$ 11,048,041.43	
GAS	201706	\$ 14,923,590.57	\$ 987,216.43	\$ 15,910,807.00	
GAS	201705	\$ 20,918,558.52	\$ 2,842,215.12	\$ 23,760,773.64	
GAS	201704	\$ 24,086,761.37	\$ 4,256,532.98	\$ 28,343,294.35	
GAS	201703	\$ 29,494,081.46	\$ 969,151.00	\$ 30,463,232.46	
GAS	201702	\$ 25,010,097.03	\$ 708,058.39	\$ 25,718,155.42	
GAS	201701	\$ 23,469,372.46	\$ 523,665.92	\$ 23,993,038.38	

SERVICE TYPE	PERIOD	TOTAL NON LOW INCOME	TOTAL LOW INCOME	TOTAL RESIDENTIAL PAYMENTS
GAS	201612	\$ 14,938,164.10	\$ 346,964.77	\$ 15,285,128.87
GAS	201611	\$ 9,622,861.72	\$ 291,337.09	\$ 9,914,198.81
GAS	201610	\$ 7,890,930.65	\$ 322,230.13	\$ 8,213,160.78
GAS	201609	\$ 7,874,212.47	\$ 374,979.82	\$ 8,249,192.29
GAS	201608	\$ 9,803,614.17	\$ 371,910.66	\$ 10,175,524.83
GAS	201607	\$ 9,582,980.09	\$ 315,784.26	\$ 9,898,764.35
GAS	201606	\$ 13,137,595.62	\$ 573,233.41	\$ 13,710,829.03
GAS	201605	\$ 18,972,119.89	\$ 1,131,126.08	\$ 20,103,245.97
GAS	201604	\$ 21,450,522.14	\$ 3,217,329.72	\$ 24,667,851.86
GAS	201603	\$ 28,925,646.97	\$ 2,692,155.99	\$ 31,617,802.96
GAS	201602	\$ 25,192,586.66	\$ 1,221,122.22	\$ 26,413,708.88
GAS	201601	\$ 17,638,374.13	\$ 875,117.17	\$ 18,513,491.30
GAS	201512	\$ 15,755,671.11	\$ 726,265.46	\$ 16,481,936.57
GAS	201511	\$ 10,719,061.12	\$ 669,896.34	\$ 11,388,957.46
GAS	201510	\$ 9,906,179.83	\$ 793,920.34	\$ 10,700,100.17

SERVICE TYPE	PERIOD	COUNT OF NON LOW INCOME	COUNT OF LOW INCOME	TOTAL
ELECTRIC	201712	38	0	38
ELECTRIC	201711	33	0	33
ELECTRIC	201710	42	0	42
ELECTRIC	201709	41	0	41
ELECTRIC	201708	51	0	51
ELECTRIC	201707	36	0	36
ELECTRIC	201706	44	0	44
ELECTRIC	201705	56	0	56
ELECTRIC	201704	55	0	55
ELECTRIC	201703	61	0	61
ELECTRIC	201702	86	0	86
ELECTRIC	201701	54	0	54
ELECTRIC	201612	65	0	65
ELECTRIC	201611	63	0	63
ELECTRIC	201610	85	0	85
ELECTRIC	201609	87	0	87
ELECTRIC	201608	102	0	102
ELECTRIC	201607	72	0	72
ELECTRIC	201606	72	1	73
ELECTRIC	201605	97	2	99
ELECTRIC	201604	81	2	83
ELECTRIC	201603	85	2	87
ELECTRIC	201602	97	1	98
ELECTRIC	201601	96	2	98
ELECTRIC	201512	89	3	92
ELECTRIC	201511	94	1	95
ELECTRIC	201510	93	5	98
GAS	201712	1	0	1
GAS	201711	1	0	1
GAS	201710	3	0	3
GAS	201709	5	0	5
GAS	201708	7	0	7
GAS	201707	8	0	8
GAS	201706	10	0	10
GAS	201705	9	0	9
GAS	201704	9	0	9
GAS	201703	9	0	9
GAS	201702	11	0	11
GAS	201701	9	0	9
GAS	201612	9	0	9
GAS	201611	10	0	10

SERVICE TYPE	PERIOD	COUNT OF NON LOW INCOME	COUNT OF LOW INCOME	TOTAL
GAS	201610	13	0	13
GAS	201609	15	0	15
GAS	201608	15	0	15
GAS	201607	23	0	23
GAS	201606	25	0	25
GAS	201605	19	0	19
GAS	201604	23	0	23
GAS	201603	31	1	32
GAS	201602	27	1	28
GAS	201601	27	1	28
GAS	201512	26	1	27
GAS	201511	27	0	27
GAS	201510	31	0	31

SERVICE TYPE	PERIOD	NON LOW INCOME TOTAL LPC	LOW INCOME TOTAL LPC	TOTAL LATE PAYMENT CHARGE
ELECTRIC	201712	\$ 318.23	\$ -	\$ 318.23
ELECTRIC	201711	\$ 183.81	\$ -	\$ 183.81
ELECTRIC	201710	\$ 185.65	\$ -	\$ 185.65
ELECTRIC	201709	\$ 184.30	\$ -	\$ 184.30
ELECTRIC	201708	\$ 248.43	\$ -	\$ 248.43
ELECTRIC	201707	\$ 141.24	\$ -	\$ 141.24
ELECTRIC	201706	\$ 225.93	\$ -	\$ 225.93
ELECTRIC	201705	\$ 396.22	\$ -	\$ 396.22
ELECTRIC	201704	\$ 422.83	\$ -	\$ 422.83
ELECTRIC	201703	\$ 463.33	\$ -	\$ 463.33
ELECTRIC	201702	\$ 531.52	\$ -	\$ 531.52
ELECTRIC	201701	\$ 333.11	\$ -	\$ 333.11
ELECTRIC	201612	\$ 326.07	\$ -	\$ 326.07
ELECTRIC	201611	\$ 321.93	\$ -	\$ 321.93
ELECTRIC	201610	\$ 528.11	\$ -	\$ 528.11
ELECTRIC	201609	\$ 544.91	\$ -	\$ 544.91
ELECTRIC	201608	\$ 614.58	\$ -	\$ 614.58
ELECTRIC	201607	\$ 299.44	\$ -	\$ 299.44
ELECTRIC	201606	\$ 282.40	\$ 4.61	\$ 287.01
ELECTRIC	201605	\$ 627.81	\$ 3.34	\$ 631.15
ELECTRIC	201604	\$ 621.93	\$ 22.98	\$ 644.91
ELECTRIC	201603	\$ 725.25	\$ 15.55	\$ 740.80
ELECTRIC	201602	\$ 837.91	\$ 4.82	\$ 842.73
ELECTRIC	201601	\$ 691.19	\$ 13.02	\$ 704.21
ELECTRIC	201512	\$ 924.03	\$ 10.26	\$ 934.29
ELECTRIC	201511	\$ 637.36	\$ 5.24	\$ 642.60
ELECTRIC	201510	\$ 777.45	\$ 28.95	\$ 806.40
GAS	201712	\$ 0.88	\$ -	\$ 0.88
GAS	201711	\$ 1.17	\$ -	\$ 1.17
GAS	201710	\$ 1.43	\$ -	\$ 1.43
GAS	201709	\$ 8.51	\$ -	\$ 8.51
GAS	201708	\$ 53.64	\$ -	\$ 53.64
GAS	201707	\$ 68.18	\$ -	\$ 68.18
GAS	201706	\$ 72.77	\$ -	\$ 72.77
GAS	201705	\$ 78.94	\$ -	\$ 78.94
GAS	201704	\$ 67.98	\$ -	\$ 67.98
GAS	201703	\$ 70.75	\$ -	\$ 70.75
GAS	201702	\$ 64.15	\$ -	\$ 64.15
GAS	201701	\$ 50.48	\$ -	\$ 50.48
GAS	201612	\$ 46.80	\$ -	\$ 46.80
GAS	201611	\$ 45.96	\$ -	\$ 45.96

SERVICE TYPE	PERIOD	NON LOW INCOME TOTAL LPC	LOW INCOME TOTAL LPC	TOTAL LATE PAYMENT CHARGE
GAS	201610	\$ 42.74	\$ -	\$ 42.74
GAS	201609	\$ 55.81	\$ -	\$ 55.81
GAS	201608	\$ 79.22	\$ -	\$ 79.22
GAS	201607	\$ 94.79	\$ -	\$ 94.79
GAS	201606	\$ 97.84	\$ -	\$ 97.84
GAS	201605	\$ 110.32	\$ -	\$ 110.32
GAS	201604	\$ 116.71	\$ -	\$ 116.71
GAS	201603	\$ 132.47	\$ 5.09	\$ 137.56
GAS	201602	\$ 98.14	\$ 4.13	\$ 102.27
GAS	201601	\$ 76.66	\$ 1.51	\$ 78.17
GAS	201512	\$ 65.54	\$ 2.00	\$ 67.54
GAS	201511	\$ 62.58	\$ -	\$ 62.58
GAS	201510	\$ 80.37	\$ -	\$ 80.37

Division 14-22

Request:

For each month for the most recent twelve months available, disaggregated by heating and non-heating residential accounts, please provide:

- a. The average bill for residential accounts at existing rates provided in sufficient detail (including all input variables) to permit replication;
- b. The same bill information using the Company's proposed rates rather than the Company's existing rates.

Response:

Please see Attachment DIV 14-22-GAS and Attachment DIV 14-22-ELEC for the information requested for calendar year 2017 for gas service customers and electric service customers, respectively. The response to part a. is located on Lines 1 through 12 of each page of the respective attachments. The response to part b. is located on Lines 13 through 24. Pages 1, 2, 3 and 4 of each attachment present residential heating, low income heating, residential non-heating, and low income non-heating, respectively.

Please note that, although Narragansett Gas has separate residential heating and residential non-heating rate classes, Narragansett Electric does not have end-use rate classes, as residential space heating rate classes were eliminated many years ago. Since that time, Narragansett Electric does not actively track electric space heating customers. Although an electric space heating indicator still exists in the Company's billing system, it is not currently maintained and will not accurately identify residential electric space heating customers.

**The Narragansett Electric Company
Residential Heating**

		Average Therm	Break	Customer Charge	Headblock	Tailblock	GCR	DAC	EE	LIHEAP	Delivery Charge	Supply Charge	Distribution Charge	Energy Efficiency Charge	Sub-total Before GET	Total Charges With GET
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Present Rates																
(1)	Jan-17	143	125	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$63.84	\$75.70	\$20.46	\$12.70	\$186.51	\$192.28
(2)	Feb-17	140	125	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$62.99	\$74.20	\$20.05	\$12.45	\$183.50	\$189.18
(3)	Mar-17	127	125	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$59.10	\$67.36	\$18.21	\$11.31	\$169.78	\$175.03
(4)	Apr-17	112	125	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$52.16	\$59.08	\$15.97	\$9.91	\$150.93	\$155.60
(5)	May-17	49	30	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$19.71	\$25.87	\$6.99	\$4.34	\$70.72	\$72.91
(6)	Jun-17	33	30	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$14.83	\$17.31	\$4.68	\$2.90	\$53.53	\$55.18
(7)	Jul-17	21	30	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$9.67	\$10.95	\$2.96	\$1.84	\$39.22	\$40.43
(8)	Aug-17	18	30	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$8.60	\$9.74	\$2.63	\$1.63	\$36.41	\$37.54
(9)	Sep-17	19	30	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$8.72	\$9.87	\$2.67	\$1.66	\$36.72	\$37.86
(10)	Oct-17	19	30	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$8.79	\$9.96	\$2.69	\$1.67	\$36.92	\$38.07
(11)	Nov-17	51	125	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$23.69	\$26.83	\$7.25	\$4.50	\$76.09	\$78.45
(12)	Dec-17	102	125	\$13.00	\$0.4672	\$0.3010	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$47.64	\$53.95	\$14.58	\$9.05	\$139.03	\$143.33
Proposed Rates																
(13)	Jan-17	143	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$86.33	\$75.23	\$4.16	\$12.56	\$195.09	\$201.12
(14)	Feb-17	140	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$84.62	\$73.74	\$4.08	\$12.31	\$191.56	\$197.48
(15)	Mar-17	127	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$76.82	\$66.94	\$3.70	\$11.18	\$175.45	\$180.88
(16)	Apr-17	112	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$67.37	\$58.71	\$3.25	\$9.80	\$155.94	\$160.76
(17)	May-17	49	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$29.51	\$25.71	\$1.42	\$4.29	\$77.75	\$80.15
(18)	Jun-17	33	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$19.74	\$17.20	\$0.95	\$2.87	\$57.57	\$59.35
(19)	Jul-17	21	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$12.48	\$10.88	\$0.60	\$1.82	\$42.59	\$43.91
(20)	Aug-17	18	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$11.11	\$9.68	\$0.54	\$1.62	\$39.75	\$40.98
(21)	Sep-17	19	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$11.26	\$9.81	\$0.54	\$1.64	\$40.06	\$41.30
(22)	Oct-17	19	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$11.36	\$9.90	\$0.55	\$1.65	\$40.26	\$41.51
(23)	Nov-17	51	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$30.60	\$26.67	\$1.48	\$4.45	\$80.00	\$82.48
(24)	Dec-17	102	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0291	\$0.0878	\$0.81	\$61.52	\$53.61	\$2.97	\$8.95	\$143.87	\$148.32

(a) Company Billing Records

(b) Ln (1) - Ln (12): Per Company Tariff

(c) - (i) Schedule PMN-8, Page (6), Column (c)

(j) Ln (1) - Ln (4), (11), (12): 1st 125 therms @ Headblock; Excess 125 therms @ Tailblock

Ln (5) - Ln (10): 1st 30 therms @ Headblock; Excess 30 therms @ Tailblock

Ln (13) - Ln (24): Column (a) x Column (d)

(k) Column (a) x Column (f)

(l) Column (a) x Column (g)

(m) Column (a) x Column (h)

(n) Column (c) + Sum[Column (i) - Column (m)]

(o) Column (n) / 0.97

**The Narragansett Electric Company
Residential Heating - Low Income**

		Average Therm Usage (a)	Break (b)	Customer Charge (c)	Headblock (d)	Tailblock (e)	GCR (f)	DAC (g)	EE (h)	LIHEAP (i)	Delivery Charge (j)	Supply Charge (k)	Distribution Charge (l)	Energy Efficiency Charge (m)	Sub-total Before GET (n)	Discount (o)	Total Charges With GET (p)
Present Rates																	
(1)	Jan-17	144	125	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$57.70	\$76.17	\$20.59	\$12.78	\$179.76	\$0.00	\$185.32
(2)	Feb-17	138	125	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$56.12	\$73.08	\$19.75	\$12.27	\$173.72	\$0.00	\$179.10
(3)	Mar-17	125	125	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$52.66	\$66.32	\$17.92	\$11.13	\$160.54	\$0.00	\$165.50
(4)	Apr-17	102	125	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$42.85	\$53.92	\$14.57	\$9.05	\$132.91	\$0.00	\$137.02
(5)	May-17	49	30	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$17.82	\$26.04	\$7.04	\$4.37	\$67.77	\$0.00	\$69.87
(6)	Jun-17	33	30	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$13.44	\$17.48	\$4.73	\$2.93	\$51.09	\$0.00	\$52.67
(7)	Jul-17	22	30	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$9.14	\$11.50	\$3.11	\$1.93	\$38.19	\$0.00	\$39.37
(8)	Aug-17	20	30	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$8.23	\$10.35	\$2.80	\$1.74	\$35.63	\$0.00	\$36.73
(9)	Sep-17	21	30	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$8.70	\$10.95	\$2.96	\$1.84	\$36.96	\$0.00	\$38.10
(10)	Oct-17	22	30	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$9.11	\$11.46	\$3.10	\$1.92	\$38.11	\$0.00	\$39.28
(11)	Nov-17	51	125	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$21.41	\$26.94	\$7.28	\$4.52	\$72.67	\$0.00	\$74.92
(12)	Dec-17	106	125	\$11.70	\$0.4205	\$0.2709	\$0.5291	\$0.1430	\$0.0888	\$0.81	\$44.55	\$56.06	\$15.15	\$9.41	\$137.68	\$0.00	\$141.94
Proposed Rates																	
(13)	Jan-17	144	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$86.87	\$75.70	\$2.98	\$12.64	\$165.75	(\$24.86)	\$145.25
(14)	Feb-17	138	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$83.34	\$72.62	\$2.86	\$12.13	\$159.60	(\$23.94)	\$139.86
(15)	Mar-17	125	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$75.63	\$65.91	\$2.59	\$11.01	\$146.16	(\$21.92)	\$128.07
(16)	Apr-17	102	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$61.49	\$53.59	\$2.11	\$8.95	\$121.50	(\$18.23)	\$106.47
(17)	May-17	49	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$29.69	\$25.87	\$1.02	\$4.32	\$66.06	(\$9.91)	\$57.89
(18)	Jun-17	33	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$19.94	\$17.37	\$0.68	\$2.90	\$49.05	(\$7.36)	\$42.98
(19)	Jul-17	22	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$13.11	\$11.43	\$0.45	\$1.91	\$37.15	(\$5.57)	\$32.56
(20)	Aug-17	20	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$11.81	\$10.29	\$0.41	\$1.72	\$34.88	(\$5.23)	\$30.56
(21)	Sep-17	21	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$12.49	\$10.88	\$0.43	\$1.82	\$36.06	(\$5.41)	\$31.60
(22)	Oct-17	22	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$13.07	\$11.39	\$0.45	\$1.90	\$37.08	(\$5.56)	\$32.49
(23)	Nov-17	51	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$30.73	\$26.77	\$1.05	\$4.47	\$67.86	(\$10.18)	\$59.47
(24)	Dec-17	106	-	\$16.00	\$0.6034	-	\$0.5258	\$0.0207	\$0.0878	\$0.81	\$63.93	\$55.71	\$2.19	\$9.30	\$125.75	(\$18.86)	\$110.20

(a) Company Billing Records

(b) Ln (1) - Ln (12): Per Company Tariff

(c) - (i) Schedule PMN-8, Page (6), Column (d)

(j) Ln (1) - Ln (4), (11), (12): 1st 125 therms @ Headblock; Excess 125 therms @ Tailblock

Ln (5) - Ln (10): 1st 30 therms @ Headblock; Excess 30 therms @ Tailblock

Ln (13) - Ln (24): Column (a) x Column (d)

(k) Column (a) x Column (f)

(l) Column (a) x Column (g)

(m) Column (a) x Column (h)

(n) Column (c) + Sum[Column (i) - Column (m)]

(o) Column (n) x -15%

(p) [Column (n) + Column (o)] / 0.97

**The Narragansett Electric Company
Residential Non-Heating**

	Average Therm	Customer Usage	Charge	Headblock	GCR	DAC	EE	LIHEAP	Delivery Charge	Supply Charge	Distribution Charge	Energy Efficiency Charge	Sub-total Before GET	Total Charges With GET
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	
Present Rates														
(1)	Jan-17	26	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$11.54	\$12.78	\$6.28	\$2.34	\$46.75	\$48.19
(2)	Feb-17	26	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$11.52	\$12.76	\$6.28	\$2.33	\$46.70	\$48.15
(3)	Mar-17	24	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$10.69	\$11.85	\$5.82	\$2.16	\$44.34	\$45.71
(4)	Apr-17	23	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$10.06	\$11.15	\$5.48	\$2.04	\$42.54	\$43.85
(5)	May-17	15	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$6.70	\$7.43	\$3.65	\$1.36	\$32.95	\$33.97
(6)	Jun-17	13	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$5.56	\$6.16	\$3.03	\$1.13	\$29.69	\$30.61
(7)	Jul-17	10	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$4.41	\$4.89	\$2.40	\$0.89	\$26.41	\$27.22
(8)	Aug-17	9	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$4.07	\$4.51	\$2.22	\$0.82	\$25.43	\$26.22
(9)	Sep-17	10	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$4.37	\$4.84	\$2.38	\$0.89	\$26.29	\$27.11
(10)	Oct-17	9	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$3.94	\$4.37	\$2.15	\$0.80	\$25.06	\$25.83
(11)	Nov-17	14	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$6.16	\$6.82	\$3.35	\$1.25	\$31.39	\$32.36
(12)	Dec-17	20	\$13.00	\$0.4386	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$8.67	\$9.61	\$4.72	\$1.76	\$38.57	\$39.76
Current Rates														
(13)	Jan-17	26	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$15.85	\$12.70	\$1.47	\$2.31	\$49.14	\$50.66
(14)	Feb-17	26	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$15.83	\$12.68	\$1.47	\$2.31	\$49.10	\$50.62
(15)	Mar-17	24	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$14.69	\$11.77	\$1.36	\$2.14	\$46.78	\$48.22
(16)	Apr-17	23	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$13.83	\$11.07	\$1.28	\$2.01	\$45.01	\$46.40
(17)	May-17	15	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$9.21	\$7.38	\$0.85	\$1.34	\$35.59	\$36.69
(18)	Jun-17	13	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$7.64	\$6.12	\$0.71	\$1.11	\$32.40	\$33.40
(19)	Jul-17	10	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$6.06	\$4.86	\$0.56	\$0.88	\$29.17	\$30.08
(20)	Aug-17	9	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$5.59	\$4.48	\$0.52	\$0.81	\$28.22	\$29.09
(21)	Sep-17	10	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$6.01	\$4.81	\$0.56	\$0.88	\$29.06	\$29.96
(22)	Oct-17	9	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$5.41	\$4.34	\$0.50	\$0.79	\$27.85	\$28.71
(23)	Nov-17	14	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$8.46	\$6.78	\$0.78	\$1.23	\$34.06	\$35.12
(24)	Dec-17	20	\$16.00	\$0.6027	\$0.4827	\$0.0559	\$0.0878	\$0.81	\$11.91	\$9.54	\$1.11	\$1.74	\$41.11	\$42.38

- | | | | |
|-----------|--------------------------------------|-----|---|
| (a) | Company Billing Records | (j) | Column (a) x Column (e) |
| (b) - (g) | Schedule PMN-8, Page (6), Column (a) | (k) | Column (a) x Column (f) |
| (h) | Column (a) x Column (c) | (l) | Column (b) + Sum[Column (g) - Column (k)] |
| (i) | Column (a) x Column (d) | (m) | Column (l) / 0.97 |

**The Narragansett Electric Company
Residential Non-Heating - Low Income**

	Average Therm	Customer						Delivery	Supply	Distribution	Energy Efficiency	Sub-total Before		Total Charges	
	<u>Usage</u>	<u>Charge</u>	<u>Headblock</u>	<u>GCR</u>	<u>DAC</u>	<u>EE</u>	<u>LIHEAP</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>	<u>GET</u>	<u>Discount</u>	<u>With GET</u>	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	
Present Rates															
(1)	Jan-17	73	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$28.75	\$35.39	\$17.40	\$6.47	\$100.52	\$0.00	\$103.63
(2)	Feb-17	71	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$28.00	\$34.47	\$16.95	\$6.30	\$98.24	\$0.00	\$101.28
(3)	Mar-17	62	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$24.56	\$30.24	\$14.87	\$5.53	\$87.70	\$0.00	\$90.41
(4)	Apr-17	55	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$21.52	\$26.50	\$13.03	\$4.84	\$78.40	\$0.00	\$80.82
(5)	May-17	33	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$12.96	\$15.96	\$7.85	\$2.92	\$52.19	\$0.00	\$53.80
(6)	Jun-17	21	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$8.48	\$10.44	\$5.13	\$1.91	\$38.46	\$0.00	\$39.65
(7)	Jul-17	15	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$5.98	\$7.36	\$3.62	\$1.35	\$30.82	\$0.00	\$31.77
(8)	Aug-17	14	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$5.40	\$6.65	\$3.27	\$1.22	\$29.04	\$0.00	\$29.94
(9)	Sep-17	51	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$20.00	\$24.63	\$12.11	\$4.50	\$73.75	\$0.00	\$76.03
(10)	Oct-17	16	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$6.36	\$7.83	\$3.85	\$1.43	\$31.98	\$0.00	\$32.97
(11)	Nov-17	25	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$9.69	\$11.93	\$5.87	\$2.18	\$42.18	\$0.00	\$43.48
(12)	Dec-17	43	\$11.70	\$0.3947	\$0.4859	\$0.2389	\$0.0888	\$0.81	\$16.90	\$20.80	\$10.23	\$3.80	\$64.24	\$0.00	\$66.23
Proposed Rates															
(13)	Jan-17	73	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$43.90	\$35.16	\$3.46	\$6.40	\$105.72	(\$15.86)	\$92.64
(14)	Feb-17	71	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$42.76	\$34.25	\$3.37	\$6.23	\$103.42	(\$15.51)	\$90.62
(15)	Mar-17	62	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$37.50	\$30.04	\$2.96	\$5.46	\$92.77	(\$13.92)	\$81.29
(16)	Apr-17	55	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$32.87	\$26.32	\$2.59	\$4.79	\$83.38	(\$12.51)	\$73.06
(17)	May-17	33	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$19.79	\$15.85	\$1.56	\$2.88	\$56.90	(\$8.53)	\$49.86
(18)	Jun-17	21	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$12.94	\$10.37	\$1.02	\$1.89	\$43.03	(\$6.45)	\$37.71
(19)	Jul-17	15	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$9.13	\$7.31	\$0.72	\$1.33	\$35.30	(\$5.30)	\$30.94
(20)	Aug-17	14	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$8.25	\$6.61	\$0.65	\$1.20	\$33.51	(\$5.03)	\$29.37
(21)	Sep-17	51	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$30.55	\$24.46	\$2.41	\$4.45	\$78.68	(\$11.80)	\$68.95
(22)	Oct-17	16	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$9.71	\$7.78	\$0.77	\$1.41	\$36.48	(\$5.47)	\$31.96
(23)	Nov-17	25	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$14.80	\$11.85	\$1.17	\$2.16	\$46.78	(\$7.02)	\$40.99
(24)	Dec-17	43	\$16.00	\$0.6027	\$0.4827	\$0.0475	\$0.0878	\$0.81	\$25.81	\$20.67	\$2.03	\$3.76	\$69.08	(\$10.36)	\$60.53

- (a) Company Billing Records
- (b) - (g) Schedule PMN-8, Page (6), Column (b)
- (h) Column (a) x Column (c)
- (i) Column (a) x Column (d)
- (j) Column (a) x Column (e)
- (k) Column (a) x Column (f)
- (l) Column (b) + Sum[Column (h) - Column (k)]
- (m) Column (l) x -15%
- (n) [Column (l) + Column (m)] / 0.97

**The Narragansett Electric Company
Basic Residential Rate (A-16)
Accounts coded as electric heating ⁽¹⁾**

	Average kWh Usage (a)	Customer Charge (b)	LIHEAP (c)	Charge Charge (d)	Base Distribution Energy Charge (e)	Other Distribution Energy Charge (f)	Transmission Energy Charge (g)	Transition Energy Charge (h)	Energy Efficiency Charge (i)	Renewable Energy Distribution Charge (j)	Standard Offer Charge (k)	Sub-total before GET (m)	Total Charges With GET (n)
Present Rates													
(1) Jan-17	1,182	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$229.90	\$239.48
(2) Feb-17	1,121	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$218.37	\$227.47
(3) Mar-17	1,077	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$210.06	\$218.81
(4) Apr-17	982	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$192.12	\$200.13
(5) May-17	643	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$128.07	\$133.41
(6) Jun-17	595	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$119.00	\$123.96
(7) Jul-17	722	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$142.98	\$148.94
(8) Aug-17	738	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$146.01	\$152.09
(9) Sep-17	651	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$129.57	\$134.97
(10) Oct-17	573	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$114.84	\$119.63
(11) Nov-17	654	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$130.14	\$135.56
(12) Dec-17	959	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$187.78	\$195.60
Proposed Rates													
(13) Jan-17	1,182	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$240.23	\$250.24
(14) Feb-17	1,121	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$228.37	\$237.89
(15) Mar-17	1,077	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$219.79	\$228.95
(16) Apr-17	982	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$201.30	\$209.69
(17) May-17	643	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$135.30	\$140.94
(18) Jun-17	595	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$125.95	\$131.20
(19) Jul-17	722	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$150.67	\$156.95
(20) Aug-17	738	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$153.79	\$160.20
(21) Sep-17	651	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$136.84	\$142.54
(22) Oct-17	573	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$121.66	\$126.73
(23) Nov-17	654	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$137.43	\$143.16
(24) Dec-17	959	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$196.83	\$205.03

(a) Company Billing Records (m) Column (b) + Column (c) + Column (d) + Column (a) x [Columns (e) through (k)]
 (b) - (k) Present Rates Workpaper HSG-5, Page (1), Column (a) (n) Column (m) + Column (m) x 4.166667%
 (b) - (k) Proposed Rates Workpaper HSG-5, Page (1), Column (b)

⁽¹⁾ Note, Electric customers are not billed on heating and non-heating rates

**The Narragansett Electric Company
Low Income Residential Rate (A-60)
Accounts coded as electric heating ⁽¹⁾**

	Average kWh Usage (a)	Customer Charge (b)	LIHEAP (c)	Charge Charge (d)	Base Distribution Energy Charge (e)	Other Distribution Energy Charge (f)	Transmission Energy Charge (g)	Transition Energy Charge (h)	Energy Efficiency Charge (i)	Renewable Energy Distribution Charge (j)	Standard Offer Charge (k)	Sub-total before GET (m)	Discount (n)	Total Charges With GET (o)
Present Rates														
(1) Jan-17	1,130	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$199.84	\$0.00	\$208.17
(2) Feb-17	1,074	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$190.01	\$0.00	\$197.93
(3) Mar-17	1,040	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$184.05	\$0.00	\$191.72
(4) Apr-17	944	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$167.21	\$0.00	\$174.18
(5) May-17	605	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$107.74	\$0.00	\$112.23
(6) Jun-17	565	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$100.71	\$0.00	\$104.91
(7) Jul-17	638	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$113.52	\$0.00	\$118.25
(8) Aug-17	638	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$113.52	\$0.00	\$118.25
(9) Sep-17	587	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$104.56	\$0.00	\$108.92
(10) Oct-17	549	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$97.91	\$0.00	\$101.99
(11) Nov-17	630	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$112.13	\$0.00	\$116.80
(12) Dec-17	931	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$164.93	\$0.00	\$171.80
Proposed Rates														
(13) Jan-17	1,130	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$223.36	(\$33.50)	\$197.77
(14) Feb-17	1,074	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$212.51	(\$31.88)	\$188.16
(15) Mar-17	1,040	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$205.94	(\$30.89)	\$182.34
(16) Apr-17	944	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$187.32	(\$28.10)	\$165.85
(17) May-17	605	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$121.61	(\$18.24)	\$107.68
(18) Jun-17	565	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$113.87	(\$17.08)	\$100.82
(19) Jul-17	638	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$128.00	(\$19.20)	\$113.33
(20) Aug-17	638	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$128.00	(\$19.20)	\$113.33
(21) Sep-17	587	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$118.12	(\$17.72)	\$104.58
(22) Oct-17	549	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$110.76	(\$16.61)	\$98.07
(23) Nov-17	630	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$126.45	(\$18.97)	\$111.96
(24) Dec-17	931	\$2.75	\$0.81	\$0.79	\$0.04	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$184.81	(\$27.72)	\$163.64

- (a) Company Billing Records (m) Column (b) + Column (c) + Column (d) + Column (a) x [Columns (e) through (k)]
- (b) - (k) Present Rates Workpaper HSG-5, Page (2), Column (a) (n) Column (m) x -15%
- (b) - (k) Proposed Rates Workpaper HSG-5, Page (2), Column (b) (o) Column (m) + Column (n) + [Column (m) + Column (n)] x 4.166667%

⁽¹⁾ Note, Electric customers are not billed on heating and non-heating rates

The Narragansett Electric Company
Basic Residential Rate (A-16)
Accounts coded as non-electric heating ⁽¹⁾

	Average kWh Usage (a)	Customer Charge (b)	LIHEAP (c)	Charge Charge (d)	Base Distribution Energy Charge (e)	Other Distribution Energy Charge (f)	Transmission Energy Charge (g)	Transition Energy Charge (h)	Energy Efficiency Charge (i)	Renewable Energy Distribution Charge (j)	Standard Offer Charge (k)	Sub-total before GET (m)	Total Charges With GET (n)
Present Rates													
(1) Jan-17	605	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$120.89	\$125.93
(2) Feb-17	552	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$110.87	\$115.49
(3) Mar-17	536	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$107.86	\$112.35
(4) Apr-17	518	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$104.46	\$108.81
(5) May-17	445	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$90.66	\$94.44
(6) Jun-17	509	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$102.75	\$107.03
(7) Jul-17	704	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$139.59	\$145.41
(8) Aug-17	718	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$142.25	\$148.18
(9) Sep-17	614	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$122.60	\$127.71
(10) Oct-17	521	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$105.01	\$109.39
(11) Nov-17	495	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$100.11	\$104.28
(12) Dec-17	543	\$5.00	\$0.81	\$0.78	\$0.03664	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$109.18	\$113.73
Proposed Rates													
(13) Jan-17	605	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$127.88	\$133.21
(14) Feb-17	552	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$117.57	\$122.47
(15) Mar-17	536	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$114.47	\$119.24
(16) Apr-17	518	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$110.95	\$115.57
(17) May-17	445	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$96.75	\$100.78
(18) Jun-17	509	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$109.20	\$113.75
(19) Jul-17	704	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$147.16	\$153.29
(20) Aug-17	718	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$149.89	\$156.14
(21) Sep-17	614	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$129.65	\$135.05
(22) Oct-17	521	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$111.54	\$116.19
(23) Nov-17	495	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$106.47	\$110.91
(24) Dec-17	543	\$8.50	\$0.81	\$0.79	\$0.04438	\$0.00435	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$115.83	\$120.66

(a) Company Billing Records (m) Column (b) + Column (c) + Column (d) + Column (a) x [Columns (e) through (k)]
(b) - (k) Present Rates Workpaper HSG-5, Page (1), Column (a) (n) Column (m) + Column (m) x 4.166667%
(b) - (k) Proposed Rates Workpaper HSG-5, Page (1), Column (b)

⁽¹⁾ Note, Electric customers are not billed on heating and non-heating rates

**The Narragansett Electric Company
Low Income Residential Rate (A-60)
Accounts coded as non-electric heating ⁽¹⁾**

	Average kWh Usage (a)	Customer Charge (b)	LIHEAP (c)	Charge Charge (d)	Base Distribution Energy Charge (e)	Other Distribution Energy Charge (f)	Transmission Energy Charge (g)	Transition Energy Charge (h)	Energy Efficiency Charge (i)	Renewable Energy Distribution Charge (j)	Standard Offer Charge (k)	Sub-total before GET (m)	Discount (n)	Total Charges With GET (o)
Present Rates														
(1) Jan-17	594	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$105.80	\$0.00	\$110.21
(2) Feb-17	542	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$96.68	\$0.00	\$100.71
(3) Mar-17	525	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$93.70	\$0.00	\$97.60
(4) Apr-17	514	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$91.77	\$0.00	\$95.59
(5) May-17	420	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$75.28	\$0.00	\$78.42
(6) Jun-17	461	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$82.47	\$0.00	\$85.91
(7) Jul-17	622	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$110.71	\$0.00	\$115.32
(8) Aug-17	615	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$109.50	\$0.00	\$114.06
(9) Sep-17	552	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$98.43	\$0.00	\$102.53
(10) Oct-17	473	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$84.59	\$0.00	\$88.11
(11) Nov-17	478	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$85.46	\$0.00	\$89.02
(12) Dec-17	536	\$0.00	\$0.81	\$0.78	\$0.02317	\$0.00636	\$0.03179	\$0.00057	\$0.01154	\$0.00687	\$0.09515	\$95.64	\$0.00	\$99.63
Proposed Rates														
(13) Jan-17	594	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$119.49	(\$17.92)	\$105.80
(14) Feb-17	542	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$109.41	(\$16.41)	\$96.88
(15) Mar-17	525	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$106.12	(\$15.92)	\$93.96
(16) Apr-17	514	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$103.98	(\$15.60)	\$92.06
(17) May-17	420	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$85.77	(\$12.87)	\$75.94
(18) Jun-17	461	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$93.70	(\$14.06)	\$82.96
(19) Jul-17	622	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$124.90	(\$18.74)	\$110.58
(20) Aug-17	615	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$123.56	(\$18.53)	\$109.41
(21) Sep-17	552	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$111.34	(\$16.70)	\$98.58
(22) Oct-17	473	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$96.03	(\$14.40)	\$85.03
(23) Nov-17	478	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$97.00	(\$14.55)	\$85.89
(24) Dec-17	536	\$2.75	\$0.81	\$0.79	\$0.04438	\$0.00348	\$0.03180	\$0.00057	\$0.01154	\$0.00688	\$0.09518	\$108.26	(\$16.24)	\$95.85

- (a) Company Billing Records (m) Column (b) + Column (c) + Column (d) + Column (a) x [Columns (e) through (k)]
- (b) - (k) Present Rates Workpaper HSG-5, Page (2), Column (a) (n) Column (m) x -15%
- (b) - (k) Proposed Rates Workpaper HSG-5, Page (2), Column (b) (o) Column (m) + Column (n) + [Column (m) + Column (n)] x 4.166667%

⁽¹⁾ Note, Electric customers are not billed on heating and non-heating rates

Division 14-23

Request:

Please provide all written studies currently within the Company's custody or control, whether or not prepared by or for the Company, that explicitly assess the extent to which the following activities reduce residential bad debt:

- a. Cash security deposits;
- b. Deferred payment agreements;
- c. Disconnections for nonpayment;
- d. Field collections;
- e. Call center collection calls;
- f. Budget billing plans;
- g. Late payment charges.

Response:

Please see the Company's response to Division 14-24. The Company considers management of accounts receivable and arrears equivalent to managing bad debt expense.

Division 14-24

Request:

Please provide all written studies currently within the Company's custody or control, whether or not prepared by or for the Company, that explicitly assess the extent to which the following activities reduce residential arrears:

- a. Cash security deposits;
- b. Deferred payment agreements;
- c. Disconnections for nonpayment;
- d. Field collections;
- e. Call center collection calls;
- f. Budget billing plans;
- g. Late payment charges.

Response:

- a. The Company does not request security deposits from residential customers at this time. The Company does assess post-petition bankruptcy deposits.
- b. Customers who are unable to pay their balance in full may be eligible for a payment arrangement, subject to the Rhode Island step plan guidelines set forth in the Public Utilities Commission's (PUC) Rules and Regulations Governing the Termination of Residential Electric, Gas and Water Utility Service (the Termination Rules). The plans available to a customer are dependent on the number of prior step plan defaults and number of service terminations.

Pay Plan Step Chart:

When the Company offers a payment agreement under the Rhode Island step plans:

1. **N01, P01, P1B, and P02** are the only steps in which a customer should be offered the option to pay an installment amount plus the current bill.
2. **N02, N03, P03, P04, and P05** must be placed on a budget in addition to the payment agreement; installment plus current is not an option.

If Current Step is:	Not in Field *	In Field * OR Cut Out for Non-Pay (CONP) and Not yet Terminated
Non-Protected Steps		
N01	0% Down / 6 Months	60% Down / 3 Months
N02	0% Down / 6 Months	60% Down / 3 Months
N03	60% Down / 3 Months	100% Overdue Balance
N04	100% Overdue Balance	100% Overdue Balance
Protected Steps		
P01	0% Down / 12 Months	25% Down / 12 Months
P02	0% Down / 12 Months	25% Down / 12 Months
P1B	25% Down / 12 Months	25% Down / 12 Months
P03	25% Down / 12 Months	35% Down / 12 Months
P04	35% Down / 12 Months	50% Down / 12 Months
P05	50% Down / 12 Months	50% Down / 12 Months

* “In Field” means that an account is either scheduled for a field visit that day or has already been locked out for non-payment (LONP).

Rhode Island Arrearage Management Program:

Beginning in September 2016, the Company has offered the new Arrearage Management Program (AMP) payment agreement available to all eligible low-income Rhode Island residential customers whose service had already been cut-off or who are at risk of termination. The AMP payment agreement will also apply to a customer moving to a new residence where the previous account was either cut-off for non-payment or had an active termination notice even if the previous account has already been written off. The AMP has replaced the former Arrearage Forgiveness Plan (AFP), which is no longer be available to new enrollees.

Terms of the AMP:

Customers are not required to pay a down payment on the total balance if service is currently on. If the service is disconnected for non-payment, the customer must make a down payment of 25 percent on the total balance before service will be restored and the agreement activated. If the account is final, the customer will need to pay the appropriate step down payment to have the service activated. Once the account is active, the customer can start the AMP payment plan.

The customer must agree to pay his or her budget billing amount each month to activate the AMP. A forgiveness credit will be applied to the customer's arrears balance after every budget payment the customer makes.

As with any Rhode Island payment plan, they are subject to subsequent review from the Rhode Island Division of Public Utilities and Carriers (Division). If the Division makes a determination that this agreement was inappropriate for a customer, the account will be removed from the agreement, and the customer advised by mail that they need to contact the Company for further arrangements.

Eligibility for the AMP:

Customers must meet the following additional criteria before being enrolled in the AMP:

1. The customer is eligible for the federal Low Income Home Energy Assistance Program (LIHEAP);
2. The customer must be receiving retail delivery service on the Company's low income rate;
3. The account must have a balance greater than \$300;
4. The account must be more than 60 days past due;
5. The customer must agree to participate in the Company's energy efficiency programs and apply for other available energy assistance programs, such as fuel assistance and weatherization;
6. If the customer has previously enrolled in the AMP, two years must have passed from the time the customer either (1) successfully completed the AMP, or (2) was terminated from the AMP as a result of default or because the customer voluntarily opted out of the AMP; and
7. If the customer's beginning past due balance exceeds \$1,500, the customer must have completed the AMP in full at the conclusion of the initial 12-month term to request an extension of the payment plan for an additional 12 months.

Financial Hardship Customers:

During the annual winter moratorium period from November 1 through April 15 (or as extended by the PUC) (the Moratorium), if a customer states he or she is experiencing a financial hardship, the customer's account may be handled as a protected status account and may be negotiated to the protected status down payment requirement. This follows the

Company's Moratorium Payment Plan Guidelines. Customers with the financial hardship protection are not protected during moratorium and therefore must stay current or make arrangement on the outstanding balance to avoid termination.

- c. Once a Disconnect Notice has been issued, collection treatment no longer varies by Strategy Group; exceptions are based upon the following factors:

Summer (the period defined as April 16 – October 31)

Accounts enter the Disconnect Notice Call File six working days after being issued a Disconnect Notice. The Company attempts to place up to two successive calls to the customer, only calling back on the second day if the prior call was unsuccessful. Accounts become eligible for service termination 13 working days after being issued a Disconnect Notice.

Winter (the period defined as November 1 – April 15)

Accounts enter the Disconnect Notice Call File three working days after being issued a Disconnect Notice. The Company attempts to place up to two successive calls to the customer, only calling back on the second day if the prior call was unsuccessful. Accounts become eligible for Affidavit six working days after being issued a Disconnect Notice.

Once an account is eligible for Affidavit, the Company makes a business hours visit to the customer's home. If no contact is made during that visit, a second visit is made during off-hours (which may include a Saturday).

- If contact is made – contact need not be with the account holder – that contacted party is notified that service could be terminated in 48 hours. The contact is noted on the Affidavit Form, notarized, and reported to the Division.
 - If no contact is made during either the business hours or off-hours visits, the outcome is noted on the Affidavit Form, notarized, and reported to the Division.
 - In both instances, the customer's service is eligible for termination in 48 hours if nothing to the contrary is heard from the Division.
- d. The field collectors do not set up payment plans in the field, as customers are referred to the contact center for that purpose. The field collectors will accept partial payment of arrears based on the down-payment required for payment plans, as described in the Company's response to part a. above.

- e. During February 2012, the Company implemented a strategy of manually generated call files called as live agent "ad hoc" campaigns. These included the following:
- Nonsufficient Funds Campaign: Calls are made to customers who have had a returned check posted to their account during the previous week and who have not replaced the payment. Calls are only made to customers who have had more than one returned check over the life of their account.
 - Promise to Pay Campaign: Calls are made to customers who have previously made promises to make payment, but have not followed through on that commitment.
 - Targeted Arrears Campaign: Contacts customers who have an arrears balance greater than or equal to \$1,000, but less than or equal to \$4,000, and have made at least 3 customer payments over the last 12 months.
- In May 2012, the Company added an additional campaign:
- Defaulting Budget Campaign: Calls are made to customers whose next collection action is the default of their budget billing plan.
- In March 2013, the Company added a second additional campaign:
- Current Bill Reminder: Calls are made to residential customers whose accounts are about to be placed into collections because no payment was received by the due date printed on the bill.
- f. Please refer to the Company's response to Division 14-24 and Attachment DIV 14-24 for information on the activities that reduce budget billing residential arrears.
- g. The Company does not assess late payment charges on residential accounts. Late payment charges are assessed only on non-residential accounts.

Module: CSS Basics**Lesson 1: Budget Billing****Lesson 2: Budget/Payment Agreement Reinstatement****Audience**

Collections Representative

Prerequisites

CSS Basics

Learning Objectives

At the end of this topic, you should be able to:

-  Evaluate the Budget process in CSS
-  Enroll a customer in Budget Billing
-  Defaulted Budget/Payment Agreement Reinstatement

Key Information

Budget Billing is a bill payment program that allows customers to budget their monthly energy expenses and avoid seasonal changes in energy consumption.

For a new premise with no usage history, CSS automatically calculates a budget amount for all services being billed, which is based on the average for all customers on the same rate in the same region.

CSS automatically reviews budget accounts every 3 months and will change the amount accordingly depending in the variation of actual usage.

Customer can reinstate their Budget and Payment Agreement plans, if they pay the total restore amount.

Training Material:

- Billing Training Guide
- QR's

Terminology

Notes

Annual Base: The average monthly dollar amount of consumption for the last twelve months on a service point at a premise. This figure is used as the basis for calculating the monthly payment amount for Budget Billing and can be used for quoting a Deposit.

Budget Billing: A bill payment program that bills customers a predetermined amount. The budget amount is based on the annual base of a premise. The annual base is the total charges for a specific service point over the past twelve months.

Business: A service, product or fee that may be billed to the customer. An example is an existing Budget plan. The Budget is a program that a customer can be enrolled in. Once the program is activated, it then becomes a business.

Deferred Balance: Refers to the debit or credit balance a customer accumulates when on the Budget due to the difference between the actual bill amount and the Budget Bill amount.

Program: A marketing program offered to a customer such as a Budget plan.

Lesson 1: Budget Billing

Notes

Budget Billing allows customers to budget their monthly energy expenses and avoid the peaks and valleys in winter and summer bills.

Budget Billing is a bill payment program that bills customers a predetermined amount. The budget amount is based on the annual base of a premise. The annual base is the total charges for a specific service point over the past twelve months.

If the premise is new construction and has no usage history, CSS will automatically calculate a budget amount which is based on a tariff average. This figure is calculated using the average for all customers on the same rate in the same region.

The calculation of the budget bill amount includes all services being billed. In other words, if the customer has both gas and electric service, or is enrolled with a Supplier and the Supplier's charges are part of their National Grid bill, those charges would be part of the calculation for the budget amount.

CSS automatically reviews budget accounts every 3 months from the start of the budget year. During this review, if the difference between the new calculated budget amount and the current active budget amount is 10% and greater than \$5 different than the original amount, the budget will automatically change.

An account with a past due balance should NOT be put on Budget Billing until that past due balance has been addressed by:

- Payment of full past due balance
- Acceptable activated Payment Agreement on past due balance
- DSS Grant covering total of past due balance (total past due balance is suspended. This is discussed in a later module)

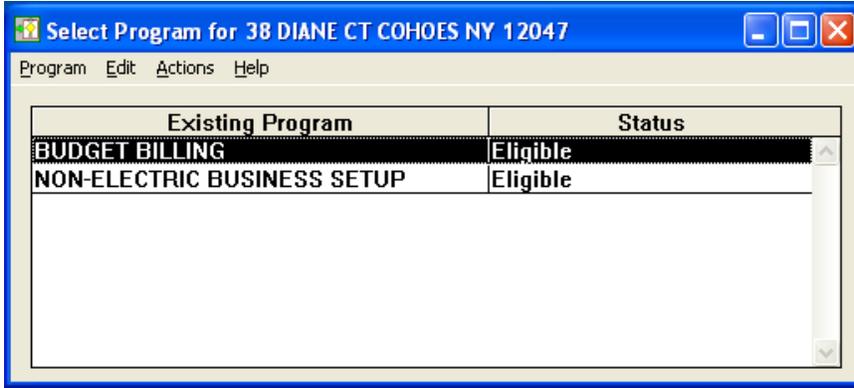
Note: If the customer is requesting a Payment Agreement and a budget be established and a signature is required, advise the customer to check the budget billing box on the form. When the form is received, the Payment Agreement will be activated and the budget will be set up by Accounts Processing.

Instructor: Annual base is an average over a rolling 12 month period.

Collections calls will normally involve customers with a past due balance which will also require a payment agreement.

Key Functions and Features

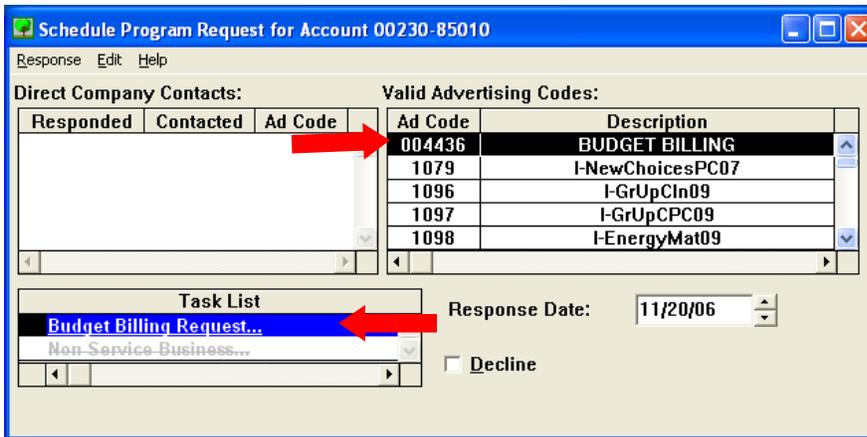
You can enroll a customer on a Budget program by using the menu path from the **Bill Account** window: **Object** ⇒ **Account Object** ⇒ **Select Program**



Instructor:
 Use bill account (See Spread Sheet) for walking through the process

The Budget is a **Program** in CSS until a customer is enrolled. Once the customer is enrolled, it becomes a **Business**.

Highlight **Budget Billing**, then use menu path **Action** ⇒ **Schedule Program Request**



Highlight **Budget Billing**, the **Budget Billing Request** on the **Task List** will become enabled. Select this option from the Task List.

Instructor: A customer with an overdue amount will require a payment agreement added with their budget. The payment agreement must be set up first..

Start Budget Billing Plan

Existing customers with arrears on their account will need to start the budget with their next bill.

Next Bill - Enrolling with this option will start Budget Billing on next the next monthly billing.

The option of Next Bill is automatically set as the default.

Settlement Deferred Balance

Notes

Rollover:

-  If the deferred balance is a **debit**, it will rollover into the new budget year. This amount will be divided by 12 and added to the average annual base amount to arrive at a new budget figure.
-  If the deferred balance is a **credit**, that amount will be treated as if the customer had the apply option and it will be applied towards future billings rendered.
 - o A refund check will **not** be automatically generated at the settlement of the budget. However, a customer can request a refund check if there is an Excess Credit amount existing on their account.

Instructor:

The information on the next 2 pages is informational only

Apply: Any deferred balance will be applied (**credit or debit**) and the customer will be billed the difference between their actual charges and budget charges in order to bring their deferred balance to zero (also referred to as true up).

Settlement Month: The month the customer’s account will true up.

Name: The Person requesting the budget billing.

Phone: Phone number of person requesting the budget billing

Annual Base (AB) Information

Notes

Service Type	Avg AB(\$)
Electric	78.20
Gas	88.39

Sum of Average
 Annual Base (\$): 166.60

This list box displays information used in calculating the account's Average Annual Base. There is one row in the list box for every service point on the account. The list box contains the following columns:

Service Type: The service type (electric and/or gas) of each service point on the account. Accounts with more than four service points are not eligible for Budget Billing.

Avg Ab (\$): The average monthly bill for this account. This is the Annual Base Amount divided by the # of Months.

Number of Months	Annual Base(\$)
12	938.42
12	1,060.72

Sum of Average
 Annual Base (\$): 166.60

Number of Months: The number of months of previous billing history used in calculating the Annual Base. This should be 12.

Annual Base (\$): The total dollar amount of the last twelve month's bills for each service point.

Sum of Average Annual Base (\$): This field displays the average monthly bill for all of the service points on the account.

Budget Billing Amount

Notes

Budget Bill Amount:

Budget Bill Amount – CSS calculates the monthly budget billing amount and rounds it to the nearest whole dollar.

- 📖 The budget billing amount should not be changed by the user. If the customer disputes the budget amount, they should be transferred to customer service.

 Waive Welcome Budget Letter

A budget **Welcome Letter** is automatically generated when a budget billing plan is created. The user has the option of waiving the letter should the situation warrant it.

If it is determined that the customer **should not** receive the Welcome Budget Letter, click the **Waive Welcome Budget Letter** check box and the letter will not be mailed to the customer.

- 📖 If a customer has defaulted off the budget and payment agreement, when the plans are reestablished, there is no need to issue the letter.

proTips

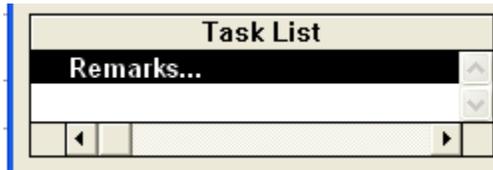
Search on **Budget Talking** for a list of budget talking points to use with the customer

proTips

Search on **Budget Welcome** to view a sample Welcome Budget Letter

Task List

Notes



Remarks – Although not required by the system, the user will enter pertinent information concerning the creation of the budget billing.

Example: “Resetting defaulted agreement and budget. All payments have been made.”

Enrolling in the Budget will systematically create an account contact which will include the remarks the user entered when the transaction was processed.

Budget Billing Comparison List Box

Selecting the **Budget Billing Comparison** icon will show the **Display Budget Billing Comparison** window



Display Budget Billing Comparison for Account 00230-85010

Comparison Edit Help

Bill Month	Actual Bill (\$)	Budget Billing (\$)	Deferred Balance (\$)
11/06	141.67	167.00	-4.86
10/06	102.38	167.00	20.47
09/06	119.24	167.00	85.09
08/06	139.95	167.00	132.85
07/06	124.47	167.00	159.90
06/06	131.18	167.00	202.43
05/06	117.48	167.00	238.25
04/06	151.65	167.00	287.77
03/06	242.49	167.00	303.12
02/06	217.61	167.00	227.63
01/06	254.07	167.00	177.02
12/05	256.95	167.00	89.95

Letter...

This window displays budget billing comparison information. This field contains the following columns:

Notes

Bill Month: The month and year the actual amount was billed.

Actual Bill Amount: The amount actually billed to the customer during the month shown.

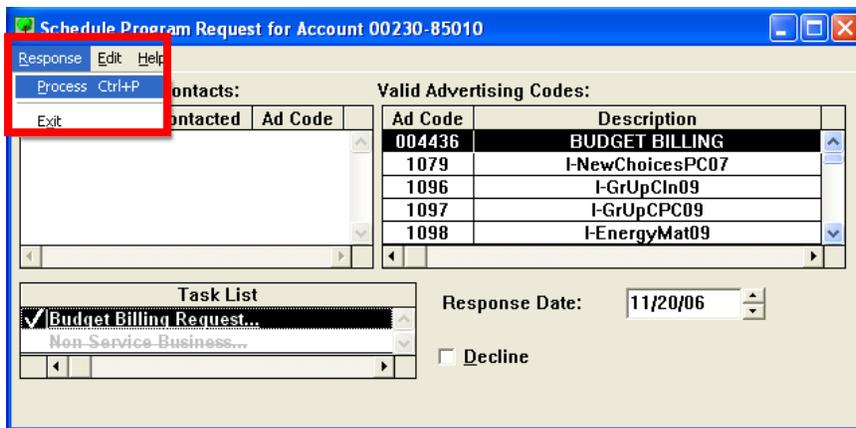
Budget Billing (\$): The bill amount the customer would have paid if the account had been enrolled in the Budget Billing plan.

Deferred Balance: The deferred balance as it would have been had the account been enrolled in Budget Billing.

The **Letter** button is not used on this window

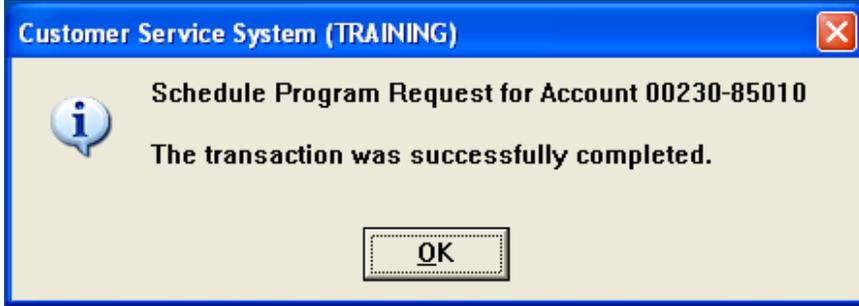
Use menu path **Comparison** ⇒ **Exit** to close this window

Select **OK** to close the **Start Budget Billing** window and return to the **Schedule Program Request** window



To process the budget billing plan use the menu path **Response** ⇒ **Process**

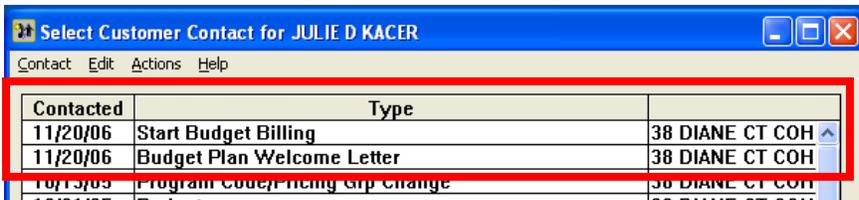
Notes



An informational message will confirm the transaction was successfully completed. Select **OK** to continue

Note: When a **program** has been processed it is then referred to in CSS as a **business**.

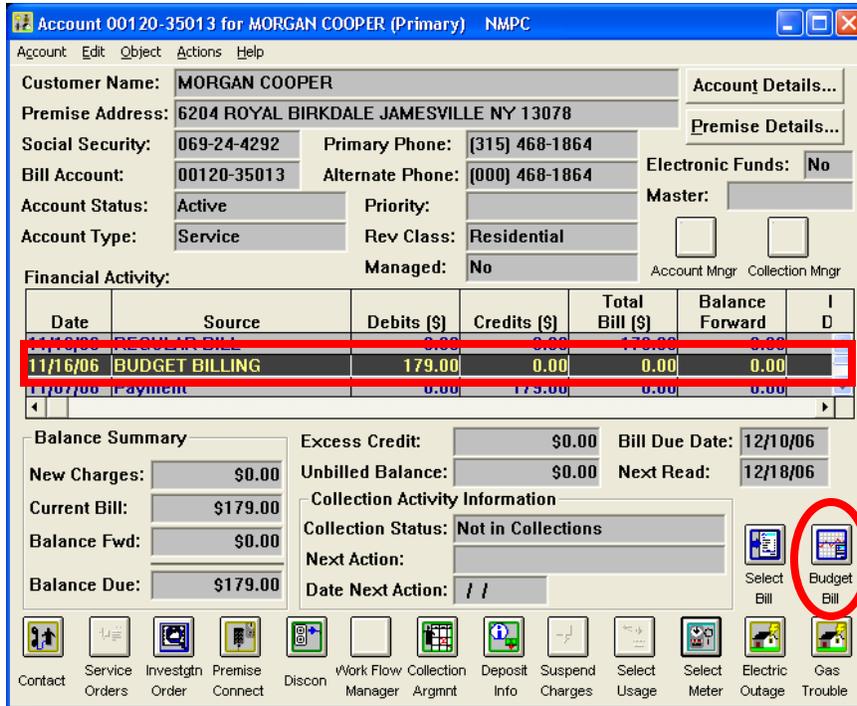
By selecting the **Contact** icon on the **Bill Account** window, the system generated contacts can be viewed.



Viewing Budget Billing

Notes

Once a customer is enrolled in the Budget Billing program the billing information under the Financial Activity in the **Bill Account** window reflects the Budget amount instead of actual charges.



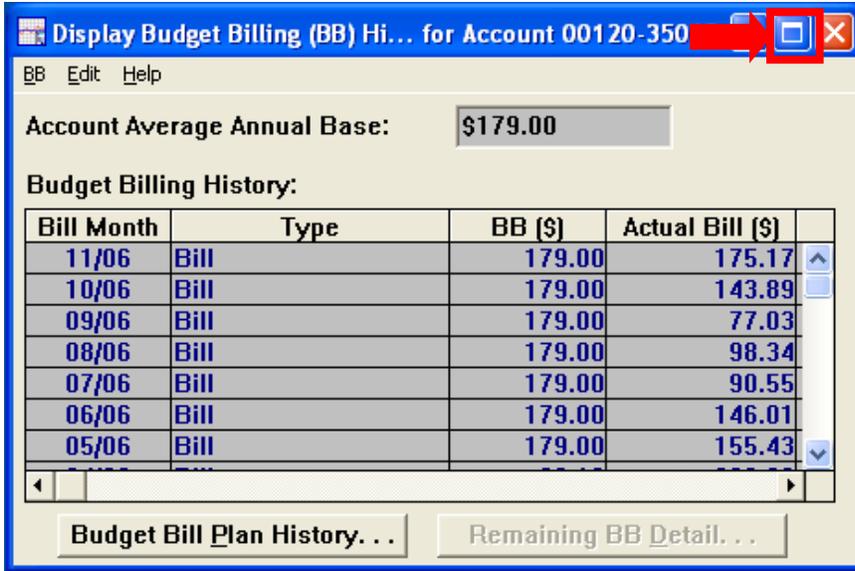
Instructor: Point out how electric and/or gas charges are rolled into a Budget amount in the Financial Activity on the bill account window.

In order for the **Budget Bill** icon to become enabled, highlight the Budget Billing row in the Financial Activity

The **Budget Bill** icon will open the **Budget Billing History** window.

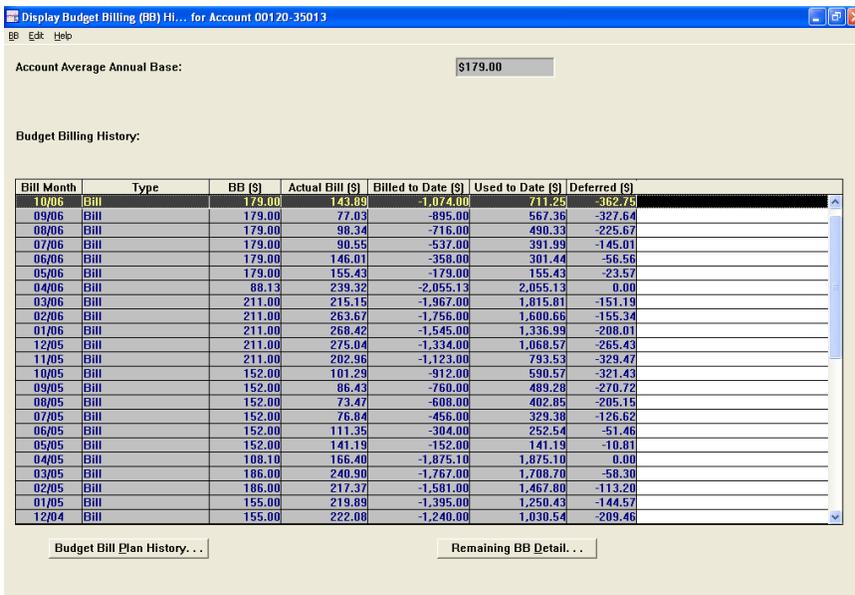
You may also access this window by using the menu path from the **Bill Account** window: **Object** ⇒ **Account Object** ⇒ **Select Business** highlight the Budget Billing row and select **Actions** ⇒ **View Budget Billing History**





Notes

Maximize this window to view all the columns



This window displays the following information:

Notes

Bill Month: The month in which the Budget Bill activity took place. They are listed in reverse chronological order.

Type: The type of account activity that took place.

BB (\$): The Budget Bill Amount for each month's activity.

Actual Bill (\$): The actual bill amount for each activity on the account.

Billed to Date (\$): The cumulative amount the customer has been billed over the last twelve months or since the account was enrolled in Budget Billing. On this window, this will appear as a negative number.

Used to Date (\$): The total dollar amount of consumption over the last twelve months, or since the account was enrolled in Budget Billing.

Deferred (\$): Indicates what the deferred balance was after each activity takes place. May be a credit or debit.

To close this window use menu path **BB ⇒ Exit**

Note: If a customer request to have the amount of their budget changed, transfer them to customer service.



Lesson 2: Defaulted Budget/Payment Agreement Reinstatement

Notes

As stated previously, a customer may participate in the budget program when they have a payment agreement. However, if they default on their payment agreement, adhere to the following process to ensure the next bill reflects the correct amount due and the customer is advised of the amount due.

When a customer with a budget and payment agreement defaults on their payment agreement, the budget will also default. The customer's deferred budget amount will either be debited or credited on their next bill.

In these situations **IF** the customer requests to have their budget and payment agreement re-established, it will be necessary to calculate the missed budget amount and the missed payment agreement amount to determine the payment agreement reinstatement amount.

Key Functions and Features

Calculating the Missed Budget and Payment Agreement Amounts

In the **Financial Activity** section on the **Bill Account** window, highlight the last **Budget Billing** line item and select **Budget Bill** icon.



Account 00388-36387 for LAURIE K LAWTON (Primary) NMPC

Customer Name: LAURIE K LAWTON
 Premise Address: 7475 MORGAN RD *APT 2, BLDG 5 LIVERPOOL NY 13090
 Social Security: 109-50-1747 Primary Phone: (315) 453-7812
 Bill Account: 00388-36387 Alternate Phone: Electronic Funds: No
 Account Status: Active Priority: Master:
 Account Type: Service Rev Class: Residential
 Financial Activity: Managed: No Account Mngr Collection Mngr

Date	Source	Debits (\$)	Credits (\$)	Total Bill (\$)	Balance Forward
10/26/06	BUDGET BILLING	140.00	0.00	0.00	0.00
09/26/06	REGULAR BILL	0.00	0.00	150.00	278.04
09/26/06	BUDGET BILLING	140.00	0.00	0.00	0.00

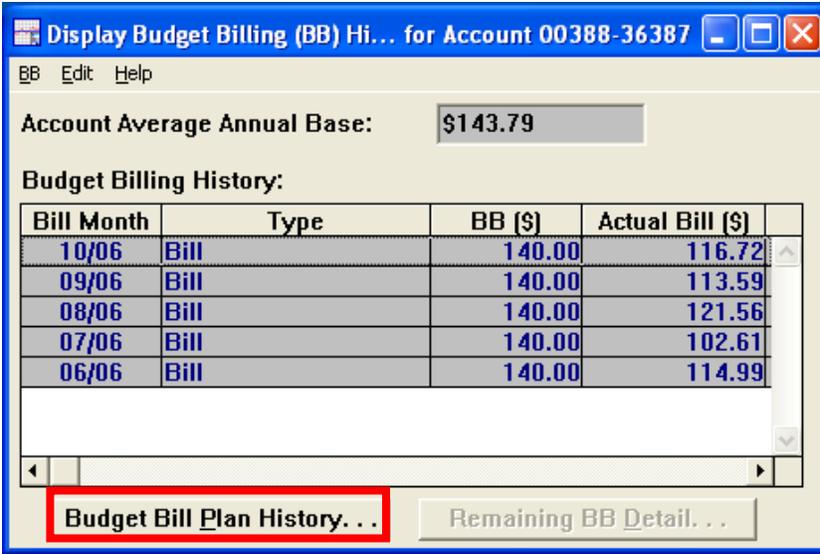
Balance Summary: Excess Credit: \$0.00 Bill Due Date: 11/19/06
 New Charges: \$0.00 Unbilled Balance: \$0.00 Next Read: 11/28/06
 Current Bill: \$140.00
 Balance Fwd: \$418.04
 Balance Due: \$558.04

Collection Activity Information
 Collection Status: Payment Agreement
 Next Action: Post Notice Call Pending
 Date Next Action: 06/01/06

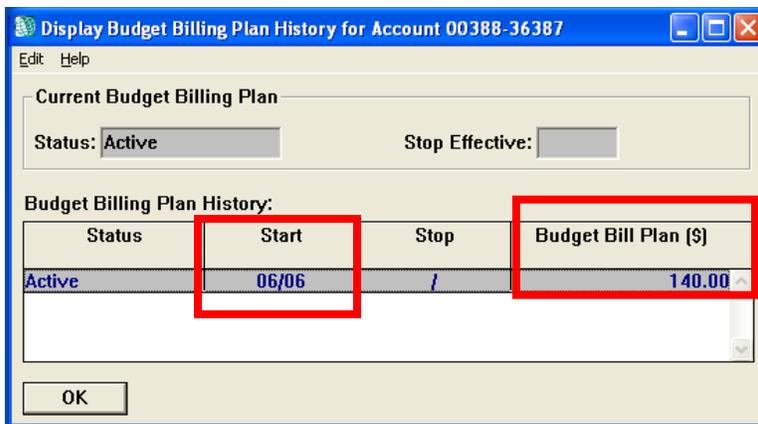
Select Budget Bill

Select **Budget Bill Plan History** button

Notes



Note the date the Budget was started and the amount of the budget.



(Start date is 06/06 for \$140.00 each month)

Close these window by selecting the **OK** button, then use menu path **BB** ⇒ **Exit**.

Notes

Count number of bills from start of budget to current bill. Access the Select Bill window, using menu path **Object** ⇒ **Account Object** ⇒ **Select Bill** or by using the **Select Bill** icon from the **Bill Account** window



Billed	Type	Process Type	Total Bill	Re: S:
10/26/06	Regular	Bill	300.00	Regular Company
09/26/06	Regular	Bill	150.00	Regular Company
08/28/06	Regular	Bill	300.00	Regular Company
07/27/06	Regular	Bill	150.00	Regular Company
06/28/06	Regular	Bill	150.00	Regular Company
05/26/06	Regular	Bill	851.04	Regular Company
04/27/06	Regular	Bill	142.60	Regular Company
03/31/06	Regular	Bill	1,015.70	Regular Company
03/29/06	Regular	Bill	792.75	Regular Company
02/27/06	Regular	Bill	143.00	Regular Company
02/02/06	Regular	Bill	143.00	Regular Company
01/30/06	Regular	Bill	214.81	Regular Company
12/30/05	Regular	Bill	662.20	Regular Company
12/28/05	Regular	Bill	709.87	Regular Company
11/28/05	Regular	Bill	132.00	Regular Company

(There have been 5 bills issued since the start of the budget)

Note the amount of the Payment Agreement installments. To access the Payment Agreement dialog to find the amount of the Payment Agreement installments. Use menu path **Actions** ⇒ **Account Actions** ⇒ **Collections** ⇒ **Maintain Payment Agreement**.



Maintain Payment Agreement for Account 00388-36387	
Type: Minimum	Status: Restored Defaulted
Agreement Details	Installation Details
Start Date: 02/02/06	Installation Amount: \$ 10.00
Agreement Amount: \$ 526.99	

(The installment amount on the payment agreement is \$10.00 per billing)

Review the payments received since budget start date From the **Bill Account** window use menu path **Objects** ⇒ **Account Objects** ⇒ **Select Payments** to access the **Select Payment** window.



Select Payment for Account 00388-36387				
Date	Amount (\$)	Payment Source	Payment Method	Batcl
09/19/06	300.00	Western Union	Truncated Check	25750
07/12/06	150.00	Western Union	Truncated Check	25750

Notes

(\$450.00 in payments have been received)

The examples above indicate:

-  Budget started 6/6/06
-  Budget Amount was \$140.00
-  Payment Agreement installment was \$10.00
-  Customer received 5 bills since start of budget
-  Budget/Agreement was \$150.00 per month X 5 months = \$750.00
-  Customer paid \$450.00
-  \$750.00 - \$450.00 = \$300.00 missed payments, which is the down payment amount due*
-  Note: Review Activity Statement for return check from the Start of the Payment Agreement. Deduct that amount from the total the customer paid.

Add an **Inbound Collection Call Contact** with the amount the customer is required to pay to reinstate the payment agreement

Add Account Contact for 44231-56016

Contact Edit Help

Contact Information

Name: Laurie Lawton

Date: 11/20/06 Time: 06:12 PM

Phone: (315) 324-5551 Extension: 0000

Critical Contact

Critical Expiration Date: / /

Does Not Expire

Contact Type: Inbound Collections Call

Comments:

Customer will pay \$ 300.00 to restore the payment agreement and budget. Will call back with receipt

Company: Niagara Mohawk Letter...

Notes

Before re-establishing the budget or payment agreement, the customer must pay the total **past due budget and payment agreement amount** and call back with the receipt number.

After the payment is made:

1. Re-establish the payment agreement (down payment amount is total of missed budget and missed payment agreement).
2. Re-establish budget on the account to begin with **next bill**
3. If the due date for current bill is Greater than 10 days: a suspended charge will be needed for the current bill and current installment due.
 - Place a suspend **“Other”**
 - Include the total amount due (current bill and Installment amount)
 - Suspend until due date displayed on the account.
 - Enter detailed comment
 - Process

Add Suspended Charges for Account for 92687-95436

Edit Help

Suspended Charge Type: **Other**

Suspended Charge Status: **Open**

Start Date: **11/20/06** Status Change Date: **11/20/06**

Suspend Dollar Amount

Amount:

Suspend Until Date: **11**

Non-Service Amount

Exclude from Late Payment Charge

Hold Entire Account

Hold Until Date: **11**

Original Comments

Rep Name:

Comments:

Current bill and installment of \$XXX.XX due by XXX/XX/XX. Re-established budget and pay agreement

OK Cancel

Notes

Walkthrough

Instructor:
Demonstrate using bill accounts
Creating - (See Spread Sheet)

Exercise

Using the bill account your instructor has provided perform the following transactions:

1. Place the customer on a Budget Billing Program
2. Re-retrieve the account and view the contact information

Review

Notes

The calculation of a Budget amount is based on the annual base of a premise. The annual base is the total charges for a specific service point over a rolling, twelve month period.

Enrolling a customer on the Budget program will automatically create an account-level contact.

Budget Billing plans are reviewed every three months.

A Budget/Payment plan can be reinstated if the customer pays past installment and budget amount to the current date.

QuickCheck

Answers:

1. How is the amount of the Budget calculated?
2. How often is the budget amount reviewed?
3. What must a customer pay to have their Budget/Payment agreement reinstated?
4. **True or False:** Enrolling in the Budget with a current bill will result in CSS cancelling the bill that was originally sent to the customer and re-issuing a new bill with the Budget amount.

The average amount of a rolling
12 month period
Every 3 months
If customer pays all missed
installments and budget
payments.
TRUE

Division 14-25

Request:

Please provide a copy of:

- a. All written documents that explain, assess or otherwise discuss the criteria the Company uses to assess on an ongoing basis the effectiveness of its current credit and collection activities;
- b. Any written assessment, evaluation, report or other written document of any nature prepared since January 1, 2013 which discusses the effectiveness of the Company's current credit and collection activities.

Response:

- a. Please refer to the Company's response to Division 14-29 and Attachment DIV 14-29-1 through Attachment DIV 14-29-12 for documents that explain, assess, or otherwise discuss the criteria the Company uses to assess, on an ongoing basis, the effectiveness of its current credit and collection activities.
- b. Please refer to the Company's response to Division 14-29 and Attachment DIV 14-29-1 through Attachment DIV 14-29-12 for documents that discuss the effectiveness of the Company's current credit and collection activities, which have been prepared since January 1, 2013.

Division 14-26

Request:

Please list all the programs and initiatives the Company has undertaken since January 2013 to reduce the number of residential disconnections for nonpayment; if available, the metrics the Company uses to determine if these programs are successful; and the results of any evaluation explicitly using those metrics.

Response:

Please see the Company's response to Division 14-27. By seeking to reduce the number of delinquent residential accounts, that in turn reduces the number of residential disconnections.

Division 14-27

Request:

Please list all the programs and initiatives the Company has undertaken since January 2013 to reduce the number of delinquent residential accounts; if available, the metrics the Company uses to determine if these programs are successful; and the results of any evaluation explicitly using those metrics.

Response:

Residential Account Management

The Company implemented Residential Account Management (RAM) on active residential accounts with arrears of \$5,000 or greater. The RAM program involves review of the accounts that meet the criteria and initiation of manual outbound calls and email correspondence in an effort to resolve arrears. Please refer to Attachment DIV 14-27-1 for the monthly total dollars collected for Fiscal Years 2017 and 2018. Please note that this information was not tracked for Fiscal Year 2016. Also, dollars collected are tracked on a 10-day period from the time a manual outbound call is made to the customer.

Curb Valve Installation Program

In February 2014, the Company and the Division of Public Utilities and Carriers entered into an agreement pursuant to which the Company agreed, among other matters, to install at least 25 curb valves per year for estimated-read customers. The agreement was amended in February 2015 to increase the minimum number of curb valve installations for estimated-read customers to 50. In February 2016, the agreement was further amended to eliminate the requirement that the Company install a minimum number of curb valves each year for estimated-read customers given the reduction in the number of gas accounts that have consecutive estimated readings since the agreement was first entered into in February 2014. Please see Attachment DIV 14-27-2 for a copy of the Consecutive Estimated Gas Readings Agreement between the Company and the Division, as amended. In addition, the Company has committed to 100 collection curb valve installations. For 2016, the Company agreed to install 100 collection curb valve. The progress is tracked monthly to ensure completion. Please refer to Attachment DIV 14-27-3 for the monthly curb valve tracker. Please note that this information was not tracked prior to 2016.

Outbound Calling

Metrics regarding outbound calling can be found in the attachments to the Company's response to Division 14-29.

During February 2012, the Company implemented a strategy of manually generated call files called as live agent "ad hoc" campaigns. These included the following:

- Nonsufficient Funds Campaign: Calls are made to customers who have had a returned check posted to their account during the previous week and who have not replaced the payment. Calls are only made to customers who have had more than one returned check over the life of their account.
- Promise to Pay Campaign: Calls are made to customers who have previously made promises to make payment, but have not followed through on that commitment.
- Targeted Arrears Campaign: Contacts customers who have an arrears balance greater than or equal to \$1,000, but less than or equal to \$4,000, and have made at least three customer payments over the last 12 months.

In May 2012, the Company added an additional campaign:

- Defaulting Budget Campaign: Calls are made to customers whose next collection action is the default of their budget billing plan.

In March 2013, the Company added a second additional campaign:

- Current Bill Reminder: Calls are made to residential customers whose accounts are about to be placed into collections because no payment was received by the due date printed on the bill.

Arrearage Management Program

Beginning in September 2016, the Company has offered the new Arrearage Management Program (AMP) payment agreement available to all eligible low-income Rhode Island residential customers whose service had already been cut-off or who are at risk of termination. The AMP payment agreement will also apply to a customer moving to a new residence where the previous account was either cut-off for non-payment or had an active termination notice even if the previous account has already been written off. The AMP has replaced the former Arrearage Forgiveness Plan, which is no longer available to new enrollees. The terms and conditions of the AMP are set forth in the Company's tariffs, at RIPUC No. 2171 (Narragansett Electric) and RIPUC NG-GAS No. 101, Section 7 (Miscellaneous Services), Schedule C, Sheets 6-12 (Narragansett Gas).

The Company reports metrics regarding the AMP to the Public Utilities Commission in Docket No. 4290. Please see Attachment DIV 14-27-4 for a recent submission of the AMP metrics.

RAM Monthly Dollars Collected Report

April	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$7,199	\$11,575
Gas	\$ 5,330	\$ -
TOTAL	\$ 12,529	\$ 11,575
May	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 17,797	\$ 21,044
Gas	\$ 32,433	\$ 13,408
TOTAL	\$ 50,230	\$ 34,452
June	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 25,360	\$ 21,310
Gas	\$ 4,353	\$ 3,055
TOTAL	\$ 29,713	\$ 24,365
July	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 18,344	\$ 11,123
Gas	\$ 94,669	\$ 108
TOTAL	\$ 113,013	\$ 11,231
August	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 2,933	\$ 5,873
Gas	\$ 23,105	\$ 478
TOTAL	\$ 26,038	\$ 6,351
September	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 7,181	\$ 13,995
Gas	\$ 5,098	\$ -
TOTAL	\$ 12,279	\$ 13,995

October	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 1,634	\$ 6,525
Gas	\$ 1,991	\$ 175
TOTAL	\$ 3,625	\$ 6,700
November	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 11,576	\$ 597
Gas	\$ -	\$ -
TOTAL	\$ 11,576	\$ 597
December	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 3,631	\$ 9,124
Gas	\$ 160	\$ 1,340
TOTAL	\$ 3,791	\$ 10,464
January	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 9,022	\$ -
Gas	\$ 2,751	\$ -
TOTAL	\$ 11,773	\$ -
February	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 33,102	\$ -
Gas	\$ 3,933	\$ -
TOTAL	\$ 37,035	\$ -
March	FY 17	FY18
Company	PMT (10 Days)	PMT (10 Days)
Electric	\$ 15,259	\$ -
Gas	\$ 10,448	\$ -
TOTAL	\$ 25,707	\$ -

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DIVISION OF PUBLIC UTILITIES AND CARRIERS

In Re: Long Term Consecutive Estimated Gas Readings

SECOND AMENDMENT TO
CONSECUTIVE ESTIMATED GAS READINGS AGREEMENT

This Second Amendment to Consecutive Estimated Gas Readings Agreement (this “Second Amendment”) is made and entered into as of February 12, 2016, by and between the Division of Public Utilities and Carriers (the “Division”) and The Narragansett Electric Company d/b/a National Grid (“National Grid” or the “Company”), collectively referred to herein as the “Parties” and individually as a “Party.”

WHEREAS, the Parties entered into a Consecutive Estimated Gas Readings Agreement dated as of February 12, 2014 (the “Original Agreement”), as amended by an Amendment to Consecutive Estimated Gas Readings Agreement dated as of February 12, 2015 (the “First Amendment”) (the Original Agreement and the First Amendment are hereinafter referred to collectively as the “Agreement”). A copy of the Agreement is attached hereto as Exhibit A and made a part hereof; and

WHEREAS, the Company and the Division desire to renew the Agreement for an additional one (1) year period (i.e., from February 12, 2016 to February 11, 2017) and to amend the Agreement in certain respects as more particularly set forth herein.

NOW THEREFORE, in consideration of the mutual promises contained herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

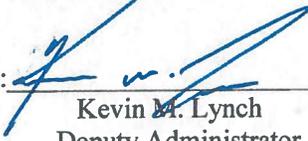
1. All capitalized terms not defined herein shall have the meanings given to them in the Agreement.

2. The Company agrees to continue to implement the enumerated procedures contained in Attachment 1 to the Agreement, which attachment is entitled Consecutive Estimated Meter Reads Plan (“Plan”), with respect to estimated readings of gas accounts including the customer notifications referenced in the Plan; provided, however, that the Company will not be required to complete a specific minimum number of curb valve installations per year for estimated-read customers given the reduction in the number of gas accounts that have consecutive estimated readings since this Agreement was first entered into in February 2014. The Company shall use reasonable efforts to prioritize the curb valve installations to address the highest account balances to the extent practicable.
3. With respect to reporting requirements, the Company will file the Long Term Estimated Reads Progress Report, the Curb Valve Installation Spreadsheet, and the Long Term Estimated Reads Balance Spreadsheet on an annual basis at the conclusion of the renewal period (i.e., on or before February 11, 2017).
4. The term of this Agreement, as amended by this Second Amendment, shall be extended until February 11, 2017, and thereafter shall be automatically extended for successive one (1) year periods, unless either Party gives written notice to the other Party, at the address set forth below such Party’s signature, no later than ninety (90) days prior to the end of the term.
5. The Company’s compliance with the terms of the Plan, as amended by this Second Amendment, will be deemed compliance with the requirements relative to consecutive estimated meter readings found in the Gas Rules.

IN WITNESS WHEREOF, the Parties agree that this Second Amendment to Consecutive Estimated Gas Readings Agreement is reasonable, in the public interest, and in accordance with

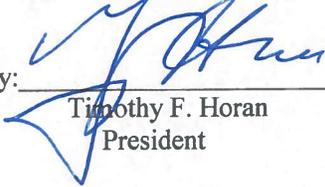
law and regulatory policy, and have caused this agreement to be executed by their respective representatives, each being authorized to do so.

**DIVISION OF PUBLIC UTILITIES
AND CARRIERS**

By: 
Kevin M. Lynch
Deputy Administrator

Address:
89 Jefferson Boulevard
Warwick, RI 02888

**THE NARRAGANSETT ELECTRIC
COMPANY d/b/a NATIONAL GRID**

By: 
Timothy F. Horan
President

Address:
280 Melrose Street
Providence, RI 02907

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DIVISION OF PUBLIC UTILITIES AND CARRIERS

In Re: Long Term Consecutive Estimated Gas Readings

AMENDMENT TO
CONSECUTIVE ESTIMATED GAS READINGS AGREEMENT

This Amendment to Consecutive Estimated Gas Readings Agreement (this “Amendment”) is made and entered into as of February 12, 2015, by and between the Division of Public Utilities and Carriers (the “Division”) and The Narragansett Electric Company d/b/a National Grid (“National Grid” or the “Company”), collectively referred to herein as the “Parties.”

WHEREAS, the Parties entered into a Consecutive Estimated Gas Readings Agreement dated as of February 12, 2014 (the “Agreement”), a copy of which is attached hereto as Exhibit A and made a part hereof; and

WHEREAS, Company and the Division desire to renew the Agreement for an additional one (1) year period (i.e., from February 12, 2015 to February 11, 2016) and to amend the Agreement in certain respects as more particularly set forth herein.

NOW THEREFORE, in consideration of the mutual promises contained herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. All capitalized terms not defined herein shall have the meanings given to them in the Agreement.
2. The Company agrees to continue to implement the enumerated procedures contained in Attachment I to the Agreement, which attachment is entitled Consecutive Estimated Meter Reads Plan (“Plan”), with respect to estimated readings of gas accounts including the customer notifications referenced in the Plan; provided, however, that the

Company agrees to increase the number of curb valve installations that it will complete per year for estimated-read customers to a minimum of 50 curb valve installations.

The Company shall use reasonable efforts to prioritize the curb valve installations to address the highest account balances to the extent practicable.

3. With respect to reporting requirements, the Company will continue to file the Long Term Estimated Reads Progress Report on a monthly basis and will file the Curb Valve Installation Spreadsheet on an annual basis. The Company will also file the Long Term Estimated Reads Balance Spreadsheet on an annual basis at the conclusion of the renewal period (i.e., on or before February 11, 2016) but will no longer be required to file this Spreadsheet on a semi-annual basis.
4. The Company's compliance with the terms of the Plan, as amended by this Amendment, will be deemed compliance with the requirements relative to consecutive estimated meter readings found in the Gas Rules.

IN WITNESS WHEREOF, the Parties agree that this Amendment to Consecutive Estimated Gas Readings Agreement is reasonable, in the public interest, and in accordance with law and regulatory policy, and have caused this agreement to be executed by their respective representatives, each being authorized to do so.

**DIVISION OF PUBLIC UTILITIES
AND CARRIERS**

By its attorney,



William K. Lueker, Esq.
Deputy Chief of Legal Services
89 Jefferson Boulevard
Warwick, Rhode Island 02888
(401) 780-2153
bill.lueker@dpuc.ri.gov

March 18, 2015

**THE NARRAGANSETT ELECTRIC
COMPANY d/b/a NATIONAL GRID**



By: Timothy F. Horan
President
280 Melrose Street
Providence, Rhode Island 02907
(401) 784-7720
timothy.horan@nationalgrid.com

March 18, 2015

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DIVISION OF PUBLIC UTILITIES AND CARRIERS

In Re: Long Term consecutive Estimated Gas Readings

CONSECUTIVE ESTIMATED GAS READINGS AGREEMENT

This Agreement is made and entered into as of February 12, 2014, by and between the Division of Public Utilities and Carriers (the "Division") and The Narragansett Electric Company, d/b/a National Grid, ("National Grid" or the "Company"), collectively referred to herein as the "Parties." This Agreement shall remain in effect for one (1) year from February 12, 2014, and may be renewed annually by mutual agreement of the Parties.

WHEREAS, on January 8, 2012, the Division issued a letter to the Company, indicating concern over the number of gas accounts that were receiving bills based upon consecutive estimated reads and the Company's compliance with Sections C.5.f and E.6.d and E.6.c of the Division's Rules and Regulations Prescribing Standards for Gas Utilities, Master Meter Systems and Jurisdictional Propane Systems ("Gas Rules") related to consecutive estimated reads of customer gas meters;

WHEREAS, since February 2013, the Company has provided the Division with monthly reports demonstrating its actions to reduce the number of gas accounts that had consecutive estimated readings;

WHEREAS, Company and the Division have collaborated on and agreed to a final action plan creating a new process to address the Company's compliance with the Gas Rules relating to long term consecutive estimated reads;

WHEREAS, the Company and the Division agree to review the monthly reports submitted to the Division by the Company with respect whether or not the process agreed to herein is successfully reducing the number of gas accounts that have consecutive estimated readings with a view toward determining whether or not this Agreement should be extended beyond the initial one (1) year period, or whether the Agreement should be amended to ensure that the number of gas accounts that have consecutive estimated readings continues to be reduced. The Company and the Division agree to meet to discuss the Company's progress in reducing the number of gas accounts that have consecutive estimated readings within nine (9) months of the effective date of this Agreement;

NOW THEREFORE, in consideration of the mutual promises contained herein and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. The Company agrees to implement the enumerated procedures contained in Attachment 1, the Consecutive Estimated Meter Reads Plan ("Plan"), with respect to estimated readings of gas accounts including the customer notifications referenced in the Plan. (It should be noted that the Company has already begun implementation of the changes in the customer notification process.)

2. The Company's compliance with the terms of the Plan will be deemed compliance with the requirements relative to consecutive estimated meter readings found in the Gas Rules.

IN WITNESS WHEREOF, the Parties agree that this Settlement Agreement is reasonable, in the public interest, and in accordance with law and regulatory policy, and have caused this agreement to be executed by their respective representatives, each being authorized to do so.

**DIVISION OF PUBLIC UTILITIES
AND CARRIERS**

By its attorney,



**THE NARRAGANSETT ELECTRIC
COMPANY, d/b/a NATIONAL GRID**

By its attorney,



Dated: February 12, 2014

Attachment 1

Consecutive Estimated Read Gas Meters

Action Plan

Letters

- First letter is mailed (regular mail) on Month 2 of consecutive estimated reads
- Second letter is mailed (regular mail) on Month 3 of consecutive estimated reads
- Third letter is mailed (regular mail) on Month 4 and all other ensuing months of consecutive estimated reads.
- "IMPORTANT NOTICE REGARDING YOUR GAS METER ENCLOSED" printed on envelope
- These letters shall be sent separate from the monthly bills, although the Company may include additional such notices with the bills
- All attempts are recorded in CSS system

Outbound Calls

- Outbound telephone calls during regular office hours
- Outbound telephone calls after 5 PM
- Outbound telephone calls on Saturday
- Outbound telephone call process may be repeated more than one time/month in an attempt to gain access but each type of call shall be made at least once each month
- Outbound telephone calls begin on Month 2 of consecutive estimated reads and continue as long as consecutive estimated reads are occurring.
- All attempts are recorded in CSS system

Single-Family/Multi-Family process:

The main difference between the treatment of multi- and single-family locations is the posting process. The posting process does not apply to single family locations.

For both multi-family and single-family premises, the Company will make the following attempts:

- Letters are automatically generated to be mailed to the customer after Month 2 of consecutive estimated reads.
- Outbound phone calls are made to customer, as described in Outbound Calls section, above.
- If a telephone number for the customer is not available, a service order is issued after Month 6 for the Company to send a field representative to the location in order to attempt to obtain an actual reading.

When the Company is attempting to gain access to a meter in a multi-family dwelling and/or a single-family rental property, it will also make attempts to contact the owner/landlord via phone when there is no telephone contact information for the tenant after the Month 2 letter has been mailed. If the owner/landlord does not respond to the phone call, a letter will be mailed to the owner/landlord requesting access to the gas meter. If the owner/landlord is also the customer of record – even if not a tenant – the Company will continue to notify both the owner/landlord and the customer of record.

All attempts are recorded in CSS system

Multi- Family

- Collections posts property
- Collections shuts off at the street valve
- Notification to Accounts Processing ("AP") of posting/shut-off dates
- If no street valve, account status reviewed to see if applicable for a street valve installation. AP/Collections to issue Street Valve Installation request

All attempts are recorded in CSS system

Single Family

- Collections shuts off at the street valve
- Notification to AP of shut-off date
- If no street valve, account status reviewed to see if applicable for a street valve installation.

All attempts are recorded in CSS system

Curb Valve Installation

- Company will complete installation of at least 25 curb valves per year for estimated-read customers; if this number is not sufficient to ensure that the number of gas accounts that have consecutive estimated readings continues to be reduced, the Division and the Company may discuss adjusting the number of curb valves to be installed each year for any subsequent year of this Agreement
- Curb-valve order is placed for customer with large arrears whose estimated reads exceed permitted time limits and before waiver has expired.

- No curb-valve order required for Customer who is making payment on bill until after all customers who are not making payments on their estimated bills have had a curb-valve installed
- All attempts are recorded in CSS system
- FY 2015 Gas ISR Plan's proposal to include curb valve funding

Process for Obtaining Division Waiver - Spreadsheet emailed to Division requesting waiver ***for additional 12 months***. (During waiver periods, the process described above will not stop until an actual read is obtained.) The waiver spreadsheet will consist of the following:

- Account with 9 months and more of estimated reads
- Customer name
- Balance
- Address
- Meter number
- Type of service – residential or commercial
- Number of estimated-read months
- Comments (For initial waiver request, indicate the target date for getting an actual read, and any actions – such as curb stop installation. If request is for a second or subsequent waiver, the Company should provide information as to why actual read could not be met during the previous 12-month waiver period – e.g., could not get excavation permit for curb stop installation from city-- as well as a target date for getting an actual read.)

Filed Reports

Monthly Long Term Estimated Reads Spreadsheet

- To be filed monthly
- Showing the number of monthly LTERs of gas meters starting from the Month 3 to the last month experiencing consecutive estimated reads
- Showing separately the number of monthly LTERs of gas meters that have 9 months or greater of consecutive estimated reads.

Long Term Estimated Reads Balance Spreadsheet

- To be filed semi-annually
- Showing the customers who have 9 or more months of consecutive estimate gas reads that will consist of the customers' names, addresses, meter numbers, number of consecutive estimated reads, and the unpaid balances in a descending order.

Curb Valve Installation Spreadsheet

- To be filed semi-annually

The report will identify the installed curb valves by customers' names, addresses, meter numbers, number of consecutive estimated gas reads, and the unpaid balances in a descending order.

Curb Valve Monthly Tracker 2016

	PROVIDENCE	CUMBERLAND	GRAND TOTAL	DIFFERENTIAL	Running Total
APRIL			0	0	0
MAY	19	5	24	-6	-6
JUNE	10	11	21	-9	-15
JULY	11	10	21	6	-9
AUGUST	8	2	10	0	-9
SEPTEMBER	12	1	13	5	-4
OCTOBER	10		10	3	-1
NOVEMBER	1		1	1	0
SUM OF TOTAL	71	29	100	0	

Curb Valve Monthly Tracker 2017					
	PROVIDENCE	CUMBERLAND	GRAND TOTAL	DIFFERENTIAL	Running Total
APRIL			0	0	0
MAY	18	3	21	-9	-9
JUNE	11	32	43	13	4
JULY	7	3	10	-5	-1
AUGUST	14	0	14	4	3
SEPTEMBER	1	0	1	-7	-4
OCTOBER	5	6	11	4	0
NOVEMBER	0	0	0	0	0
SUM OF TOTAL	56	44	100	0	



Robert J. Humm
Senior Counsel

January 29, 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
December 2017**

Dear Ms. Massaro:

On behalf of National Grid,¹ enclosed please find five copies of the Arrearage Management Program monthly report for December 2017.

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

Very truly yours,

A handwritten signature in blue ink, appearing to be "R. Humm", written over a light blue horizontal line.

Robert J. Humm

Enclosure

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

¹ 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

January 29, 2018
Date

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

Name/Address	E-mail Address	Phone
Deborah A. Barclay, General Counsel Frederick Sneesby Dept. of Human Services 57 Howard Avenue Cranston, RI 02920	Deborah.barclay@ohhs.ri.gov ;	401-462-6816
	Frederick.Sneesby@dhs.ri.gov	
Christopher Kearns RI Office of Energy Resources	Christopher.Kearns@energy.ri.gov ;	
	Nicholas.Ucci@energy.ri.gov ;	
Robert Humm, Esq. National Grid 280 Melrose St. Providence, RI 02907	Robert.humm@nationalgrid.com ;	401-784-7667
	Celia.obrien@nationalgrid.com ;	
	Joanne.scanlon@nationalgrid.com ;	
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	Jmunoz@riag.ri.gov ;	
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	Steve.scialabba@dpuc.ri.gov ;	
	Al.mancini@dpuc.ri.gov ;	
	Jonathan.Schrag@dpuc.ri.gov ;	
File five (5) copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2107
	Linda.george@puc.ri.gov ;	
	Cynthia.WilsonFrias@puc.ri.gov ;	
	Todd.bianco@puc.ri.gov ;	
	Alan.nault@puc.ri.gov ;	

Bob Bromley, Senate Finance	rbromley@rilin.state.ri.us ;	
The George Wiley Center	debbiec@georgewileycenter.org ; b.flambeau@juno.com ;	
Elizabeth Morancy	emorancy@cox.net ;	
Dayanarah Baez; LIHEAP Program Manager Community Action Partnership of Providence	dbaez@cappri.org ;	401-273-2000 x 161

Arrearage Management Program Report Sept 2016 to December 2017

GAS AND ELECTRIC COMBINED	September 2016- October 2017	Nov-2017	Dec-2017	YTD 2017
Number of Customers Active	3,667	3,647	3,310	3,310
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD
Customers Removed - Complete	7	7	31	45
Customers Removed - Defaulted	913	179	401	1,493
Customers Removed - Cancelled	163	11	128	302
Total Customer Payments	\$777,530	\$193,296	\$213,650	\$1,184,476
Total Amount to be Forgiven For All Participating Customers	\$4,332,122	\$5,958,395	\$5,207,349	\$5,207,349
Average Amount to be forgiven for all participating customers	\$1,186	\$1,634	\$1,573	\$1,573
Total amount to be paid under the payment plan at the end of the reporting period	TBD	TBD	TBD	TBD
Average arrearage balance not yet forgiven	TBD	TBD	TBD	TBD
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD
Total Amount of Arrears Outstanding	\$5,958,395	\$5,430,870	\$6,305,446	\$6,305,446
Forgiveness Credits Applied during the reporting period	\$660,023	\$160,879	\$184,287	\$1,005,189
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD
Average Monthly Forgiveness Credit	\$138.95	\$205.83	\$195.10	\$179.96
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD

ELECTRIC ONLY

Number of Customers Active	2,144	2,404	2,197	2,197
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD
Customers Removed - Complete	6	5	24	35
Customers Removed - Defaulted	499	116	230	845
Customers Removed - Cancelled	97	4	86	187
Total Customer Payments	\$540,388	\$141,101	\$154,439	\$835,928
Total Amount to be Forgiven For All Participating Customers	\$2,570,646	\$3,568,946	\$3,495,538	\$3,495,538
Average Amount to be forgiven for all participating customers	\$1,205	\$1,485	\$1,591	\$1,427
Total amount to be paid under the payment plan at the end of the reporting period	TBD	TBD	TBD	TBD
Average arrearage balance not yet forgiven	TBD	TBD	TBD	TBD
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD
Total Amount of Arrears Outstanding	\$3,568,946	\$3,737,340	\$4,279,506	\$4,279,506
Forgiveness Credits Applied during the reporting period	\$435,865	\$111,356	\$130,981	\$678,202
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD
Average Monthly Forgiveness Credit	\$158.67	\$209.03	\$207.71	\$191.80
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD

GAS ONLY

Number of Customers Active	1,523	1,243	1,113	1,113
Customers Newly Added to AMP Agreement	TBD	TBD	TBD	TBD
Customers Removed - Complete	1	2	7	10
Customers Removed - Defaulted	414	63	171	648
Customers Removed - Cancelled	66	7	42	115
Total Customer Payments	\$237,142	\$52,195	\$59,211	\$348,548
Total Amount to be Forgiven For All Participating Customers	\$1,761,476	\$2,389,449	\$1,711,811	\$1,711,811
Average Amount to be forgiven for all participating customers	\$1,160	\$1,157	\$1,538	\$1,285
Total amount to be paid under the payment plan at the end of the reporting period	TBD	TBD	TBD	TBD
Average arrearage balance not yet forgiven	TBD	TBD	TBD	TBD
Average Arrearage balance as a percentage of the total balance	TBD	TBD	TBD	TBD
Total Amount of Arrears Outstanding	\$2,389,449	\$1,693,531	\$2,025,940	\$2,025,940
Forgiveness Credits Applied during the reporting period	\$224,158	\$49,523	\$53,306	\$326,987
Total Forgiveness Credits (count)	TBD	TBD	TBD	TBD
Average Monthly Forgiveness Credit	\$111.91	\$199.53	\$173.37	\$161.60
Number of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD
Percentage of Participants Receiving LIHEAP	TBD	TBD	TBD	TBD

Division 14-28

Request:

Please provide a copy of all reports, evaluations, memos, analyses or other written documents of any nature containing a list and/or discussion of specific performance indicators on which empirical data has been collected for the Company with respect to:

- a. Debt prevention;
- b. Debt management;
- c. The treatment of vulnerable residential customers.

Response:

Please refer to the Company's response to Division 14-29 and Attachment DIV 14-29-1 through Attachment DIV 14-29-12 for indicators of specific performance on which empirical data has been collected for the Company with respect to debt prevention, debt management, and the treatment of vulnerable residential customers.

Division 14-29

Request:

Please provide a copy of all reports, evaluations, memos, analyses or other written documents of any nature prepared since January 2013 establishing performance indicator targets to be met within the next year after publication of the performance targets; within the next two years after publication of the performance targets; or within the next three years after publication of the performance targets, with respect to:

- a. Debt prevention;
- b. Debt management;
- c. The treatment of vulnerable customers;
- d. Customer satisfaction.

Response:

- a. Please refer to Attachment DIV 14-29-1 through Attachment DIV 14-29-12. Please note Attachment DIV 14-29-3 through Attachment DIV 14-29-6 are CONFIDENTIAL and have been redacted for the public version of this response. Also, several attachments contain data that combines residential and nonresidential information.
- b. Please see the Company's response to part a. above.
- c. Regarding treatment of vulnerable customers:

Elderly and Infant Protection

In April 2014, the Company transitioned its method of elderly and infant protection from suspended charges to collection handling codes. While suspended charges effectively hold all collection activity on a given account for their duration, collection handling codes work in conjunction with the Company's collection matrix to allow selective treatment such as reminder calls.

Elderly Protection

In August 2015, the Company implemented an annual elderly protection recertification process that requires the completion of the elderly form as well as proof of age for all household members. The elderly protection is removed from the account if the customer does not recertify for the protection.

Infant Protection

In October 2014, the Company implemented an infant protection policy change requiring supporting documentation (such as tax returns, paystub, award letter, etc.) along with the completed financial hardship form and a valid birth certificate issued by city or state for an infant less than 24 months of age.

In August 2016, the Company implemented an infant protection policy change to allow customers to provide other verifiable documentation in place of the birth certificate to validate the child is under of age of two years. Also, no less than 10 days prior to the expiration of the infant protection, the Company mails a letter notifying the customer of the upcoming expiration.

Handicapped Protection

In May 2016, the Company implemented the handicapped and serious illness protection policy that required all medically protected customers, as well as customers protected any time after July 6, 2015, to recertify the protection. Handicapped protection requires completing an affidavit and having it notarized, as well as either providing a copy of the customer's Award Letter for proof of receiving Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI); or have the customer's Licensed Physician (MD, DO, LP) or Registered Nurse Practitioner (RNP) or Physician's Assistant (PA) complete the Handicapped Protection Form regarding impairment.

In August 2016, the Company created the collection handling codes Handicapped and Low Income/Handicapped to replace the previously named Medical and Low Income/Medical handling codes.

Customers with the handicapped protection will require periodic recertification. If arrangements are not made and an account is in collections, the handicapped protected customer can be petitioned to the Rhode Island Division of Public Utilities and Carriers (Division) for termination. Because of the consent order entered in the Bennett Litigation (C.A. No. PC-15-4214), these accounts were given extended protections until December 22, 2016. After that date, these customers returned to the standard protections practice.

Serious Illness

In May 2016, the Company implemented the handicapped and serious illness protection policy that required all medically protected customers, as well as customers protected any time after July 6, 2015, to recertify the protection. Serious illness protection requires the Serious Illness Protection Form to be filled out by the Licensed Physician (MD, DO, LP) or Registered Nurse Practitioner (RNP) or Physician's Assistant (PA).

Serious illness customers are protected with a suspend charge for a duration of three weeks from the date the Licensed Physician signs the Serious Illness form. During the three week protection, the account does not receive noticing and is held from collections. After three weeks, the account will resume collection activity including termination if arrangements are not made. Because of the consent order entered in the Bennett Litigation (C.A. No. PC-15-4214), serious illness accounts are being held until April 30, 2018.

Petition Process

In November 2014, the Company made changes to the application to terminate cover letter that includes detailed information on the account history, as well as the status of the other service provided. In December 2014, the Company agreed to send full file petitions to the Division of Public Utilities and Carriers (Division). In November 2015, the Rhode Island petition database was completed, which enabled the Company to become more efficient and streamline processes. The number of days from when an account became eligible to start the petition process and receive a 10-day letter to the point of termination has improved.

- d. In terms of establishing customer satisfaction survey performance indicators for Rhode Island, the Company has provided two documents:
 1. Attachment DIV 14-29-13, proposal and supporting documentation on how the current Rhode Island regulatory satisfaction performance indicator was rationalized.
 2. Attachment DIV 14-29-14, which is the signed settlement agreement between the Company and the Division, which the Public Utilities Commission approved in Docket No. 3628, providing the current satisfaction metric and respective targets.



Rhode Island Credit & Collections Deep Dive

March 2013

Executive Summary

Agenda, Key Developments, Insights



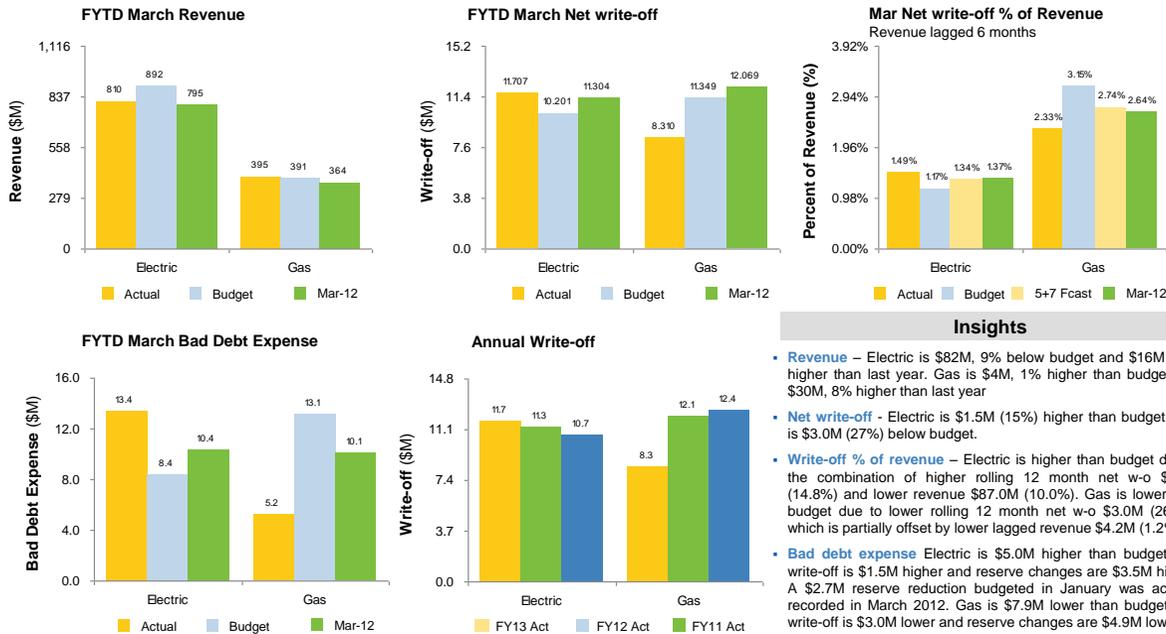
Agenda Item	Key Developments	Insights
Financial KPIs	<ul style="list-style-type: none"> Revenue has returned to "normal" levels over the Nov – Mar timeframe, Electric is under budget \$82M (9%) and is now higher than last year \$16M (2.0%). Gas is higher than budget \$4.0M (1%) and higher than last year \$30M (8.4%) Net write-off. Electric is \$1.5M (15%) higher than budget and \$0.4M (4%) higher than last year. Gas is \$3.0M (27%) below budget and \$3.7M (31%) lower than last year Bad Debt: Electric is \$5.0M (60%) higher than budget and \$3.1M (30%) higher than last year. Gas is \$7.9M (60%) lower than budget and \$4.1M (49%) lower than last year 	<ul style="list-style-type: none"> Electric bad debt was impacted by a \$2.7M reserve reduction budgeted for January 2013, that was actually recorded in March of the prior fiscal year, causing an electric bad debt overrun. Other reserve increases (\$0.8M) and higher net write-off (\$1.5M) explain the bad debt budget variance of \$5.0M Gas bad debt was \$7.9M over budget due to higher net write-off (\$3.0M) and higher reserve requirements (\$4.9M)
FY13 Forecast	<ul style="list-style-type: none"> Net write-off – Electric - year end is \$1.0M higher than the 5+7 forecast and \$1.5M higher than the original budget. Gas - year end is \$1.2M lower than the 5+7 forecast and \$3.0M lower than the original budget Bad Debt – Electric - year end is \$3.2M higher than the 5+7 forecast and \$5.0M higher than the original budget. Gas – year end is \$5.2M lower than the 5+7 forecast and \$7.9M lower than the original budget 	<ul style="list-style-type: none"> Year end net write-off was close to the 5+7 forecast, Electric \$1.0M higher, Gas \$1.2M lower. Changes to the reserve requirements caused a greater variance from the 5+7 forecast, Electric reserve \$2.2M higher and Gas reserve \$4.0M lower
Accounts Receivable	<ul style="list-style-type: none"> Electric A/R is \$14.5M, 16% higher than last year, \$11.4M of the increase is found in 0-90 day arrears as winter weather/revenue returned to "normal" Gas A/R is \$7.1M (9.5%) higher than last year, 0-90 day arrears are \$9.4M (18.2%) higher Electric 360+ arrears are higher than last year by \$0.8M (12%) and Gas 360+ arrears are \$1.3M (17%) higher 	<ul style="list-style-type: none"> Collection programs were put on hold in November due to Hurricane Sandy 360+ arrears: Electric is \$0.8M (12%) higher than last year due to higher non-actionable A/R (\$1.2M, 20%). Actionable accounts decreased by \$0.3M (28%). Gas is \$1.3M (17%) higher than last year due to higher non-actionable A/R (\$2.1M, 37%). Actionable accounts decreased by \$0.8M (37%).
Proposed Bad Debt Management Strategies	<ul style="list-style-type: none"> Please see Slide 10 	<ul style="list-style-type: none"> These proposals have been reviewed

Financial KPIs: RI Entities

March by Operating Company

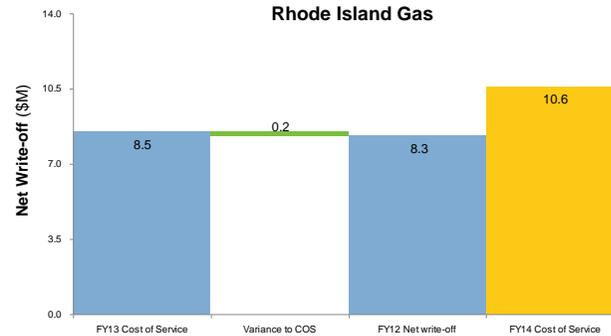
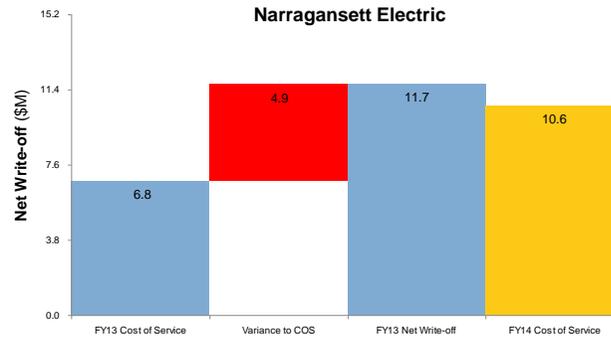


Financial Summary



FY13 Cost of Service Variance: RI

In Total, Net write-off is \$4.7M higher than FY13 COS

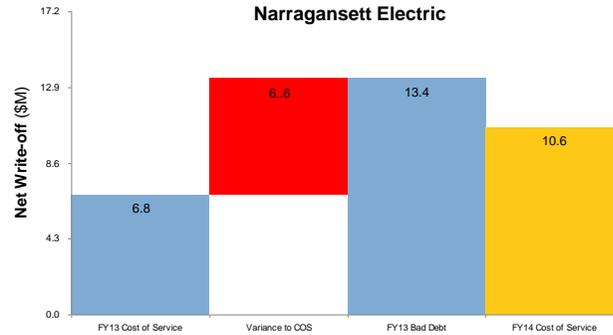


Insights

- Overall, FY13 Net write-off is \$4.7M higher than Cost of Service - under recovered
 - Narragansett Electric is under recovered by \$4.9M
 - RI Gas is over recovered by \$0.2M
- In total, FY14 COS (\$21.2M) is higher than FY13 COS by \$5.9M, the net write-off budget is \$21.0M creating an over recovery of \$0.2M
 - Narragansett Electric FY14 COS is \$10.6M, higher by \$3.8M, the net write-off budget is \$11.9M, an under recovery of \$1.3M
 - RI Gas FY14 COS is \$10.6M, higher by \$2.1M, the net write-off budget is \$9.1M, an over recovery of \$1.5M

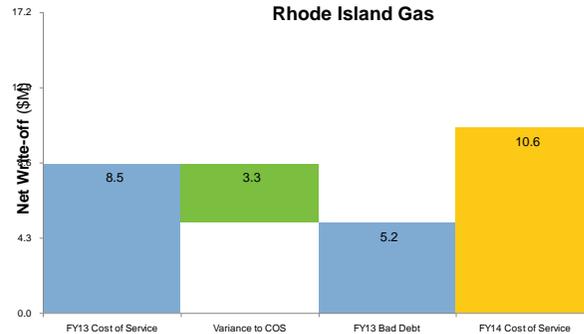
FY13 Cost of Service Variance: RI

In Total, Bad debt is \$3.3M higher than FY13 COS



Insights

- Overall, FY13 Bad Debt is \$3.3M higher than Cost of Service - under recovered
 - Narragansett Electric is under recovered by \$6.6M
 - RI Gas is over recovered by \$3.3M
- In total, FY14 COS (\$21.2M) is higher than FY13 COS by \$5.9M, the bad debt budget is \$22.0M creating an under recovery of \$0.8M
 - Narragansett Electric FY14 COS is \$10.6M, higher by \$3.8M, the bad debt budget is \$11.3M, an under recovery of \$0.7M
 - RI Gas FY14 COS is \$10.6M, higher by \$2.1M, the bad debt budget is \$10.7M, an under recovery of \$0.1M

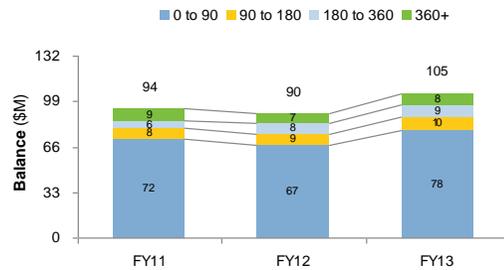


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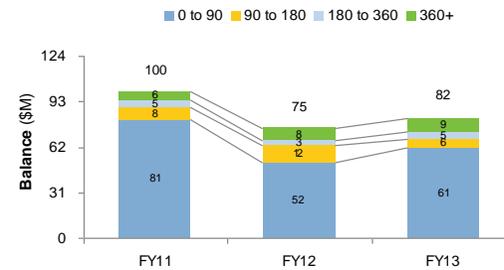
Accounts Receivable: RI Entities



Electric A/R Aging



Gas A/R Aging

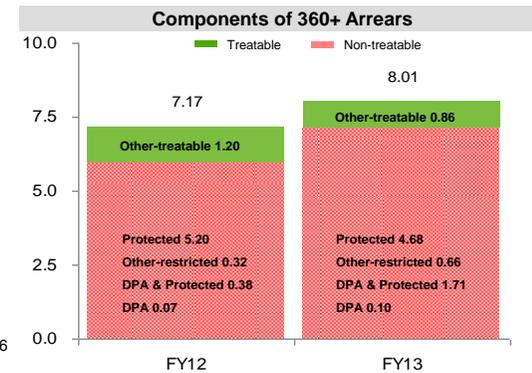
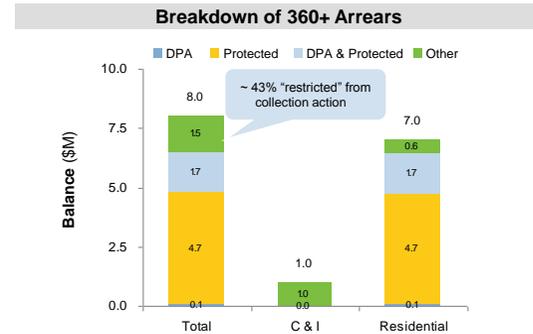
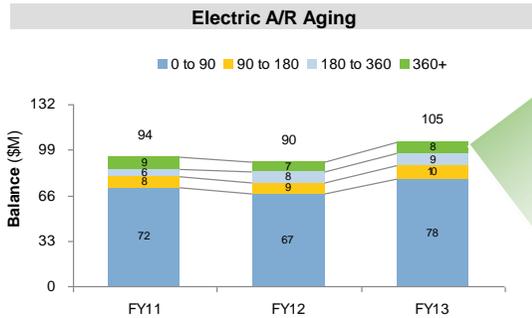


Insights

- Total **Electric arrears** have increased \$14.5M (16%) from last year. 0-90 day arrears are \$11.4M, 17% higher. 90-360 arrears have grown by \$2.3M (14%). 360+ arrears are higher than last year, \$0.8M, 12%
- Total **Gas arrears** have increased \$7.1M (9.5%) from last year. 0-90 day arrears are \$9.4M, 18% higher. 90-360 arrears have decreased by \$3.6M, 24%, 360+ arrears are \$1.3M, 17% higher than last year

Accounts Receivable: Narragansett Electric nationalgrid

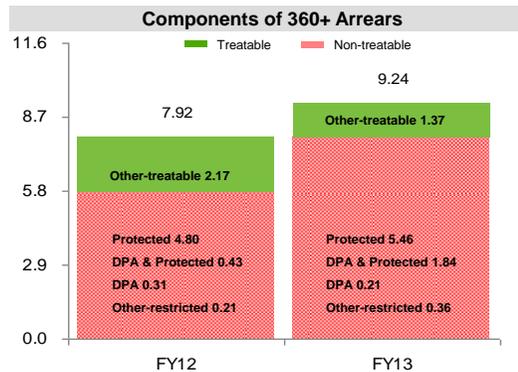
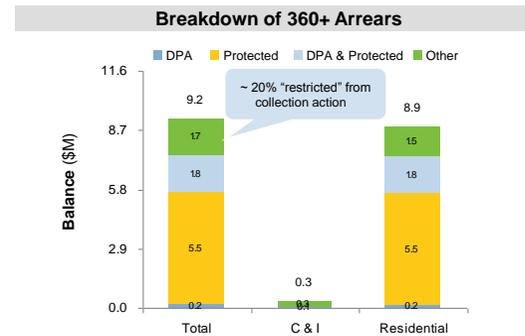
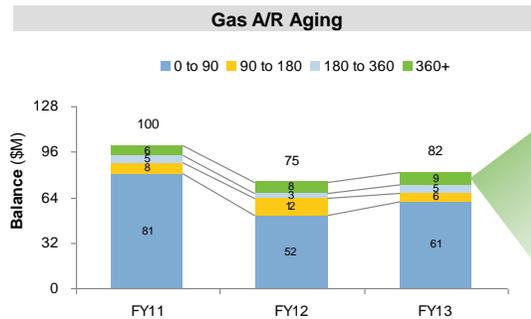
89% of 360+ A/R was not actionable due to protections, DPAs and restrictions THE POWER OF ACTION



- ### Insights
- Total A/R is \$14.5M (16%) higher than last year as weather/revenue has returned to more normal levels. 0-90 day arrears are \$11.4M (17%) higher than last year. 90-360 arrears are \$2.3M (14%) higher than last year. 360+ arrears are \$0.8M (12%) higher than last year
 - 89% of 360+ arrears are not actionable due to protections, DPA's and restrictions, up from 83% last year
 - 360+ arrears were \$0.8M (11.7%) higher than last year due to higher non-actionable 360+ A/R (\$1.2M, 20%). Actionable accounts decreased by \$0.3M (28%).
 - Reserving methodologies limit financial impact of uncollectible portion of 360+ arrears:
 - RI Gas reserved at 80%
 - Narragansett Electric reserved at 13% (NE Electric "Black Motor" methodology reserves against total portfolio rather than individual aging buckets)

Accounts Receivable: RI Gas

85% of 360+ A/R was not actionable due to protections, DPAs and restrictions



- ### Insights
- Total A/R is \$7.1M (9.5%) higher than last year. 0-90 day arrears are \$9.4M (18%) higher than last year. 90-360 arrears are \$3.6M (24%) lower than last year. 360+ arrears are \$1.3M (17%) higher than last year
 - 85% of 360+ arrears are not actionable due to protections, DPA's and restrictions, up from 73% last year
 - 360+ arrears were \$1.3M (16.6%) higher than last year due to higher non-actionable 360+ A/R (\$2.1M, 37%). Actionable accounts decreased by \$0.8M (37%).
 - Reserving methodologies limit financial impact of uncollectible portion of 360+ arrears:
 - RI Gas reserved at 80%
 - Narragansett Electric reserved at 13% (NE Electric "Black Motor" methodology reserves against total portfolio rather than individual aging buckets)

Proposed Collection Strategies Rhode Island Jurisdiction



Proposed Credit and Collection Strategies					
Strategy	Strategy Description	Risk (low/medium/high)	Estimated Cost to Implement	Estimated Collections	Approval Status
Outbound Calling	<ul style="list-style-type: none"> Expand outbound calling programs Establishment of outbound call program for residential high arrears (2 FTE's) – expansion of Long Island best practice into Upstate and KEDNY Projected Bad Debt Expense Savings: \$1.5M over 12 months	Low	\$250K	\$2.0M	Approved by Jurisdiction – awaiting approval from Finance and Regulatory
Legal Program	<ul style="list-style-type: none"> Expand KEDLI legal program aimed at collecting from residential customers with large balances through garnishment of wages and seizure of assets Costs to implement will be dependent upon legal counsel costs, IS costs and additional FTEs to implement program requirements (1 FTE) Projected Bad Debt Expense Savings: \$750K over 12 months	Medium	\$250K-\$400K	\$1M-\$1.5M	Approved by Jurisdiction – awaiting approval from Regulatory and Legal
Jurisdictional Portfolio Strategic Management	<ul style="list-style-type: none"> Implement jurisdictional portfolio management function into C&C where 2, incremental, analysts are dedicated to reviewing the Rhode Island portfolio in order to identify strategic opportunities to collect monies from active and inactive accounts Projected Bad Debt Expense Savings: \$500K over 12 months	Low	\$200K	\$1M +	Jurisdiction approved 1 FTE – incremental funding needed
Transfer Written-off to Active	<ul style="list-style-type: none"> Identify written-off accounts where the customer of record has an active account. The written-off balance will be transferred to the active account, thereby reducing bad debt expense (this program has been run in Upstate and proved very successful) 	Low	<\$100K	\$1.0M	Approved within current budget
Deceased Customer Verification	<ul style="list-style-type: none"> Analytics show that National Grid has many active customers who are deceased – arrears are building which will increase future write-offs Outbound calls and proactive letters will be used to determine appropriate party responsible for bill – date of death will be used to determine message/script used While this program may not deliver increased dollars collected, it is expected to "stop the bleed" and build-up of AR and write-offs 	Low	< \$100K	N/A	Approved within current budget
Bankruptcy Deposits	<ul style="list-style-type: none"> We are able to charge residential customers a deposit for twice their average bill. As an already established practice in NY, we propose to initially charge only customers who have filed bankruptcy this deposit on their post petition account. We processed over 3,000 bankruptcies in 2012 in Rhode Island 	Low	TBD	TBD	Approved within current budget

Executive Summary

Agenda, Key Developments, Insights



Agenda Item	Key Developments	Insights
Financial KPIs	<ul style="list-style-type: none"> Revenue has returned to "normal" levels over the Nov – Mar timeframe, Electric is under budget \$82M (9%) and is now higher than last year \$16M (2.0%). Gas is higher than budget \$4.0M (1%) and higher than last year \$30M (8.4%) Net write-off: Electric is \$1.5M (15%) higher than budget and \$0.4M (4%) higher than last year. Gas is \$3.0M (27%) below budget and \$3.7M (31%) lower than last year Bad Debt: Electric is \$5.0M (60%) higher than budget and \$3.1M (30%) higher than last year. Gas is \$7.9M (60%) lower than budget and \$4.1M (49%) lower than last year 	<ul style="list-style-type: none"> Electric bad debt was impacted by a \$2.7M reserve reduction budgeted for January 2013, that was actually recorded in March of the prior fiscal year, causing an electric bad debt overrun. Other reserve increases (\$0.8M) and higher net write-off (\$1.5M) explain the bad debt budget variance of \$5.0M Gas bad debt was \$7.9M over budget due to higher net write-off (\$3.0M) and higher reserve requirements (\$4.9M)
FY13 Forecast	<ul style="list-style-type: none"> Net write-off – Electric - year end is \$1.0M higher than the 5+7 forecast and \$1.5M higher than the original budget. Gas - year end is \$1.2M lower than the 5+7 forecast and \$3.0M lower than the original budget Bad Debt – Electric - year end is \$3.2M higher than the 5+7 forecast and \$5.0M higher than the original budget. Gas – year end is \$5.2M lower than the 5+7 forecast and \$7.9M lower than the original budget 	<ul style="list-style-type: none"> Year end net write-off was close to the 5+7 forecast, Electric \$1.0M higher, Gas \$1.2M lower. Changes to the reserve requirements caused a greater variance from the 5+7 forecast, Electric reserve \$2.2M higher and Gas reserve \$4.0M lower
Accounts Receivable	<ul style="list-style-type: none"> Electric A/R is \$14.5M, 16% higher than last year. \$11.4M of the increase is found in 0-90 day arrears as winter weather/revenue returned to "normal" Gas A/R is \$7.1M (9.5%) higher than last year, 0-90 day arrears are \$9.4M (18.2%) higher Electric 360+ arrears are higher than last year by \$0.8M (12%) and Gas 360+ arrears are \$1.3M (17%) higher 	<ul style="list-style-type: none"> Collection programs were put on hold in November due to Hurricane Sandy 360+ arrears: Electric is \$0.8M (12%) higher than last year due to higher non-actionable A/R (\$1.2M, 20%). Actionable accounts decreased by \$0.3M (28%). Gas is \$1.3M (17%) higher than last year due to higher non-actionable A/R (\$2.1M, 37%). Actionable accounts decreased by \$0.8M (37%).
Proposed Bad Debt Management Strategies	<ul style="list-style-type: none"> Please see Slide 10 	<ul style="list-style-type: none"> These proposals have been reviewed

Rhode Island Credit & Collections Review

March 2014

Executive Summary

Agenda, Key Developments, Insights



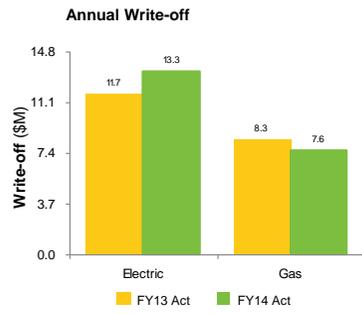
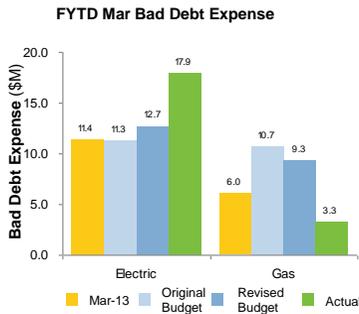
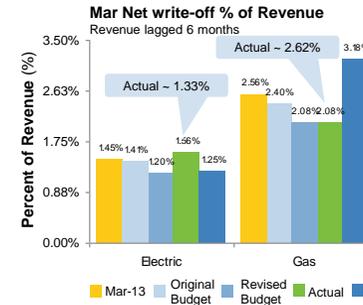
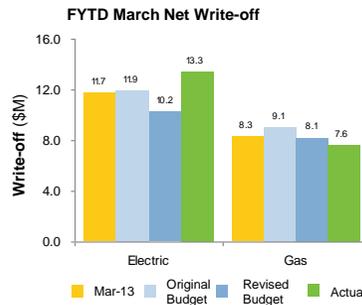
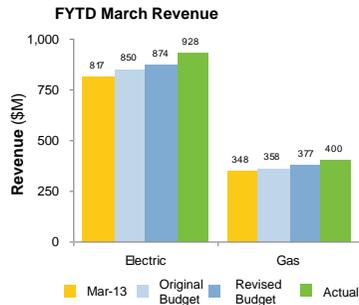
Agenda Item	Key Developments	Insights
Financial KPIs	<ul style="list-style-type: none"> • Higher revenue - Electric remains higher than revised budget \$54M (6%), original budget \$78M (9%) and last year \$111M (14%). Gas is \$23M (6%) higher than revised budget and \$52M (15%) higher than last year • Electric write-offs exceed budget - Electric is \$3.1M (30%) higher than revised budget and last year (\$1.6M, 14%). Gas is \$.5M below revised budget and \$.7M below FY13 • Higher electric write-offs drive increase in write-off percent of revenue: Electric write-offs were 30% higher than revised budget, driving the write-off rate to 1.56%. Gas write-offs, as well as revenues, were 7% below revised budget leading to a write-off rate of 2.08% 	<ul style="list-style-type: none"> • Unusually cold winter weather led to increased usage, higher fuel prices and a corresponding increase in monthly energy bills. These higher receivables will result in higher write-offs throughout FY15 • Further changes to reserve methodology in March: Black Motor methodology was replaced by applying an historical percent of accounts written-off to each accounts receivable aging bucket. Additionally, the reserve of 360+ gas arrears at 80% has been replaced by reserving by protection category, with non-protected 360+ arrears reserved at 50%. The same method is being used to reserve 360+ electric arrears, however, prior to March there was no additional reserve on 360+ electric arrears • Field treatment will begin on all non-protected accounts that defaulted from a mandated payment agreement during the cold weather period. With the extension of the moratorium through May 1, protected customer terminations (both defaulted mandated payment agreements and petition approvals) will be scheduled the first full week of May
Accounts Receivable	<ul style="list-style-type: none"> • Higher revenues responsible for higher AR - Electric A/R is \$19.6M, 19% higher than last year. Early stage receivables (current through 90 days) represent much of the increase • Gas A/R is \$7.5M, 9% higher than last year with 95% of this increase attributable to growth in current receivables. Continued favorability in late stage arrears 	<ul style="list-style-type: none"> • Last six months of revenue are now reflected in receivables: E-\$470M, G-\$278M having grown 19% and 15% respectively, over prior year • 81% (\$7.2M) of 360+ Electric arrears and 81% (\$6.4M) of Gas are not actionable due to protections. Low income accounts are protected during moratorium, however, they will become treatable on May 1. Low income accounts represent \$5M of total 360+ arrears (\$17M)
FY15 Budget	<ul style="list-style-type: none"> • Awaiting process to begin building FY15 budget 	
Key Issues	<ul style="list-style-type: none"> • Reference Slide 9 	

Financial KPIs: RI Entities

March by Operating Company



Financial Summary



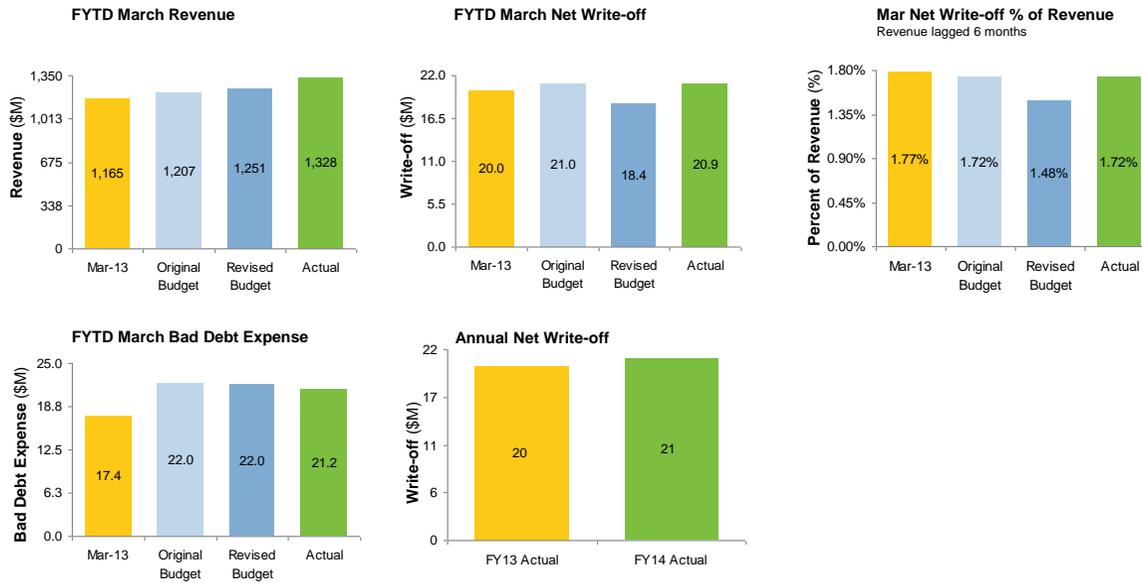
Insights

- Revenue** Electric exceeds revised budget \$54M (6%), original budget \$78M (9%) and last year \$111M (14%). Gas is higher (\$23M, 6%) than the revised budget, higher than original budget (\$42M, 12%) and prior year (\$52M, 15%)
- Net write-off** Electric is higher than revised budget \$3.1M (30%), original budget \$1.4M (12%) and last year \$1.6M (14%). Gas write-off is \$.5M (6%) below revised budget, \$1.5M (16%) below original budget and \$.7M (8%) below FY13
- Write-off % of revenue** The Electric rate continues to exceed CoS while the Gas falls short of CoS, the root cause being incorrect write-off balances on the G/L
- Bad debt expense** Electric bad debt came in higher than revised budget \$5.2M (41%) due to higher write-offs and a change in reserve methodology of 360+ arrears that drove the reserve up. Gas is \$6.0M lower than revised budget, primarily the result of lower reserves, driven again by a change in reserve methodology of 360+ arrears. These variances are further exacerbated by the discrepancy between general ledger and system A/R and inaccurate coding of write-offs
- Annual net write-off** Electric write-offs exceed FY13 by \$1.6M. Gas write-offs are lower (\$.7M) than prior year



Financial KPIs: RI Jurisdiction

Financial Summary



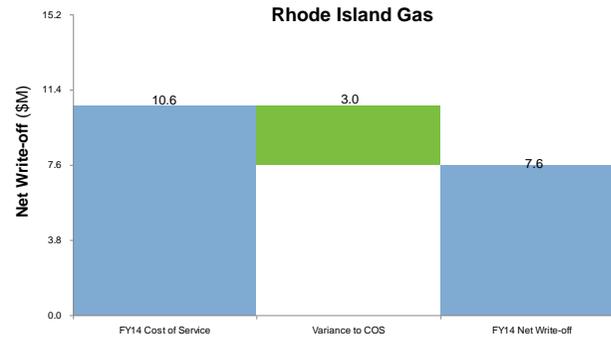
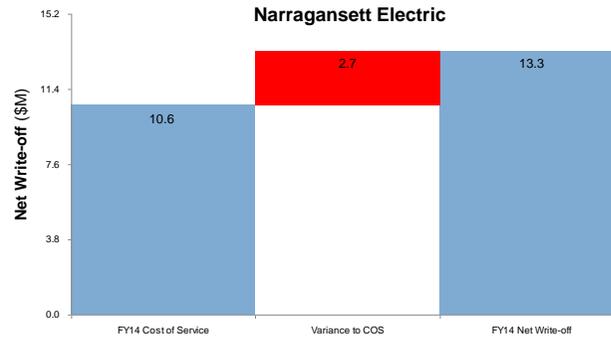
FY14 Cost of Service Variance: RI

In total, FY14 net write-off is \$.3M lower than FY14 COS



Insights

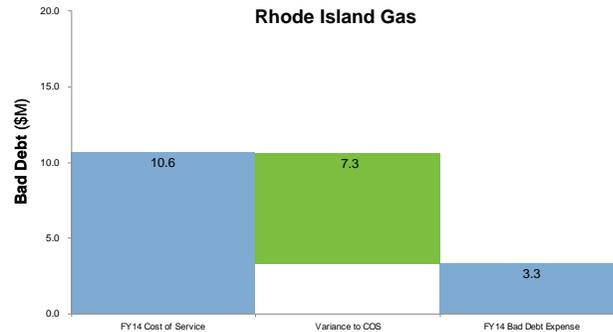
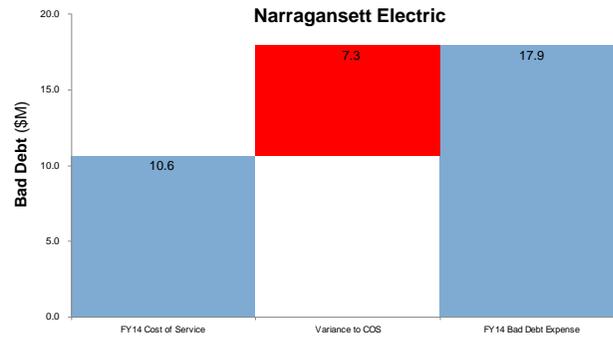
- Overall, FY14 COS (\$21.2M) is higher than FY13 COS by \$5.9M. FY14 net write-off is \$20.9M creating an over recovery of \$.3M
- Narragansett Electric FY14 COS is \$10.6M, \$3.8M higher than FY13 COS. FY14 net write-off revised is \$13.3M, an under recovery of \$2.7M, a much worsened state from an over recovery of \$.4M when compared to the revised net write-off budget of \$10.2M
- RI Gas FY14 COS is \$10.6M, \$2.1M higher than FY13 COS. FY14 net write-off is \$7.6M, creating an over recovery of \$3.0M, a slight increase from \$2.5M when compared to the revised net write-off budget of \$8.1M
- FY14 COS has not been updated to account for the increase in revenue



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FY14 Cost of Service Variance: RI

In total, FY14 bad debt expense equals FY14 COS

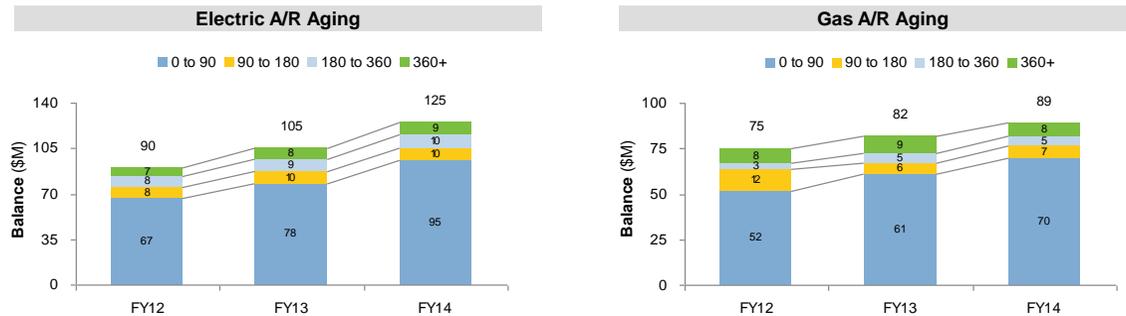


Insights

- Overall FY14 bad debt expense equals FY14 COS of \$21.2M. FY14 COS is higher than FY13 COS by \$5.9M
 - Narragansett Electric FY14 COS is \$10.6M, FY14 bad debt expense is \$17.9M creating an under-recovery of \$7.3M; revised budgeted bad debt was under recovered \$2.1M
 - RI Gas is over recovered by \$7.3M with actual bad debt expense of \$3.3M and FY14 COS of \$10.6M; revised budgeted bad debt was over recovered \$1.3M
- Narragansett Electric FY14 bad debt expense exceeds COS due to a disparity between general ledger A/R and CSS A/R

Accounts Receivable: RI Entities

Continued favorability in late stage arrears at RI Gas



Insights

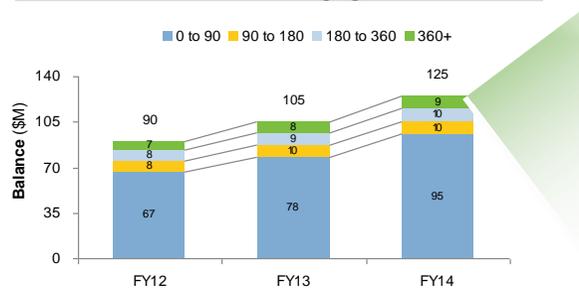
- Total **Electric receivables** have increased \$19.6 (19%) from prior year
 - 71% (\$13.8M) of the overall increase in receivables is attributable to a 23% rise in current receivables; March revenue grew by the same, 23%**
 - 360+ arrears are higher than last year, \$.9M (11%) with the treatable portion increasing by \$.8M
 - Overall arrears up \$5.7M (13%), 12-month rolling revenue is up \$111.0M (14%)
- Total **Gas receivables** have increased \$7.5M (9%) from last year
 - 95% of the increase in total receivables is attributable to growth in current receivables, \$7.1M (17%) higher; the corresponding growth in revenue was slightly less at 14% (\$7.6M)**
 - Late stage arrears: No change in 90-360 day receivables despite higher revenue (\$25M, 14%); **decline in 360+ arrears, 15% (\$1.4M)- the most notable decrease in 360+ arrears in several years**
 - Overall arrears are up slightly \$0.4M (1%), 12 month-rolling revenue is up \$52.1M (15%)
- Overall, increasing current receivables is a trend that is expected to continue over the next few months due to colder weather. This growth is expected to increase the later stage aging buckets later in FY15. Increased field treatment will help mitigate some of the growth

Accounts Receivable: Electric

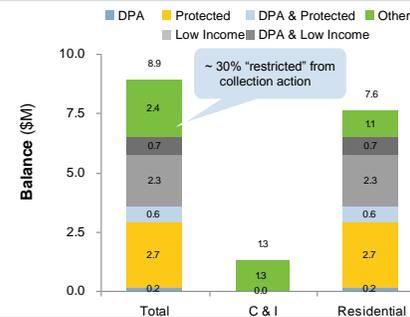
Increased winter revenue building up early stage receivables



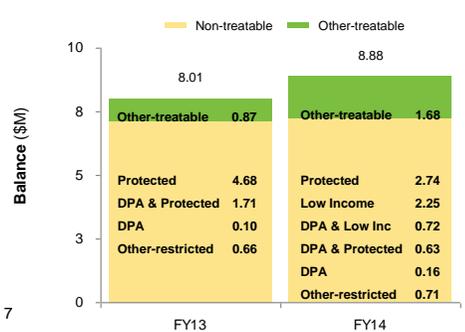
Electric A/R Aging



Breakdown of 360+ Arrears



Components of 360+ Arrears



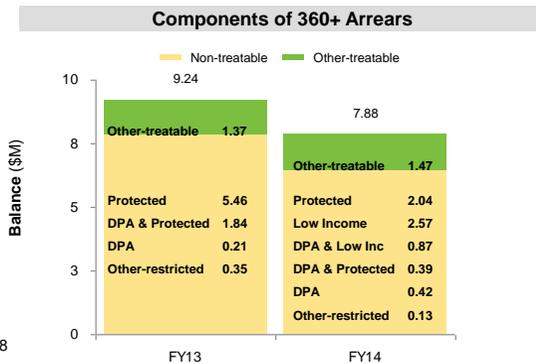
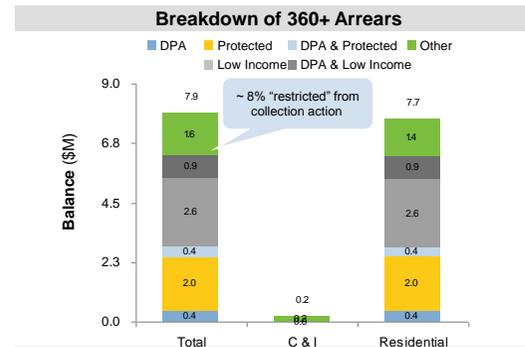
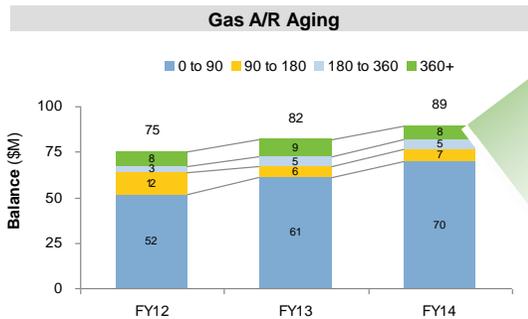
Insights

- Total A/R is \$19.6M (19%) higher than last year as FYTD revenues are 14% (\$111.0M) higher than FYTD13. Current receivables make up \$13.8M of the increase (an increase of 23% within the current bucket). 30 day receivables rose another \$2.1M (an increase of 17% within the 30 day bucket). 360+ arrears increased \$0.9M (11%), the treatable portion doubling to \$1.7M year over year. Aside from increasing revenue, receivables are growing due, in part, to unfavorable FYTD field results- terminations down 9%, number of field payments down 28% and total field visits falling short of SLA by 16K visits
- 360+ arrears total \$8.9M
 - 56% (\$5.0M) are protected year round
 - 25% (\$2.2M) are classified as low income- untreatable during moratorium
 - 19% (\$1.7M) are treatable year round
- Overall about 30% (\$714K) of 'Other' 360+ arrears are restricted from collection action, the majority, \$663K, of which resides with Government/Municipal accounts
- In response to unusually high winter bills, NY has added three new programs (Heart Share, AffordAbility and HEAP) to help low income customers manage their bills

7

Accounts Receivable: Gas

360+ arrears total \$7.9M, 19% (\$1.5M) is treatable year round



- Insights**
- Total A/R is \$7.5M (9%) higher while FYTD revenues are 15% (\$52.1M) higher. 95% of the increase in total A/R was due to growth in Current receivables, up \$7.1M (17%); corresponding revenue was up \$7.6M (14%). Arrears aged 30 to 360 days grew slightly, increasing \$.4M (1%) over prior year. 360+ arrears dropped 15% (\$1.4M), impacted by an 18% increase in completed field visits (over SLA) during the cut period
 - 360+ arrears total \$7.9M
 - 48% (\$3.8M) are protected year round
 - 33% (\$2.6M) are classified as low income- untreatable during moratorium
 - 19% (\$1.5M) are treatable year round
 - Overall 8% (\$130K) of 'Other' 360+ arrears are restricted from collection action- 70% relates to Government/Municipal accounts, 30% are accounts with Suspended Charges

Highlights



Key Issues- RI	
High Winter Bills	<ul style="list-style-type: none"> C&C implemented an early intervention outbound calling campaign in late January to proactively mitigate the increased AR that resulted from higher winter bills Through March, over \$1.5M has been collected Due to the positive results, the program may be extended past the original plan (end of moratorium) to keep pace with the continued high bills
FY15 Field Collections	<ul style="list-style-type: none"> Working with CMS to add field collectors in FY15 in order to work down the backlog of accounts that are not worked in a typical year Provided forecast of number of additional jobs that will be available beyond the FY14 SLA levels <ul style="list-style-type: none"> 11,200 incremental jobs over SLA + 16,000 shortfall from FY14's SLA = 27,200 CMS is targeting June/July for the additional staff to be ready
Protected Petition Process	<ul style="list-style-type: none"> An agreement was made with the RIDPU last year which entails C&C providing ten electric and ten gas petitions on a daily basis. While these volumes are sporadic in some cases due to field resources to handle the required field affidavit, we have continued to supply the appropriate volumes. As a result, we have petitioned 2,556 electric/gas combined accounts that totaled, at the time of petition, \$4.5M of which we collected \$2M. Total protected (minus the infant accounts) have dropped by \$1.8M over the same time last year.
Write-off Transactions	<ul style="list-style-type: none"> Overall, total RI write-off is accurate, however gas and electric individually are incorrect. This stems from a system issue in which the payment or write-off of gas accounts on a budget are coded as electric activity. The impact through March is roughly \$2.0M- electric too high, gas too low. This has resulted in the write-off rate exceeding Cost of Service on the electric side while the gas rate falls short of Cost of Service. If the coding were accurate, the electric rate would be approximately 1.33% vs. COS of 1.25%. The gas rate would be 2.62% vs. COS of 3.18%
A/R Balance	<ul style="list-style-type: none"> A similar issue exists with regard to A/R. Overall, total RI is accurate, however gas and electric individually are incorrect - electric GL balance is too low, gas too high. The FY13 reserve was based on incorrect A/R balances, hence the electric reserve was set too low and gas too high. This will affect FY14 reserve requirements and ultimately bad debt

Conclusion

Agenda, Key Developments, Insights



Agenda Item	Key Developments	Insights
Financial KPIs	<ul style="list-style-type: none"> • Higher revenue - Electric remains higher than revised budget \$54M (6%), original budget \$78M (9%) and last year \$111M (14%). Gas is \$23M (6%) higher than revised budget and \$52M (15%) higher than last year • Electric write-offs exceed budget - Electric is \$3.1M (30%) higher than revised budget and last year (\$1.6M, 14%). Gas is \$.5M below revised budget and \$.7M below FY13 • Higher electric write-offs drive increase in write-off percent of revenue: Electric write-offs were 30% higher than revised budget, driving the write-off rate to 1.56%. Gas write-offs, as well as revenues, were 7% below revised budget lending to a write-off rate of 2.08% 	<ul style="list-style-type: none"> • Unusually cold winter weather led to increased usage, higher fuel prices and a corresponding increase in monthly energy bills. These higher receivables will result in higher write-offs throughout FY15 • Further changes to reserve methodology in March: Black Motor methodology was replaced by applying an historical percent of accounts written-off to each accounts receivable aging bucket. Additionally, the reserve of 360+ gas arrears at 80% has been replaced by reserving by protection category, with non-protected 360+ arrears reserved at 50%. The same method is being used to reserve 360+ electric arrears, however, prior to March there was no additional reserve on 360+ electric arrears • Field treatment will begin on all non-protected accounts that defaulted from a mandated payment agreement during the cold weather period. With the extension of the moratorium through May 1, protected customer terminations (both defaulted mandated payment agreements and petition approvals) will be scheduled the first full week of May
Accounts Receivable	<ul style="list-style-type: none"> • Higher revenues responsible for higher AR - Electric A/R is \$19.6M, 19% higher than last year. Early stage receivables (current through 90 days) represent much of the increase • Gas A/R is \$7.5M, 9% higher than last year with 95% of this increase attributable to growth in current receivables. Continued favorability in late stage arrears 	<ul style="list-style-type: none"> • Last six months of revenue are now reflected in receivables: E-\$470M, G-\$278M having grown 19% and 15% respectively, over prior year • 81% (\$7.2M) of 360+ Electric arrears and 81% (\$6.4M) of Gas are not actionable due to protections. Low income accounts are protected during moratorium, however, they will become treatable on May 1. Low income accounts represent \$5M of total 360+ arrears (\$17M)
FY15 Budget	<ul style="list-style-type: none"> • Awaiting process to begin building FY15 budget 	
Key Issues	<ul style="list-style-type: none"> • Reference Slide 9 	

Rhode Island Credit & Collections Review

March 2015

Executive Summary
Agenda and Insights



Agenda Item	Insights
Financial KPIs	<ul style="list-style-type: none"> • Despite an 8% reduction in Gas rates effective Nov 1, frigid winter temperatures prompted the use of more natural gas for home heating, resulting in higher revenue and receivables. Electric rates increased 23.6% effective Jan 1, 2015, helping to drive 12% (\$31M) higher revenue Jan-Mar and a 24% (\$23M) spike in early stage receivables • Higher revenues and increased field activity have led to higher write-offs • In March, an adjustment was recorded to correct the discrepancy in FY15 write-off within the RI segments- Electric bad debt was reduced \$2.1M, Gas bad debt increased \$2.1M. Jurisdictional Finance continues to work with Billing & Systems to address this issue
Accounts Receivable	<ul style="list-style-type: none"> • With collection rates at their highest point in years, despite significant increase in Apr-Sep revenues (\$39M), AR for that period (180-359 days) is only slightly higher than last year (\$1.2M) – a significant accomplishment given the bitter cold winter of 2013/14 • New and expanded collection programs are in place to mitigate increased AR resulting in a decrease to 360+ arrears of \$.5M
Protections	<ul style="list-style-type: none"> • [REDACTED]
C&I Accounts	<ul style="list-style-type: none"> • Progress continues on resolution of large balance accounts • Primary root cause of State of RI accounts that are in arrears has been identified as well as steps to mitigate
Field Collections	<ul style="list-style-type: none"> • Temperatures moderated throughout March providing the opportunity to terminate residential accounts that had previously been served cold weather affidavits • RI jurisdiction exceeded SLA for FY15 at 101.5%- Electric came up short at 92.6%, Gas was over at 108.4% • Significant field success at Electric, 60.3% effectiveness. Meter location limits Gas effectiveness, 29.1%
Outbound Calling	<ul style="list-style-type: none"> • All FY15 outbound calling KPI's (Attempts, Contacts, Dollars collected & % of Arrears collected) were higher than FY14
Non Utility Billing (NUB)	<ul style="list-style-type: none"> • The 365+ portfolio holds 65% of total arrears through March

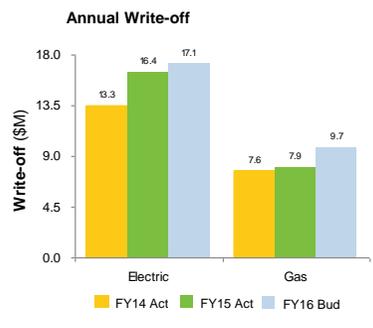
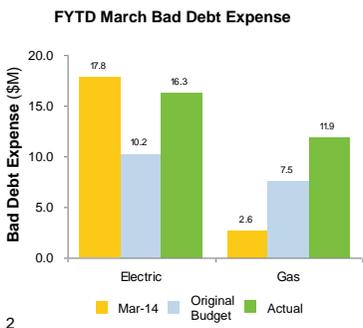
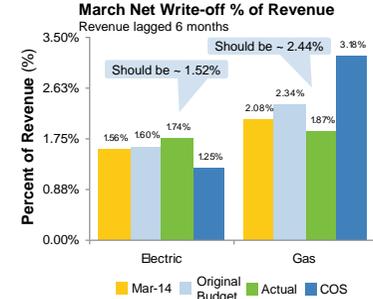
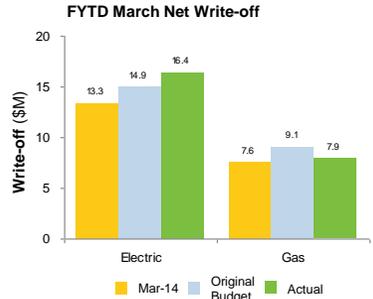
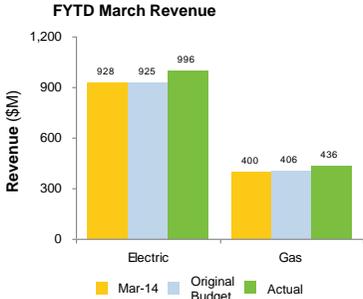
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Financial KPIs

March by Operating Company



Financial Summary



Insights

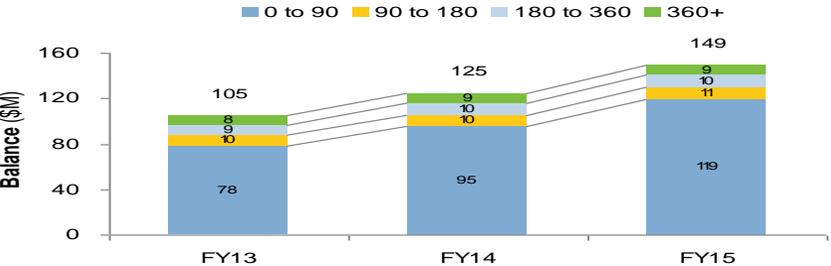
- Revenue** Higher commodity drove Electric revenue over budget \$71M (8%) and last year \$68M (7%). Despite the decline in Gas commodity, extremely cold temperatures throughout January and February pushed Gas over budget (7%) and last year \$36M (9%).
- Net write-off** The combination of high 13/14 winter revenue writing off and additional field support pushing more accounts to write-off sooner has resulted in higher write-off in FY15. Electric exceeds budget \$1.5M (10%) and surpassed last year by \$3.1 (23%), largely attributable to 60% effectiveness in the field. Gas write-off is \$1.2M (13%) under budget and \$3.3M (4%) higher than FY14.
- Write-off % of revenue** Incorrect write-off balances on the G/L were an issue throughout March- the Electric rate exceeded CoS while the Gas fell short of CoS. Had the G/L been correct, electric and gas percentages at year end would have been 1.52% and 2.44% respectively.
- Bad debt expense** Electric bad debt, inclusive of a \$2.1M segment reclass to Gas, is \$6.1M over budget- \$1.5M attributable to higher write-offs, \$4.6M due to higher reserve requirements driven by rising A/R. Gas is \$4.4M unfavorable to budget, \$2.1M attributable to a segment reclass from Electric, \$2.3M due to higher reserves.
- Annual net write-off** FY16 budget developed in December, 0&12 forecast is forthcoming.

Accounts Receivable

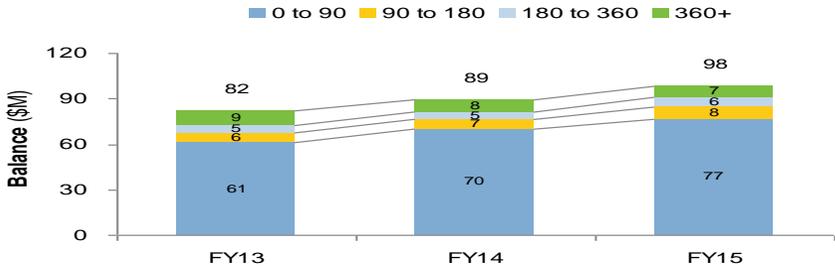
Expanded collection programs create favorability in late stage receivables



Electric A/R Aging



Gas A/R Aging



Components of Total 360+ Arrears

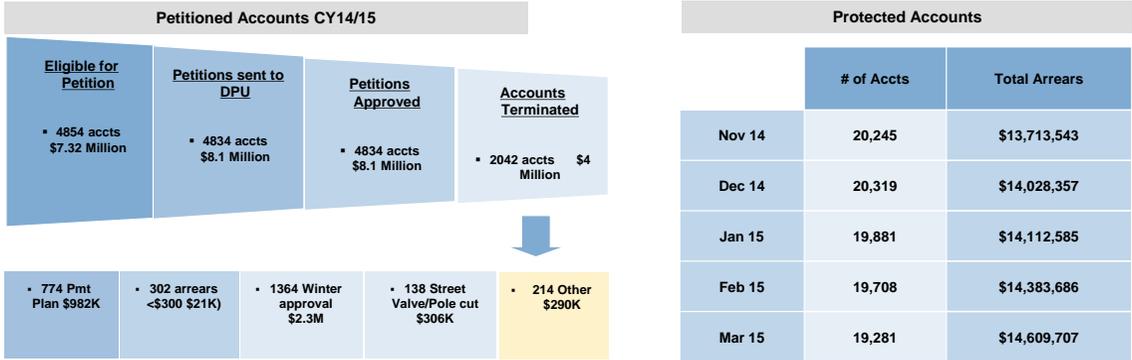


Insights

- **Electric A/R is 20% (\$25M) higher than Mar 14, revenue was 7% (\$69M) higher over the last 12 months**
 - 94% of the overall increase in total A/R occurred in Current through 90 day receivables, up 24% (\$23M) from prior year. Jan through Mar revenue rose 11% (\$31M). Current receivables alone increased \$16M (22%) over prior year amid an 11% rise in March revenue
 - 90-180 day receivables increased 13% (\$2M), revenue growth Oct through Dec not quite to the same extent, 10% (\$21M)
 - No growth in late stage receivables despite 4% revenue growth within the 180-360 day timeframe and 14% revenue growth for 360+. Enhanced collection programs in the way of additional field work and the Residential Account Management program continue to curtail growth in late stage receivables, resulting in collections of \$4.9M
- **Gas A/R in total is 10% (\$9M) higher than last year, the last 12 months of revenue growing at a comparable pace, 9% (\$35M)**
 - 79% of the overall increase can be attributed to growth in Current through 90 day receivables, up 10% (\$7M) over Mar 14 outpacing revenue growth, 4% (\$8M)
 - 90 to 180 day receivables rose 18% (\$1M); revenue up 5% (\$4M)
 - 180 to 360 day receivables grew 23% (\$1M) over last year, much of the revenue growth (\$22M, 18%) Apr through Sep 14 still outstanding. 360+ receivables continue their downward trend with field achieving 108% of FY15 SLA
- **The 'other-restricted' portion of 360+ arrears continues to worsen, increasing nearly \$1.3M since last year. The following accounts, accompanied by their 360+ arrears balance, are included in this category:**
 - Kent Hospital- \$355K, Town of Johnston DPW- \$732K, State of RI- \$48K, NE Paper Tube- \$472K, Clean Energy- \$12K, Seven Eighty-Eight Sports- \$19K

RI Protected Customers

Enhanced Collections treatment for RI Protected customers



Actions	
Infant	<ul style="list-style-type: none"> •Rolled out new infant policy, requiring financial hardship to obtain protection to all new customers & mailed letter to ~4000 current customers •Only 460 accounts responded to the letter
Upcoming Initiatives	<ul style="list-style-type: none"> •Elderly recertification (waiting on AP resources) •Verbal Protection claim by medical professional only (by June) •Duration of Protection claim (waiting on system changes) •Deposits (waiting on approval from Contact Center to move forward) •Expanded Legal Programs (waiting on approval from Contact Center to move forward) •Winter terminations

4

Commercial & Industrial Accounts nationalgrid

Top problem Accounts with Outstanding Arrears as of April 4, 2015

| [REDACTED] |
|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |

Commercial & Industrial Accounts nationalgrid

Top problem Accounts with Outstanding Arrears as of April 4, 2015

Account No.	Account Name	Address	City	State	Zip	Account Type	Outstanding Arrears
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Commercial & Industrial Accounts nationalgrid

Top problem Accounts with Outstanding Arrears as of April 4, 2015

| [REDACTED] |
|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |

Field Collection Summary

March Summary



March Monthly Totals												
Entity	Total Available Accounts	Orders Selected for Field	Service Terms	Payments	CGI's	Other	Completed Visits	NAT - Scheduled	NAT- Not Scheduled	SLA	SLA %	Effective Rate
RI Electric	14,754	1,139	56	70	33	380	539	455	144	132	408.3%	23.4%
RI Gas	5,802	6,137	375	284	1,092	3,001	4,752	1,283	102	3,000	158.4%	13.9%
RI Total	20,556	7,276	431	354	1,125	3,381	5,291	1,738	246	3,132	168.9%	10.8%

- Insights**
- For the month of March both **RI Electric (408.3%)** and **RI Gas SLA (158.4%)** exceeded SLA
 - Temperatures moderated throughout March providing the opportunity to terminate residential accounts that had previously been served cold weather affidavits.
 - Many gas accounts were selected more than once for field visit during the month – unique accts available is less than orders selected.

FYTD 15 Totals							Insights	
Entity	Service Terms	Payments	Completed Visits	SLA	SLA %	Effective Rate		
RI Electric	16,812	5,899	37,643	40,634	92.6%	60.3%	■ RI exceeded SLA as a combined jurisdiction for FY'15 at 101.5%	
RI Gas	12,106	4,584	57,367	52,930	108.4%	29.1%	■ RI Electric came up short at 92.6%, and RI Gas was over at 108.4%	
RI Total	28,918	10,483	95,010	93,564	101.5%	41.5%	■ Commercial and Residential inventories in RI Electric continue to build through the winter months due to limited field resources being available	
							■ Significant difference in effectiveness rate (60.3% at Electric, 29.1% at Gas) due to meter location as many of the gas meters are inside	

CGI = Can't get In to access meter

NAT Scheduled = No Action Taken - the order was scheduled and assigned, but it was not worked by service rep

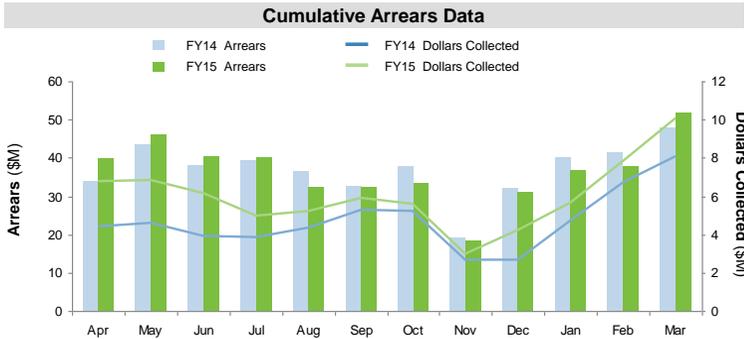
NAT - Not Scheduled = No Action Taken - the order was selected by C&C to be worked but was not scheduled/assigned to be worked

8 SLA - Service Level Agreement

Effective Rate = Number of service termination plus payments divided by completed visits

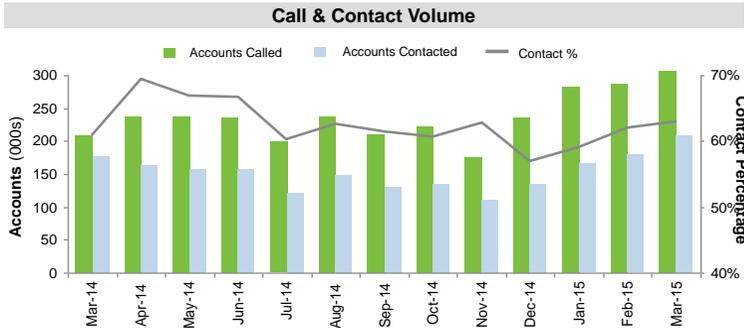
Outbound Call Campaign: RI Jurisdiction

Dollars collected continues to increase YoY



Year over Year Performance

*(000s)	FYTD 14	FYTD 15	YoY Δ
Attempts	2,122	2,894	26.7%
Contacts	1,255	1,812	30.7%
Dollars Collected	\$56,502	\$72,218	28.6%
% of Arrears Collected*	12.79%	14.64%	1.8%



Key Strategies / Insights

- The overall health of RI outbound calling portfolio is very strong. Ad-hoc calling strategies implemented in FY15 are the key contributors to the overall boost in performance. A \$15.5M increase in dollars collected during the FY15 is a direct result of these new initiatives.
- Increase in call volumes have resulted in higher contact percentages, which also can be attributed to the increase in overall dollars collected.

Note: 1 Dollars collected are calculated if payment falls within 10 days of outbound call
*% of Arrears collected metric does not include Ad-hoc reminder campaign dollars collected because most of these customers are not in arrears at the time of call

Top 10 RI Non-Utility Bills



Aging Data as of 4/1/15

Invoice #	Co	Customer Name	Amount	Status	Bill Originator	Internal Contact
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Joy A Banks	FARNETTS
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Stephanie Fairbrother	FARNETTS
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Jerome Brislin	RUSSK
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Susan Freeman	RUSSK
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Jerome Brislin	HESSK
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Jerome Brislin	HESSK
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Carmella Detor	HESSK
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]		FARNETTS
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Donald Kirley	PIAZZAV
[REDACTED]	5360	[REDACTED]	[REDACTED]	[REDACTED]	Don Kirley	CRESCENTE

Bad Debt Mitigation Update



	12 Month Estimated Cost	12 Month Estimated Bad Debt Mitigation	YTD Costs	YTD Bad Debt Mitigated	Status
Shared Services Costs					
Outbound Calling	\$0.2M	\$2.0M	\$64K	\$1.9M	<ul style="list-style-type: none"> Sunday outbound calling for Mass Gas began in late August and has generated \$2.3M of additional payments, \$9M of bad debt mitigated. An issue at the Metrotech contact center resulted in no calls made in Nov, an estimated bad debt impact of \$100K-\$200K The Payment Due Reminder campaign began in July. It has resulted in \$26.3M of additional payments and has mitigated \$9M of bad debt at a spend of \$59K
Direct Voucher/Guarantee Arrears Reduction	\$0	\$1.2M	\$0	\$0.5M	<ul style="list-style-type: none"> Efforts to mitigate DV/GU arrears has resulted in over \$469K of bad debt mitigation. 60+ arrears were reduced by \$1.2M. Erie County has paid over \$338K of finalized GU monies as well as over \$55K of EAA, EAF and ESN grants through the end of March and continue to make payments into FY16
Late Stage Collection Program Expansion (Legal, Replevin, Residential Account Management, Excess Cr Application)	\$1.2M	\$4.1M	\$1.1M	\$1.8M	<ul style="list-style-type: none"> Legal program expansion – The first set of expanded legal accounts have been sent to our outside attorneys. As the legal process takes time, we expect to start collecting this money in FY16 Replevin program has been expanded into Long Island – YTD bad debt mitigation \$416K (over \$1M collected) RAM – YTD collections of \$2.2M and bad debt mitigated of \$877K Transfer of excess credits to outstanding arrears: MECO- \$.9M reduction in arrears, \$.5M reduction in bad debt; RI- \$.3M reduction in arrears, \$40K reduction in bad debt
Post Final Bill Collections (Transfer of Written-off Debt, Collection Agency Management)	\$1.1M	\$9.2M	\$0.6M	\$13.0M	<ul style="list-style-type: none"> Transfer written-off to active program started in late July at KEDNY – over \$7M has been transferred to active accounts. The program began at Upstate in February- \$2.3M has been transferred to active accounts Expanded Collection Agency program has recovered \$3.7M additional monies from written-off accounts, annual spend just over \$600K
Shared Services Total	\$2.5M	\$16.5M	\$0.8M	\$17.2M	
CMS Costs					
Additional Field Collections	\$2.6M	\$6.0M	\$2.4M	\$6.2M	<ul style="list-style-type: none"> Full compliment of temporary CMS staff in place in July Dollars collected at UNY, RI Gas, RI Electric, MECO, Mass Gas and KEDNY have increased by \$15.2M through increased field activity KEDLI did not meet the SLA – no results included
CMS Total	\$2.6M	\$6.0M	\$2.4M	\$6.2M	
Total	\$5.1M	\$22.5M	\$3.2M	\$23.4M	

Rhode Island Credit & Collections Review nationalgrid

FY16 Results

Executive Summary



Agenda and Insights

Agenda Item	Insights
Financial KPIs / Receivables	<ul style="list-style-type: none"> • Customer Billings: Customer billings under budget; mild winter weather a large contributor. Nov through Mar Gas billings were \$63M (23%) lower than last year • Accounts Receivable: We are at the lowest arrears in years. Compared to last year, there are 1,600 (2%) fewer customers in arrears with \$6.4M (10%) less arrears. Gas A/R has been on the decline since the onset of FY16 and has fallen to a record low for the month of Mar of \$57M. The Electric portfolio decreased for the second consecutive month in nearly four years (May12)- a great accomplishment given the fact that we wrote on \$1.6M of receivables from the Transfer Written-off to Active program. In addition to collecting 45% of these past due monies, several other factors have fueled this success: <ul style="list-style-type: none"> ▪ Other enhanced collection initiatives (associated with the Bad Debt Mitigation program) allowed us to collect an additional \$3.8M in FY16. Among the many successes, The Residential Account Management (RAM) program prompted 78% improvement in dollars collected on [REDACTED] properties versus prior to RAM involvement. Additionally, a plan is in place to bring all [REDACTED] accounts current by the end of 2016 ▪ Dedicated resources in the field- 141% of Electric FCA achieved at an effective rate of 51% (highest amongst all jurisdictions), \$3M additional dollars collected at the door ▪ Removal of infant protection from unqualified accounts, prompting collection treatment • Write-off: Write-offs were under budget \$7.7M, attributable to many of the same factors- enhanced collection initiatives namely the Transfer from Written-off to Active program and the success in the field
Protections	<ul style="list-style-type: none"> • Elderly recertification completed resulting in ~40% decrease in accounts in elderly protections
C&I Accounts	<ul style="list-style-type: none"> • We are expecting payment from Bannister Nursing Home around April 20 to pay the past due balance of \$234K in full • State of RI arrears balance over 90 days continues to decrease and is expected to be minimal within the next 60 days
Field Collections	<ul style="list-style-type: none"> • RI achieved 114% of the FCA in FY16, completing 13K additional visits and collecting an additional \$2.7M at the door • Electric visits have been highly effective, 51% resulting in either payment or termination
Outbound Calling	<ul style="list-style-type: none"> • Regular and ad-hoc campaigns generated collections of over \$80M in FY16, 11% improvement over FY15 • Starting Apr 1, 2016, all outbound calling work will be performed by IQOR
Non Utility Billing (NUB)	<ul style="list-style-type: none"> • The 365+ portfolio holds 59% of total arrears through March
Bad Debt Mitigation Program	<ul style="list-style-type: none"> • Throughout FY16, enhanced collection initiatives successfully mitigated \$4.1M of bad debt, exceeding our annual plan of \$2.8M

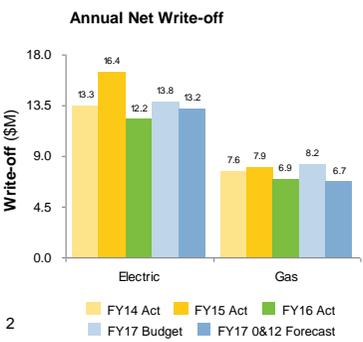
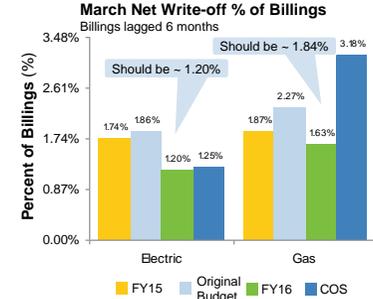
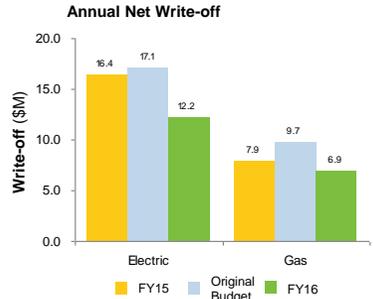
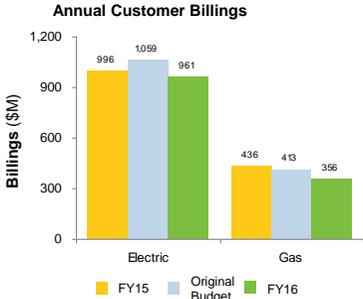
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Financial KPIs

March by Operating Company



Financial Summary



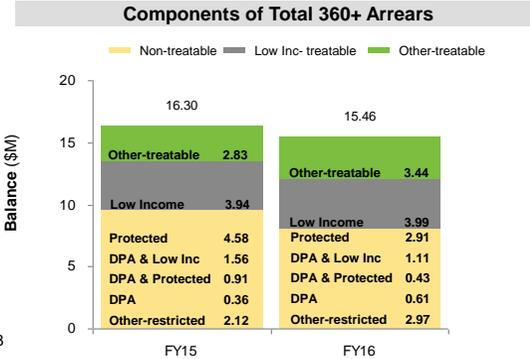
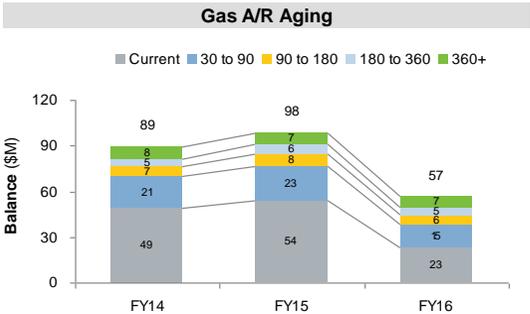
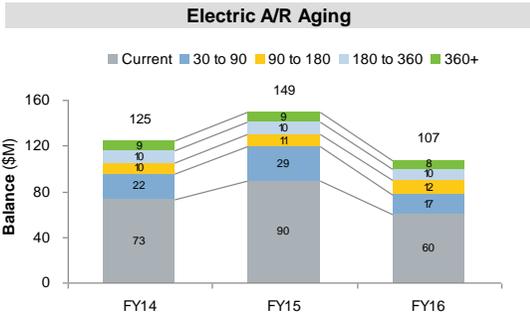
Insights

- Customer billings** Electric billings were \$98M lower than budget and slightly lower than last year at \$961M. Mild winter temperatures contributed to the significant shortfall in Gas billings, falling short of budget by \$57M (14%) and last year \$80M (18%) with November through March billings \$63M (23%) below last year
- Net write-off** Enhanced collection initiatives associated with the Bad Debt Mitigation program as well as coordination and teamwork in the field are among the many successes that have contributed to the favorability in write-offs. Electric write-off ended the year \$4.9M below budget, \$4.2M below FY15. Following the same trend, gas write-off was \$2.8M under budget and \$1M lower than FY15
- Write-off % of billings** Electric write-off percent of billings fell to its lowest level since Nov-11, 1.20%, outperforming FY15, budget and COS. Gas performance was also favorable, lower than budget, COS and last year
- Annual net write-off** FY16 Electric and Gas write-off trailed that of the two previous years, echoing many of the successes mentioned previously. The FY17 Budget was developed in early November 15. The FY17 forecast was developed in April 16, taking into consideration the mild winter weather of 15/16. The warmer than normal temperatures created favorability in Electric and Gas write-offs, \$.6M and \$1.5M respectively

Accounts Receivable



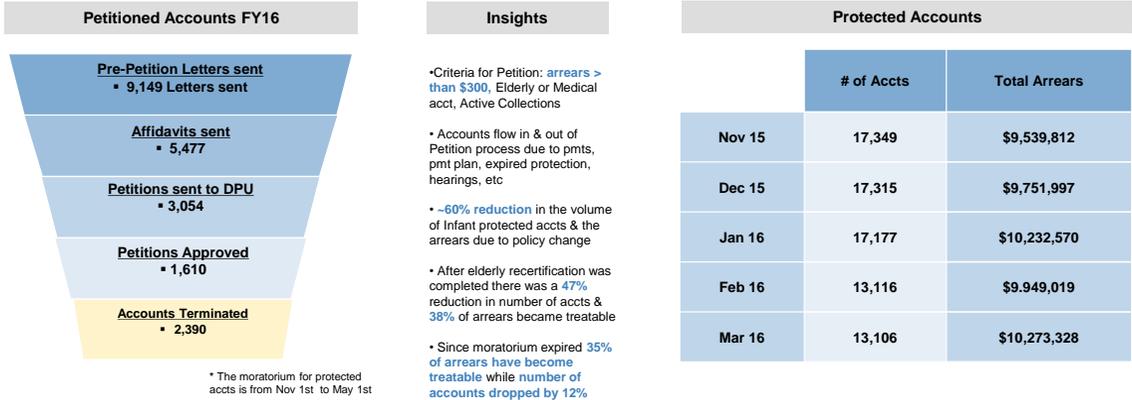
Electric and Gas portfolios both improve by \$40M; Gas A/R- lowest March on record



- ### Insights
- For the second consecutive month in nearly four years the overall Electric portfolio experienced a decline in A/R. Electric A/R decreased \$42M (28%) from Mar-15 while customer billings over the last 12 months declined just 3.5%
 - 98% of the overall decline in electric receivables occurred within the early stage buckets, Current through 90 days, 34% (\$41M) below Mar-15, outpacing a 20% decline in billings over the same timeframe
 - While the majority of late stage arrears buckets experienced a decline, 90 to 180 day receivables saw minimal growth, increasing \$.6M over prior year while corresponding billings declined \$.4M
 - Gas A/R, on the other hand, has been on the decline since the beginning of FY16 falling most recently 42% (\$41M), surpassing the 18% (\$80M) drop in customer billings over the last 12 months and setting a record low for the month of Mar
 - Current A/R was \$30M, 57% lower than Mar-15; Mar-16 billings were \$17M, 26% lower
 - All remaining aging buckets declined over Mar-15, with the exception of the 360+ balance which grew \$.1M
 - Overall 360+ arrears has decreased \$.8M, attributable to a reduction in the non-treatable portion. The decline within the 'Protected' category was prompted by the recoding of several previously protected accounts due to a change in the infant protection policy which now requires financial hardship. These receivable balances now appear in the 'Other-treatable' bucket and may become eligible for service termination if unpaid

RI Protected Customers

Enhanced Collections treatment for RI Protected customers



	Actions
Low Income	<ul style="list-style-type: none"> • Purging of low income expired protections completed resulting in: <ul style="list-style-type: none"> • a 34% reduction in the number of low income protected accounts going from ~67k to 4fk • ~\$6M or 26% of arrears has now become eligible for collection treatment
Elderly	<ul style="list-style-type: none"> • Purging of elderly protections completed in January resulting in: <ul style="list-style-type: none"> • a ~40% reduction in the number of elderly protections accounts from 9k to 5k • \$890k of arrears has now become eligible for collection treatment
Upcoming Initiatives	<ul style="list-style-type: none"> • Full review of Rhode Island regulations completed; majority of items determined out of compliance relate to serious illness/handicap process. • Awaiting final approval to roll out Serious Illness / Handicapped (protects for 1 yr) vs. serious illness (protects for 3 weeks)

Commercial & Industrial Accounts 

Top problem Accounts with Outstanding Arrears as of March 31, 2016

| [REDACTED] |
|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |

Commercial & Industrial Accounts 

Top problem Accounts with Outstanding Arrears as of March 31, 2016

Account No.	Account Name	Address	City	State	Zip	Account Type	Outstanding Arrears
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Field Collection Summary

March 2016 – Cold Weather FCA



Monthly Totals												
Entity	Orders Selected For Field	Service Terms	Payments	CGI's	Other	Completed Visits	Not Worked in Field	FCA	FCA %	Effective Rate	\$ Collected in Field	\$ Collected After Term
RI Elec	4,181	465	442	406	2,537	3,850	331	482	798.7%	23.6%	\$548,082	\$197,589
RI Gas	5,562	427	218	1,499	2,622	4,766	796	3,000	158.8%	13.5%	\$166,911	\$109,619
RI Total	9,743	892	660	1,905	5,159	8,616	1,127	3,482	247.4%	18%	\$714,993	\$307,208

- Insights**
- Both RI Electric (798.7%) and RI Gas (158.8%) exceeded FCA for the month of March 16
 - RI Electric field effectiveness increased from 63.9% in FY15 Cut Season to 64.3% in FY16 Cut Season. There were a total of 1,793 more effective visits in FY16 which included an increase of over \$1.3M collected in the field, and over 700 additional field terminations
 - The FY17 Cold Weather FCA for RI Electric has increased by 6,031 jobs after our successful pilot campaign during the FY16 Cold Weather Period. The FY16 Cold Weather campaign for RI Electric resulted in over \$1.8M more collected in the field versus the same time period in the previous year

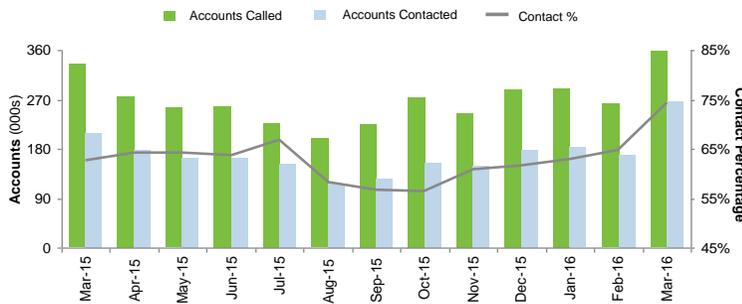
FY16									FY15	
Entity	Service Terms	Payments	Completed Visits	FCA	FCA %	Effective Rate	\$ Collected in Field	\$ Collected After Term	Completed Visits	\$ Collected in Field
RI Elec	18,786	8,634	53,328	37,858	140.9%	51.4%	\$7,037,378	\$6,350,989	37,643	\$3,878,060
RI Gas	10,437	3,512	49,312	51,705	95.4%	28.3%	\$2,194,116	\$2,015,247	57,367	\$2,643,650
RI Total	29,223	12,146	102,640	89,563	114.6%	40.3%	\$9,231,494	\$8,366,236	95,010	\$6,521,710

Outbound Calling: RI Jurisdiction

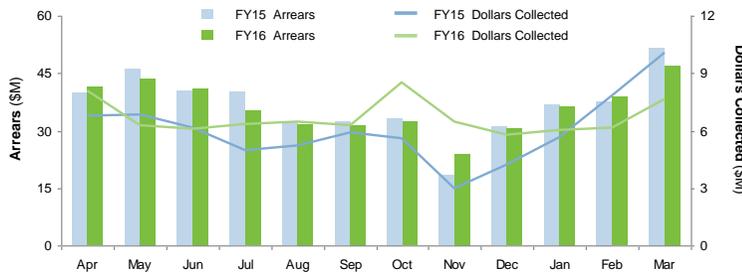
Year to date collections were 11% higher than FY15



Call & Contact Volume



Arrears Data



Year over Year Performance

*(000s)	FY15	FY16	Change
Attempts	2,894	3,152	9%
Contacts	1,812	1,998	10%
Dollars Collected	\$72,218	\$80,060	11%
% of Arrears Collected*	14.64%	16.42%	5%

Key Strategies / Insights

- FY16 proved to be another successful year for the RI OB calling portfolio. Ad-hoc call campaigns generated additional collections of \$4M while regular OB call campaigns prompted an increase of \$3.8M
- An additional \$548K in 'pay by phone' payments were collected via the NCI payment reward contest
- Starting Apr 1, 2016, all outbound calling work will be performed by IQOR. A dedicated calling team, that in the past would assist inbound reps during volume spikes, will allow for more robust calling at peak times

Note: 1 Dollars collected are calculated if payment falls within 10 days of outbound call
* % of Arrears collected metric does not include Ad-hoc reminder campaign dollars collected because most of these customers are not in arrears at the time of call

Top 10 RI Non-Utility Bills



Top problem Accounts with Outstanding Arrears as of April 1, 2016

Account Number	Account Name	Outstanding Arrears
[REDACTED]	[REDACTED]	[REDACTED]

Bad Debt Mitigation Update



	RI Estimated Cost	RI Estimated Bad Debt Impact	RI YTD Costs	RI YTD Bad Debt Mitigated	Status
<i>Credit & Collections</i>					
Outbound Calling	\$20K	\$.3M	\$16K	\$.2M	<ul style="list-style-type: none"> A contest to reward additional collections began at NCI in Apr and will run beyond Nov, on a month to month basis upon review of the results. Through Mar it has generated \$.5M additional payments, mitigating \$.2M of bad debt at a cost of \$16K
Late Stage Collection Program Expansion (Legal, Replevin, Residential Account Management)	\$.2M	\$.5M	\$28K	\$1.4M	<ul style="list-style-type: none"> Legal program expansion – We are still awaiting payment on the seven accounts referred to our outside attorneys RAM – YTD collections of \$2.6M and bad debt mitigated of \$1.4M at a spend of \$28K
Post Final Bill Collections (Transfer to Active, Collection Agency Management)	\$.1M	\$2.0M	\$.1M	\$2.5M	<ul style="list-style-type: none"> Transfer Written off to Active Program- \$1.6M of previously written-off monies have been transferred to active accounts at RI; 45% of this balance has been subsequently paid Transfer Final to Active Program- \$1M has been transferred, mitigating \$.1M of bad debt at RI Expanded Collection Agency program has recovered \$.7M additional monies from written-off accounts at a spend of \$.1M
Credit & Collections Total	\$.3M	\$2.8M	\$.1M	\$4.1M	

Rhode Island Credit & Collections Review nationalgrid

March 2017 Results

Executive Summary



Agenda and Insights

Agenda Item	Insights
Financial KPIs / Accounts Receivable	<ul style="list-style-type: none"> • Customer Billings: Electric billings exceed YTD budget by \$2M driven by a warmer than normal summer; Gas billings under budget \$42M; Electric revenues are lower than FY16 attributable to lower commodity cost • Accounts Receivable: Electric A/R is \$6M (6%) higher than Mar 16 at \$113M, and Gas A/R is \$14M (25%) higher than prior year at \$57M due to additional heating degree days in FY17 vs FY16. 360+ is approaching \$18.0M due to higher low income and protected arrears. • Write-off: Electric and Gas write-offs continue to be favorable to budget and last year • Write-off % of billings: Electric write-off percent of billings remains consistently low at 1.01% - positive variance to budget, and FY16, and COS (Cost of Service). Gas write-off performance is favorable to budget and COS and is slightly higher than FY16 due to lower lagged billings
Protections	<ul style="list-style-type: none"> • Terminations for Serious Illness and Handicapped customers have been extended to May 1, 2017, causing increases in total arrears to \$13.2M
C&I Accounts	<ul style="list-style-type: none"> • Town of West Warwick past due balance resolved by reconciliation of turbine generation credits offset with utility balances • City of Providence/Army Corps of Engineers – 1st installment of \$150K of \$300K settlement posted to account on 3/30/17
Field Collections	<ul style="list-style-type: none"> • RI surpassed the FYTD17 FCA goal at 111.3% collecting an additional \$1.1M at the door compared to prior year. • Electric visits have been consistently effective, 59.3% resulting in either payment or termination
Outbound Calling	<ul style="list-style-type: none"> • 16.9% of arrears collected FY17 vs 15.5% FY16. Discontinued final bill calls with the auto-dialer to comply with FCC TCPA ruling
Collection Agency	<ul style="list-style-type: none"> • Total dollars placed with collection agencies is down \$10.3M compared to FY16 • Recovery rate was 5.3% for FY17 vs. 4.9% last year. Cost to collect for FY17 is 19.6% vs 18.4% for FY16
Non Utility Billing (NUB)	<ul style="list-style-type: none"> • NUB arrears total \$15.7M with 365+ days arrears totaling \$11.6M. The majority of the 365+ accounts are placed with collection agencies and attorneys • Received payment of \$1.4M from RIDOT; Verizon settlement for RI and Mass storm billings is progressing
Bad Debt Mitigation Program	<ul style="list-style-type: none"> • Through March, \$125K invested and an estimated \$2.1M mitigated largely attributable to the the Residential Account Management (RAM) program

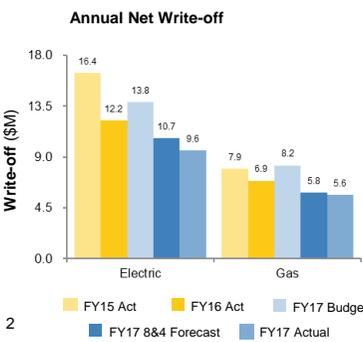
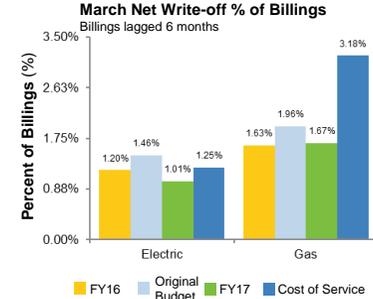
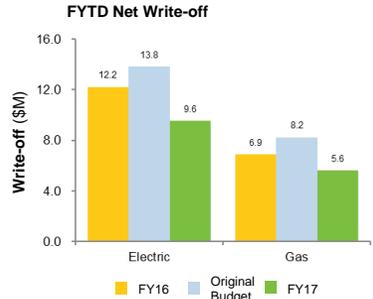
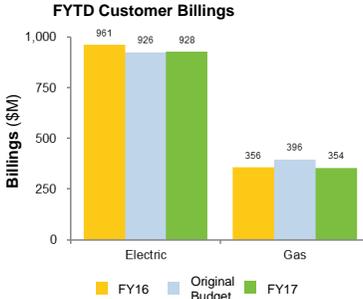
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Financial KPIs

March by Operating Company



Financial Summary



Insights

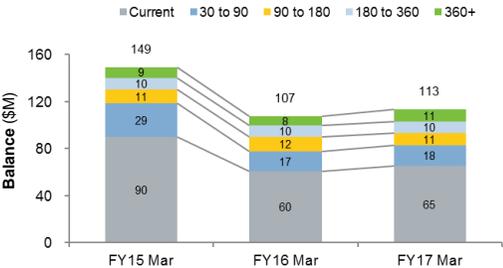
- Customer billings** Electric billings are favorable to budget by \$2M; the warmer summer drove cooling degree days (CDD's) May through Sep up 40% from norm. May through Sep CDD's are 9% higher than last year, yet FY16 billings continue to dominate due to higher supply costs. Gas billings are short of budget by \$42M (11%) and last year \$2M (1%) as higher supply costs in FY16 outweigh the 14% increase in FY17 heating degree days (HDDs).
- Net write-off** Electric write-offs continue to be favorable to budget and last year due to lower lagged billings (7%). Gas write-offs are also performing favorably, \$2.6M below budget and \$1.3M less than FY16. The warm winter of 15/16 has allowed customers to keep up with their bills, avoiding the path to termination and write-off. During the summer months, this allowed customers on historical level based budget plans to cut into their deferred budget bills from the winter much sooner.
- Write-off % of billings** Electric write-off percent of billings has remains at a low of 1.01%, under of budget, last year and Cost of Service (COS). Gas performance is at 1.67%, and remains lower than budget and COS. Reflective of the warm winter of 15/16, lagged billings are now 20% below those of the prior year which has driven FY17's percentage higher than that of FY16.
- Annual net write-off** FY16 Electric and Gas write-off improved over FY15, reflecting the success of the Bad Debt Mitigation and field programs. The FY17 combined Electric and Gas (6&6) mid-year forecast, showed \$4.1M improvement against the Budget of \$22M, developed in early Nov 15, prior to the onset of the warm winter. The 8&4 forecasted \$5.5M of favorability to the original budget and that Electric write-offs would settle at \$10.7M by Mar-17 and Gas at \$5.8M. FY17 net write-offs closes favorable to budget, to the 8&4 forecast, and last year, at \$9.6M for Electric and \$5.6M for Gas.

Accounts Receivable

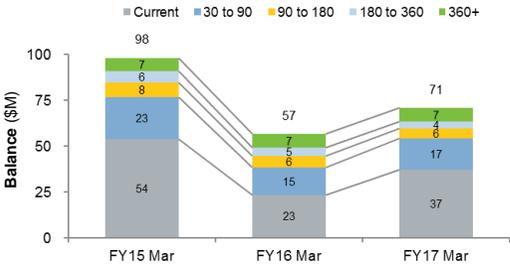
Low Income and Protected Accounts impact 360+ AR



Electric A/R Aging



Gas A/R Aging



Components of Total 360+ Arrears

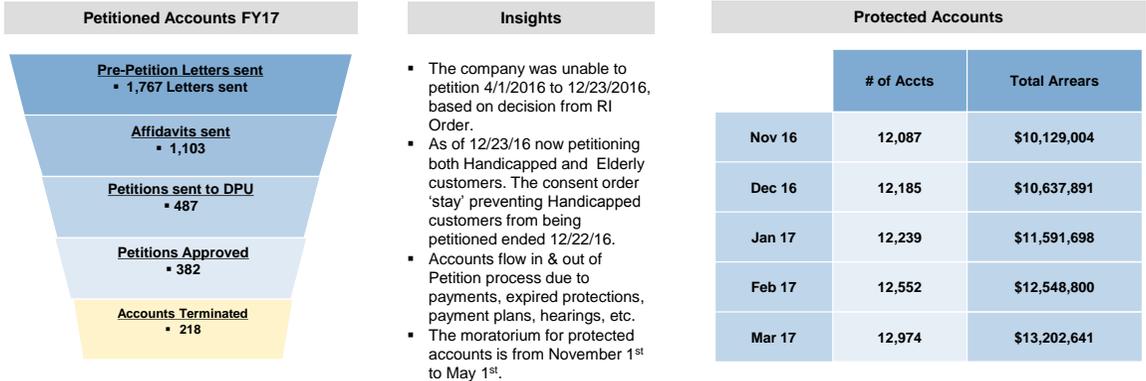


Insights

- **Electric A/R is \$6M (6%) higher than Mar 16, amidst a 3% decline in customer billings over the previous 12 months**
- Current A/R is up 8% prompted by a slight increase in Feb billings, less than 1%. 30 to 90 day receivables increased \$1M (6%). 90 to 180 day performance improved 8% over last year, outpacing the 7% decline in Oct through Dec billings of FY16. 180 to 360 day receivables has remained the same year over year. The 360+ bucket grew 38% increase from Mar-17 over Mar-16, encompassing higher bills associated with the warmer than normal summer of 2015 and also the bleed from the Bennett case in 2016 in which medical accounts remain suspended from termination
- **Gas A/R is \$14M (25%) higher than prior year at \$57M, with billings over the last 12 months showing a decline of less than 1%, due to the warmer than normal winter of 15/16 coupled with lower supply costs**
- Current A/R rose 61% (\$14M) year over year, due to a colder February. 30 to 90 day receivables saw an increase of 13% (\$2M), due to increased billings Nov through Jan 16 of \$13M. The 90 to 180 day balance has remained the same year over year. 180 to 360 day receivables shows improvement of 20%, with billings down 14% (\$18M). Throughout the summer and into the shoulder months, customers were making budget payments in excess of their consumption as the record cold winter of 14/15 drove budget payments up. This has allowed customers to better manage their bills which is reflected in the favorability of these aging buckets
- Overall 360+ arrears have increased \$2.5M over last year, due to the Bennett case, and the inability to terminate service on medical, serious illness, and handicap protected accounts.

RI Protected Customers

Enhanced Collections treatment for RI Protected customers



	Actions
Serious Illness/Handicap	<ul style="list-style-type: none"> FYTD, 7,229 recertification's were sent, but only 2,906 responded which is a 40% response rate. Customers who did not respond to the recertification had their expired handicapped protection removed. The company saw an initial drop of 25% in the number of protected accounts & a 33% decrease in protected arrears after new policy was implemented.
Initiatives	<ul style="list-style-type: none"> Infant & Hardship protection due to expire letter implemented putting the company in compliance with current regulations . Annual Elderly Recertification mailing was sent 01/05/17 to 4,831 customers and the reminder letter on 1/30/17 to 3,060 customers. We have received 2,944 responses. Unemployed Recertification mailing was sent 01/25/17 to 253 customers. We have received 7 responses. Financial Hardship Recertification letter was sent to 10,000 customers the week of 03/6/17.

Commercial & Industrial Accounts



Top Outstanding Arrears as of March 31, 2017

| [REDACTED] |
|------------|------------|------------|------------|------------|------------|------------|------------|
| [REDACTED] |
| [REDACTED] |
| [REDACTED] |

Commercial & Industrial Accounts



Top Outstanding Arrears as of March 31, 2017

Account No.	Account Name	Address	City	State	Zip	Balance	Days Past Due
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Field Collection Summary
March 2017 – Cold Weather FCA



Monthly Totals												
Entity	Orders Selected For Field	Service Terms	Payments	CGI's	Other	Completed Visits	Not Worked in Field	FCA	FCA %	Effective Rate	\$ Collected in Field	\$ Collected After Term
RI Elec	2,379	238	265	244	1,403	2,150	229	2,600	82.7%	23.4%	\$250,865	\$118,505
RI Gas	5,665	297	249	1,297	2,396	4,239	1,426	3,000	141.3%	12.9%	\$155,949	\$181,636
RI Total	8,044	535	514	1,541	3,799	6,389	1,655	5,600	114.1%	16.4%	\$406,814	\$300,141

- Insights**
- RI Gas exceeded FCA at 141.3% for March '17 while RI Electric fell short at 82.7%.
 - RI Electric FYTD effectiveness percentage 59.3%, leads all companies.
 - Both RI Gas and RI Electric exceeded FCA for FY'17, 104.7% and 117.3% respectively.

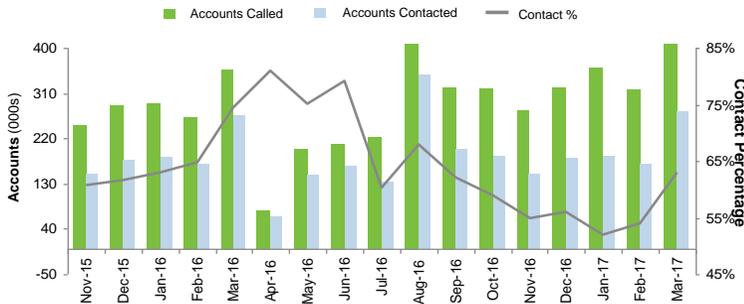
FYTD 17									FYTD 16	
Entity	Service Terms	Payments	Completed Visits	FCA	FCA %	Effective Rate	\$ Collected in Field	\$ Collected After Term	Completed Visits	\$ Collected in Field
RI Elec	19,403	11,316	51,841	44,202	117.3%	59.3%	\$7,380,956	\$6,947,243	53,328	\$7,038,378
RI Gas	8,962	4,017	42,495	40,590	104.7%	30.5%	\$2,198,981	\$1,845,978	49,312	\$2,194,116
RI Total	28,365	15,333	94,336	84,792	111.3%	46.3%	\$9,579,937	\$8,793,221	102,640	\$8,517,501

Outbound Calling: RI Jurisdiction

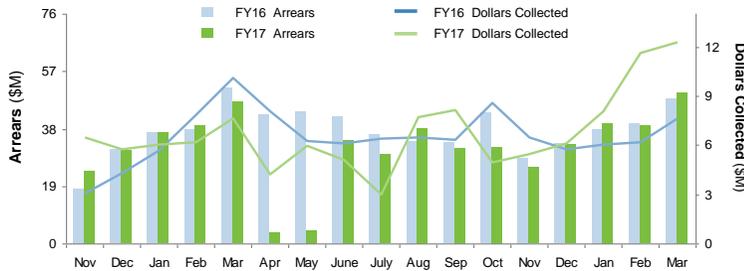
Increased attempts and contacts lead to higher dollars collected



Call & Contact Volume



Arrears Data



Year over Year Performance

*(000s)	FYTD 16	FYTD 17	Change
Attempts	3,152	3,567	13.2%
Contacts	1,998	2,201	10.2%
Dollars Collected	\$80,060	\$82,396	2.9%
% of Arrears Collected*	15.5%	16.9%	1.4%

Key Strategies / Insights

- System generated and Ad-hoc final bill campaigns discontinued to comply with FCC TCPA ruling
- IQOR employee retention has improved quality and collections with the use of home agents
- Increase in Ad-hoc volumes result in higher dollars collected
- March 2017 high volume of accounts called due to larger system generated call files

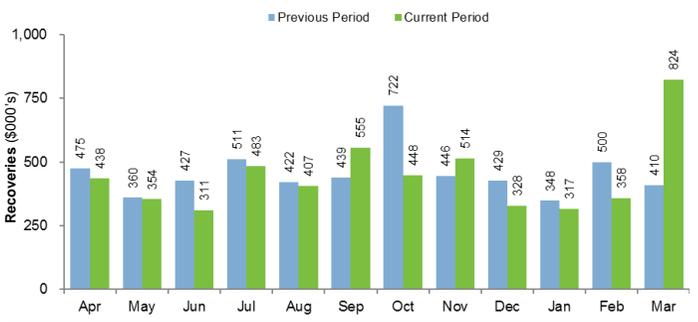
Note: 1 Dollars collected are calculated if payment falls within 10 days of outbound call
* % of Arrears collected metric does not include Ad-hoc reminder campaign dollars collected because most of these customers are not in arrears at the time of call

Collection Agency Performance

Greater percentage of recoveries coming at Tertiary/Trigger tiers



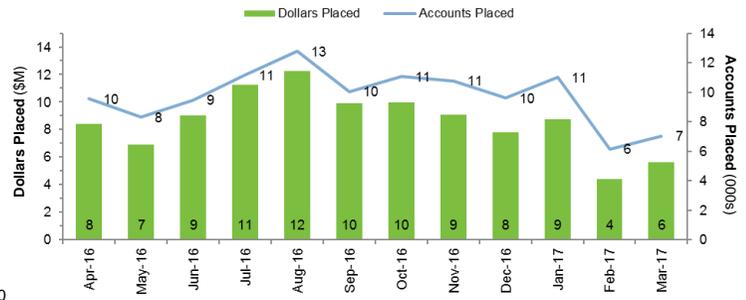
Recoveries



Year over Year Performance

	FYTD 16	FYTD 17	Change
Accounts Placed	119K	115K	(4%)
Dollars Placed	\$111M	\$101M	(9%)
Recoveries	\$5.5M	\$5.3M	(4%)
Recovery Rate	4.9%	5.3%	8%
Commissions	\$1.01M	\$1.04M	3%
% Cost	18.4%	19.6%	1%

Placements



Insights

- Mar 2017 shows largest recoveries for the fiscal year. This is due to 5 weeks of collections vs the normal 4 weeks in a month, a delay in tax season/refund checks with more payments pushed to March.
- June 2016 initiative allows placements to be allocated to better performing agencies
- Primary placements decreased by \$8.6M in FY17 vs FY16.
- Average primary referral is \$600 vs tertiary/trigger referral of \$1,360.
- Pilot Programs started in Sept 16 for Allied (Credit Reporting) and Stevens (Segmentation/Advanced Skip Tracing) which feature additional collection activities in exchange for higher commission rate. Improvement noted in recovery rate last two months indicate pilots are gaining traction.

10

Top 10 Non-Utility Bills



Top outstanding arrears as of April 5, 2017

Account Number	Balance	Description
[REDACTED]	[REDACTED]	[REDACTED]

Bad Debt Mitigation- March Update nationalgrid

	RI Estimated Cost	RI Estimated Bad Debt Impact	RI YTD Costs	RI YTD Bad Debt Mitigated	Status
E-mail Collections/Outbound Calling Programs	\$40K	\$.5M	\$10K	\$.4M	<ul style="list-style-type: none"> To date, 122K e-mails have been sent to residential customers with 60+ days arrears, generating \$1M in payments, mitigating nearly 40%, or \$401K, of bad debt
Late Stage Collection Program Expansion (Legal, Residential Account Management, Non-Sufficient Funds)	\$95K	\$.5M	\$62K	\$1.4M	<ul style="list-style-type: none"> Legal program expansion – Payments associated with the cost of incremental referrals processed in Q4 of FY16 continue to materialize with \$9K collected, mitigating \$3K of bad debt. RAM collections totaled \$711K and 465 service terminations were processed, successfully mitigating an estimated \$1.2M of bad debt, including avoided AR, at a spend of \$57K Non-Sufficient Funds (NSF) – YTD collections of \$376K and bad debt mitigated of 40%, or \$150K, at a spend of \$5K
Post Final Bill Collections (Collection Agency Management, Transfer Final to Active)	\$.2M	\$1.0M	\$53K	\$.3M	<ul style="list-style-type: none"> Expanded Collection Agency program has recovered \$158K of additional monies from written-off accounts at a spend of \$53K \$700K of final monies have been transferred to active accounts in CSS, mitigating \$100K of bad debt (14%)
Total	\$335K	\$2.0M	\$125K	\$2.1M	



Rhode Island Credit and Collections Review

December 2017 Results



Executive Summary

Agenda and Insights



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Financial KPIs / Accounts Receivable	<ul style="list-style-type: none"> • Customer Billings: Electric billings below budget by \$59M. Gas billings below budget \$15M. • Accounts Receivable: Electric A/R is \$9M higher than December 2016 at \$120M, and Gas A/R is \$4M higher than prior year at \$49M. • Write-off: Electric are \$0.8M below budget and gas write-offs are just ahead of budget, \$0.3M, through December. • Write-off % of billings: Electric write-off as a percent of billings were 1.14% and favorable to budget and COS (Cost of Service). Gas write-off performance, at 1.72%, is favorable to budget and to Cost of Service.
Protections	<ul style="list-style-type: none"> • Serious Illness suspends in place until April 30th, 2018 due to the Bennett Case.
C&I Accounts	<ul style="list-style-type: none"> • State of RI – we have applied 3 of the 5 in house payments for a total of \$1.2M. • City of Pawtucket – ESCO is requesting rebilling of account so they can be paid some of their open receivables due to our payment posting process.
Field Collections	<ul style="list-style-type: none"> • RI is at 99.5% of the FCA goal FYTD through December. • Electric visits remain effective with 65.4% resulting in either payment or termination FYTD, with RI as a whole at 52.3%.
Outbound Calling	<ul style="list-style-type: none"> • Phone attempts and contacts are up compared to last year. Revised reporting/performance metrics in place.
Collection Agency	<ul style="list-style-type: none"> • Total dollars placed with collection agencies is down compared to FY17 on a fewer number of accounts placed. • Recovery rate is up substantially on increased primary collections with slight increase in cost to collect.
Non Utility Billing (NUB)	<ul style="list-style-type: none"> • Total NUB arrears are now at \$3.5M, with \$2.4M representing 365+ arrears.

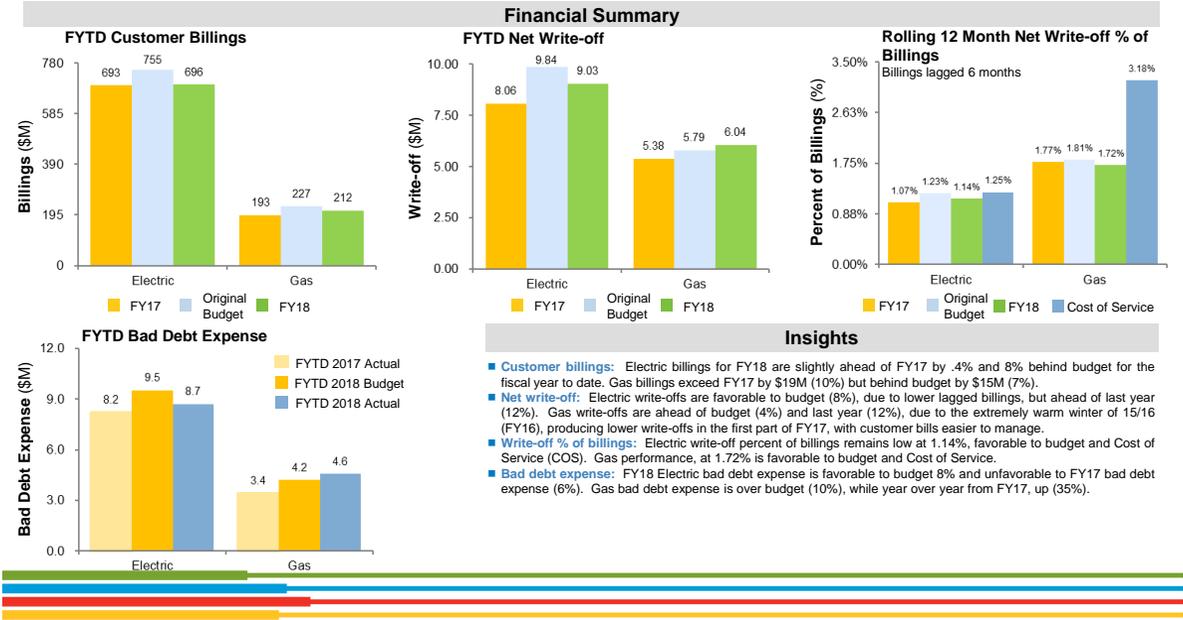


Financial KPIs: RI Entities

December by Operating Company



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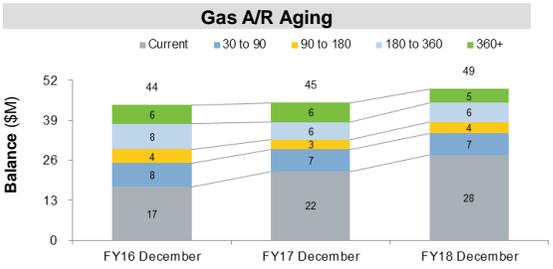
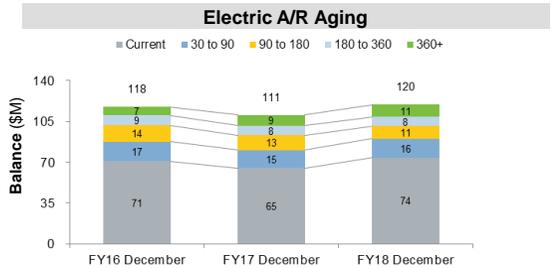


Accounts Receivable

Low Income and Protected Accounts Impact 360+



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- ### Insights
- Electric A/R is \$9M (8%) higher than Dec-16 with a .4% increase in customer billings FYTD.
 - The 360+ bucket has grown \$2M year over year due to the bleed from the Bennett case in 2016 in which Serious Illness accounts remain suspended from termination.
 - Gas A/R is \$4M (9%) lower than prior year despite a \$18M (10%) increase in revenue FYTD.
 - Current A/R decreased \$6M on increasing revenue through December 2017 vs. December 2016.
 - Low Income includes Financial Hardship, Unemployed, and Welfare accounts.
 - Overall DSO for the business was 42.9 vs company DSO of 44.8.
 - Overall collection effectiveness was 60.4% compared to company average of 57.3%.
 - Within Protected FY18, \$3.7M is Serious Illness Suspends in place until 4/30/18 from Bennett Case.



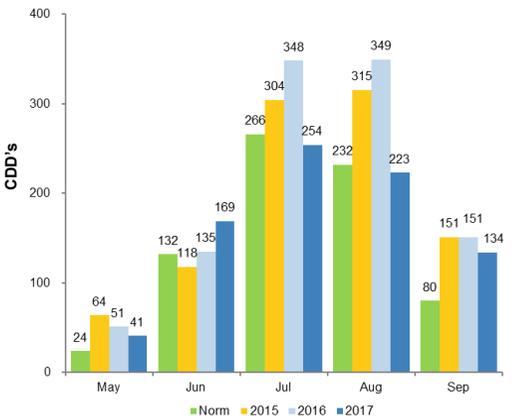
Cooling vs Heating Degree Days

WeatherUnderground site:
PROV (KPV D weather station)



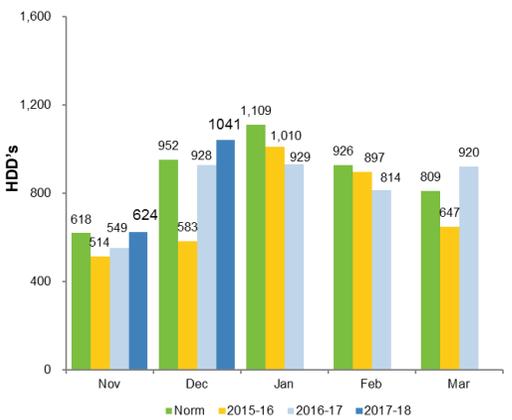
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Cooling Degree Days (CDD's)



2017-18 vs Prior Year (May through Sept)	(20.6%)	2016-17 vs Prior Year (May through Sept)	8.6%
2017-18 vs Norm (May through Sept)	11.9%	2016-17 vs Norm (May through Sept)	40.9%

Heating Degree Days (HDD's)



2017-18 vs Prior Year (Nov through Dec)	12.7%	2016-17 vs Prior Year (Nov through Mar)	13.4%
2017-18 vs Norm (Nov through Dec)	6.1%	2016-17 vs Norm (Nov through Mar)	(6.2%)

Rhode Island Protected Customers

Enhanced Collections treatment for RI Protected customers



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Petitioned Accounts FY18	Requirements	Protected Accounts																														
<p><u>Pre-Petition Letters sent</u> ▪ 1,996</p> <p><u>Affidavits sent</u> ▪ 1,915</p> <p><u>Petitions sent to DPU</u> ▪ 429</p> <p><u>Petitions Approved</u> ▪ 475</p> <p><u>Terminations</u> ▪ 519</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">Elderly</th> <th style="width: 50%;">Low Income</th> </tr> <tr> <td> <ul style="list-style-type: none"> Petition to terminate Elderly Protection Form Proof of Age Yearly Recertification </td> <td> <ul style="list-style-type: none"> Terminate only during non-winter moratorium Received LIHEAP in last 18 months Household gross annual income equal to or less than 125% of Federal Poverty Guidelines </td> </tr> <tr> <th>Handicapped</th> <th>Financial Hardship</th> </tr> <tr> <td> <ul style="list-style-type: none"> Petition to terminate Notarized Handicapped Protection Form Licensed Physician Certification or proof of SSI/SSDI Periodic Recertification </td> <td> <ul style="list-style-type: none"> Terminate only during non-winter moratorium Financial Hardship Form Household gross annual income equal to or less than 75% of RI median income Yearly Recertification </td> </tr> <tr> <th>Serious Illness</th> <th>Infant</th> </tr> <tr> <td> <ul style="list-style-type: none"> Unable to terminate Serious Illness Form Protection expires after 3 weeks. </td> <td> <ul style="list-style-type: none"> Unable to terminate up to infant's 2nd birthdate Financial Hardship. </td> </tr> </table>	Elderly	Low Income	<ul style="list-style-type: none"> Petition to terminate Elderly Protection Form Proof of Age Yearly Recertification 	<ul style="list-style-type: none"> Terminate only during non-winter moratorium Received LIHEAP in last 18 months Household gross annual income equal to or less than 125% of Federal Poverty Guidelines 	Handicapped	Financial Hardship	<ul style="list-style-type: none"> Petition to terminate Notarized Handicapped Protection Form Licensed Physician Certification or proof of SSI/SSDI Periodic Recertification 	<ul style="list-style-type: none"> Terminate only during non-winter moratorium Financial Hardship Form Household gross annual income equal to or less than 75% of RI median income Yearly Recertification 	Serious Illness	Infant	<ul style="list-style-type: none"> Unable to terminate Serious Illness Form Protection expires after 3 weeks. 	<ul style="list-style-type: none"> Unable to terminate up to infant's 2nd birthdate Financial Hardship. 	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th># of Accts</th> <th>Total Arrears</th> </tr> </thead> <tbody> <tr> <td>Aug 17</td> <td>13,808</td> <td>\$13,058,494</td> </tr> <tr> <td>Sep 17</td> <td>13,841</td> <td>\$13,567,662</td> </tr> <tr> <td>Oct 17</td> <td>14,632</td> <td>\$15,524,233</td> </tr> <tr> <td>Nov 17</td> <td>13,784 **66,806</td> <td>\$14,776,608 **\$30,825,707</td> </tr> <tr> <td>Dec 17</td> <td>12,783 **75,495</td> <td>\$16,040,822 **\$36,311,003</td> </tr> </tbody> </table>		# of Accts	Total Arrears	Aug 17	13,808	\$13,058,494	Sep 17	13,841	\$13,567,662	Oct 17	14,632	\$15,524,233	Nov 17	13,784 **66,806	\$14,776,608 **\$30,825,707	Dec 17	12,783 **75,495	\$16,040,822 **\$36,311,003
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Actions																																
Insights	<ul style="list-style-type: none"> Petitioned Terminations – Arrears for accounts are \$368k (Electric) & \$164k (Gas). Winter Moratorium prevents termination. Regular Protected Accounts – <u>Accounts decreased by 1,001</u> [Serious Illness (35%), Elderly (28%), Handicapped (23%) & Infant (14%)] with <u>Arrears increased by \$1.3M</u> [Serious Illness (27%), Infant (27%), Handicapped (24%) & Elderly (4%)] **Winter Protected Accounts – Numbers include Financial Hardship and Low Income with winter rules in place. <u>Accounts increased by 8,689</u> [Low Income (73%), Financial Hardship (10%), Serious Illness (6%), Elderly (5%), Handicapped (4%) & Infant (2%)] with <u>Arrears increased by \$5.5M</u> [Low Income (47%), Serious Illness (20%), Infant (12%), Handicapped (11%), Financial Hardship (8%) & Elderly (2%)]. 																															
Initiatives	<ul style="list-style-type: none"> Annual Elderly Recertification mailing was sent 1/5/17 to 4,831 customers and reminders on 1/30/17. We have received 3,092 recertification's (64%). Periodic Handicapped Recertification mailing was sent in May 2017 to 2,241 customers and reminders sent in August to 1,711 customers. We have received 964 recertification's (43%). Unemployed Annual Recertification mailing was sent 1/25/17 to 253 customers. We have received 7 responses (3%). Financial Hardship Recertification letters started to be mailed out weekly per Protection Recertification Calendar established with AM&O and CST. (1,018 letters have been mailed through end of December 2017) Infant & Hardship Protection Expiration letters are being sent to customers twice a month (846 letters mailed through end of December). 																															

Field Collection Summary

December 2017 – Cold Weather FCA



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Monthly Totals												
Entity	Orders Selected For Field	Service Terms	Payments	CGI's	Other	Completed Visits	Not Worked in Field	FCA	FCA %	Effective Rate	\$ Collected in Field	\$ Collected After Term
RI Elec	1,943	16	188	285	1,356	1,845	98	1,490	123.83%	11.06%	\$161,758	\$3,558
RI Gas	2,327	19	95	257	1,740	2,111	216	2,094	100.81%	5.40%	\$54,833	\$304
RI Total	4,270	35	283	542	3,096	3,956	314	3,584	110.38%	8.04%	\$216,591	\$3,862

- Insights**
- RI Electric (123%) exceed their December '17 FCA as well as RI Gas (100.81%) . RI Gas' December FCA was adjusted down to 2,094 completed visits (90% of Total Orders Received) from 3,000 due to inventory shortages.
 - RI Electric (100.41%) surpassed their FY18 FCA target while RI Gas (98.43%) is just short of their FYTD FY18 FCA target.

FYTD 18									FYTD 17		
Entity	Service Terms	Payments	Completed Visits	FCA	FCA %	Effective Rate	\$ Collected in Field	\$ Collected After Term	Completed Visits	\$ Collected in Field	\$ Collected After Term
RI Elec	16,680	7,629	37,182	37,032	100.41%	65.38%	\$4,600,875	\$5,243,443	44,099	\$6,475,927	\$6,521,969
RI Gas	7,876	3,291	30,678	31,166	98.43%	36.40%	\$1,691,539	\$1,367,326	32,436	\$1,871,643	\$1,573,240
RI Total	24,556	10,920	67,860	68,198	99.50%	52.28%	\$6,292,414	\$6,610,769	76,535	\$8,347,570	\$8,095,209



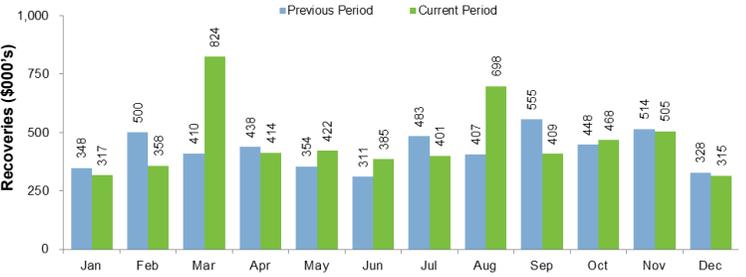
Collection Agency Performance

Greater % of accounts being collected at Primary and Trigger Tiers



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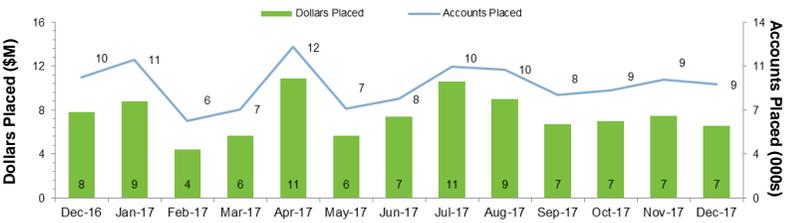
Recoveries



Year over Year Performance

	FYTD 17	FYTD 18	Change
Accounts Placed	90.4K	82.7K	(8.5)%
Dollars Placed	\$81.9M	\$70.9M	(13.6)%
Recoveries	\$3.84 M	\$4.02M	4.5%
Recovery Rate	4.7%	5.7%	21.2%
Commissions	\$726K	\$765K	5.5%
% Cost	18.9%	19.1%	1.1%

Placements



Insights

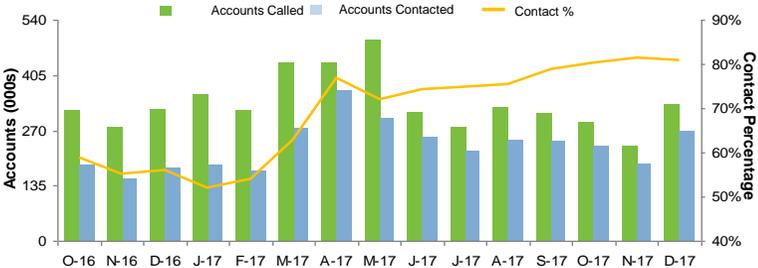
- Recoveries boosted by Primary tier (61-180 days after final bill) collections, which increased by \$280K, as well as Trigger tier (780-3,650 days after final bill), which increased by \$170K, FY18 to date. Decreases in secondary (\$230K) and tertiary (\$41K) tiers offset some of the increase.
- Uptick (12%) in collections at Trigger tier, which has 35% commission rate, was cause of % Cost increase.

Outbound Calling: RI Jurisdiction

Increase in contacts driving increase in dollars collected



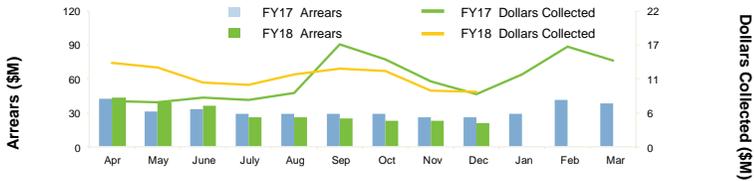
Call & Contact Volume



Year over Year Performance

	FYTD 17	FYTD 18	Change
Attempts	2.5M	3.0M	22.7%
Contacts	1.6M	2.3M	47.8%
Arrears Placed	\$230M	\$260M	13.1%
Dollars Collected	\$88.6M	\$101.7M	13.1%
% of Arrears Collected*	39%	39%	.6%

Arrears Data



Key Strategies / Insights

- Initiative to prioritize Outbound calling campaigns with the vendor is contingent on Livox system upgrade
- Strong ad-hoc performance and right party contacts driving higher dollars collected in FY18
- Performance metrics in place and reviewed monthly
- Focus on 24% attempted but not contacted



Collection Treatments – December



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	Rhode Island YTD Costs	Rhode Island YTD \$ Collected	Cost to Collect (%)	Highlights
E-mail Collections Vendor: Striata (\$0.08/email)	\$2.2K	\$142K	1.6%	<ul style="list-style-type: none"> 28K e-mails have been sent YTD, to residential customers with 60+ days arrears, generating \$142K in payments, based on receipt tied to email.
Outbound Calling Programs Vendor: iQor (\$0.53/minute)	\$267K	\$101.7M	0.3%	<ul style="list-style-type: none"> Outbound calling collected \$101.7M on \$260M of arrears placed through December 2017 (pg. 8)
Late Stage Collection Program (Legal, Residential Account Management, Non-Sufficient Funds) [REDACTED]	\$54K	\$561K	9.7%	<ul style="list-style-type: none"> Legal Program collected \$125K on previously filed liens, on a spend of \$33K through December 2017 Residential Account Management collections totaled \$131K with a cost of \$18K Non-Sufficient Funds (NSF) YTD collections of \$305K, on \$713K of arrears sent to the field (42.8%) at a cost of \$3K
Post Final Bill Collections (Collection Agency Management)	\$765K	\$4.0M	19.0%	<ul style="list-style-type: none"> Collection Agency programs have recovered \$4.0M of monies from written-off accounts at a spend of \$765K (pg. 7)
Total	\$1.1M	\$106.4M	1.0%	



Bad Debt Reserve – December

nationalgrid
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	Narragansett Electric NECO - E FYTD 2017				Narragansett Electric NECO - E FYTD 2018				Narragansett Gas NECO - G FYTD 2017				Narragansett Gas NECO - G FYTD 2018			
	A/R	Deposits	Rate	Allowance	A/R	Deposits	Rate	Allowance	A/R	Deposits	Rate	Allowance	A/R	Deposits	Rate	Allowance
Current	\$ 56,840,705	\$3,617,842	2.76%	\$ 1,468,951	\$ 65,253,026	\$ 3,045,329	4.75%	\$ 2,955,901	\$ 29,284,065	\$1,034,484	2.76%	\$ 779,688	\$ 29,883,253	\$ 974,102	4.75%	\$ 1,373,666
30 Days	\$ 11,961,510	\$ 956,769	9.81%	\$ 1,079,565	\$ 13,388,085	\$ 1,114,020	6.49%	\$ 797,028	\$ 5,177,496	\$ 247,193	9.81%	\$ 483,663	\$ 10,758,946	\$ 229,438	6.49%	\$ 683,744
60 Days	\$ 6,398,152	\$ 334,588	18.96%	\$ 1,149,652	\$ 6,321,070	\$ 324,136	14.62%	\$ 876,760	\$ 2,018,619	\$ 70,926	18.96%	\$ 369,283	\$ 1,795,169	\$ 46,858	14.62%	\$ 255,605
90 Days	\$ 5,152,485	\$ 134,671	23.90%	\$ 1,199,258	\$ 4,402,842	\$ 167,326	22.46%	\$ 951,407	\$ 1,155,586	\$ 23,540	23.90%	\$ 270,559	\$ 1,394,283	\$ 14,340	22.46%	\$ 309,971
120 Days	\$ 3,990,219	\$ 60,819	24.20%	\$ 950,915	\$ 3,309,477	\$ 78,916	27.27%	\$ 880,937	\$ 924,214	\$ 13,010	24.20%	\$ 220,511	\$ 1,192,693	\$ 8,449	27.27%	\$ 322,930
150 Days	\$ 2,659,637	\$ 31,680	26.14%	\$ 686,948	\$ 2,435,861	\$ 34,316	11.82%	\$ 283,906	\$ 972,500	\$ 3,311	26.14%	\$ 253,346	\$ 1,039,970	\$ 3,005	11.82%	\$ 122,588
180 Days	\$ 1,614,628	\$ 12,010	25.31%	\$ 405,623	\$ 1,704,990	\$ 19,195	23.15%	\$ 390,201	\$ 690,409	\$ 1,368	25.31%	\$ 174,396	\$ 900,349	\$ 3,354	23.15%	\$ 207,622
210 Days	\$ 1,493,619	\$ 11,208	27.93%	\$ 414,037	\$ 1,333,509	\$ 17,180	30.44%	\$ 400,629	\$ 1,044,186	\$ 1,256	27.93%	\$ 291,290	\$ 1,296,727	\$ 11,259	30.44%	\$ 391,237
240 Days	\$ 1,357,418	\$ 8,817	29.45%	\$ 397,163	\$ 1,303,703	\$ 9,662	24.80%	\$ 320,905	\$ 1,141,782	\$ 1,594	29.45%	\$ 335,785	\$ 1,242,084	\$ 1,629	24.80%	\$ 307,616
270 Days	\$ 1,177,442	\$ 10,801	29.97%	\$ 349,642	\$ 1,180,326	\$ 7,572	18.51%	\$ 217,133	\$ 985,081	\$ 3,912	29.97%	\$ 294,056	\$ 1,060,564	\$ 2,542	18.51%	\$ 195,891
300 Days	\$ 1,141,313	\$ 4,363	36.57%	\$ 415,783	\$ 1,152,758	\$ 6,658	32.15%	\$ 368,491	\$ 993,897	\$ 1,566	36.57%	\$ 362,896	\$ 1,029,689	\$ 1,375	32.15%	\$ 330,621
330 Days	\$ 1,195,570	\$ 2,995	38.12%	\$ 454,610	\$ 1,017,041	\$ 3,316	29.59%	\$ 299,929	\$ 911,205	\$ 1,008	38.12%	\$ 346,967	\$ 766,601	\$ 750	29.59%	\$ 226,591
Of the Debt >360 Days																
Protected	\$ 5,647,828	\$ 1,120	52.52%	\$ 2,965,651	\$ 6,757,873	\$ 1,833	47.41%	\$ 3,202,965	\$ 3,717,308	\$ 2,002	52.52%	\$1,951,279	\$ 3,451,538	\$ 790	47.41%	\$ 1,635,962
Protected payment plan	\$ 88,315	\$ -	25.79%	\$ 22,776	\$ 82,393	\$ -	21.25%	\$ 17,508	\$ 68,257	\$ -	25.79%	\$ 17,603	\$ 20,813	\$ -	21.25%	\$ 4,423
Payment Plan reservations	\$ 157,396	\$ 726	26.27%	\$ 41,157	\$ 120,858	\$ 1,778	40.39%	\$ 48,095	\$ 136,796	\$ 32	26.27%	\$ 35,928	\$ 145,795	\$ -	40.39%	\$ 58,885
restricted	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	\$ -	\$ -	\$ -	0.00%	\$ -
other	\$ 1,695,876	\$ 1,980	9.14%	\$ 154,822	\$ 2,209,832	\$ 1,106	2.35%	\$ 51,884	\$ 1,103,374	\$ -	9.14%	\$ 100,848	\$ 41,883	\$ -	2.35%	\$ 984
	\$ 1,713,801	\$ 36,639	65.55%	\$ 1,099,380	\$ 1,311,579	\$ 29,138	63.57%	\$ 815,306	\$ 1,311,771	\$ 1,738	65.55%	\$ 858,727	\$ 890,262	\$ 1,200	63.57%	\$ 565,217
>360 days	\$ 9,303,217	\$ 40,464		\$ 4,283,787	\$ 10,482,535	\$ 33,855		\$ 4,135,759	\$ 6,337,506	\$ 3,772		\$2,964,385	\$ 4,550,291	\$ 1,990		\$ 2,265,471
Total	\$ 104,285,916	\$5,227,028	13.38%	\$13,255,933	\$ 113,285,221	\$ 4,861,481	11.88%	\$ 12,878,987	\$ 51,636,545	\$1,406,940	14.23%	\$7,146,826	\$ 56,910,619	\$ 1,299,092	12.58%	\$ 6,993,553
% of reserve to total A/R				12.71%				11.37%				13.84%				12.29%



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November Outbound Collection Calls

RI Electric Collection Calls

Row Labels	Sum of Unique Accounts Attempted	Sum of Total Contacts	Average of % Contact
001 Reminder	40,605	32,288	80%
004 Broken Payment Agreement	2,814	2,296	82%
005 Broken Collectin Arrangmnt	707	608	86%
008 Disconnect Notice	34,122	27,137	80%
Defaulted Budget	8,334	6,943	83%
High Balance	49,206	39,162	80%
Non Sufficient Funds (NFS)	561	418	75%
Payment Reminder Call	42,946	37,620	88%
Promise to Pay	17	16	94%
Grand Total	179,312	146,488	83%

RI Gas Collection Calls

Row Labels	Sum of Unique Accounts Attempted	Sum of Total Contacts	Average of % Contact
001 Reminder	12,575	9,717	77%
004 Broken Payment Agreement	1,379	1,101	80%
005 Broken Collectin Arrangmnt	151	123	81%
008 Disconnect Notice	16,446	12,870	78%
Defaulted Budget	6,357	5,028	79%
High Balance	15,920	12,700	80%
Non Sufficient Funds (NFS)	273	228	84%
Payment Reminder Call	9,725	8,438	87%
Promise to Pay	5	3	60%
Grand Total	62,831	50,208	78%



Commercial & Industrial Accounts						nationalgrid	
Top Outstanding Arrears as of December 30, 2017						HERE WITH YOU. HERE FOR YOU.	
Customer	30-59 Days	60-89 Days	90-359 Days	360+ Days	Total Arrears	Status	Contact
[REDACTED]							



Commercial & Industrial Accounts

Top Outstanding Arrears as of December 30, 2017

A large black rectangular area that has been redacted, obscuring the data from the table. The table is otherwise empty.

Commercial & Industrial Accounts						nationalgrid	
Top Outstanding Arrears as of December 30, 2017						HERE WITH YOU. HERE FOR YOU.	
Customer	30-59 Days	60-89 Days	90-359 Days	360+ Days	Total Arrears	Status	Contact
[REDACTED]							



Top 10 Non-Utility Bills							nationalgrid	
Top outstanding total arrears as of December 31, 2017							HERE WITH YOU. HERE FOR YOU.	
Customer	Current -59 Days	60-359 Days	360+ Days	Total Arrears	Status	Contacts		
[REDACTED]								

Top 10 Non-Utility Bills					nationalgrid	
Top outstanding total arrears as of December 31, 2017					HERE WITH YOU. HERE FOR YOU.	
Customer	Current -59 Days	60- 359 Days	360+ Days	Total Arrears	Status	Contacts
[REDACTED]						

Top 10 Non-Utility Bills

Top outstanding total arrears as of December 31, 2017



Customer	Current -59 Days	60-359 Days	360+ Days	Total Arrears	Status	Contacts
[REDACTED]						



Field Collection SLA - FY13

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
RI Gas														
Terminations	1,049	1,562	1,119	1,035	857	941	962	3	70	187	159	254	8,198	
# Payments	303	373	354	350	284	241	255	44	105	238	122	375	3,044	
\$ Collected	\$208,621	\$271,070	\$218,275	\$165,568	\$129,217	\$116,775	\$105,505	\$23,478	\$47,942	\$133,197	\$67,340	\$251,447	\$1,738,435	\$571
Completed Visits	2,888	5,214	4,265	4,449	3,896	3,953	4,212	80	383	1,227	1,040	1,544	33,151	
SLA	5,530	4,960	3,920	3,490	3,320	3,000	4,295	0	3,520	4,350	4,500	5,200	46,085	
% Effective	46.81%	37.11%	34.54%	31.13%	29.29%	29.90%	28.89%	58.75%	45.69%	34.64%	27.02%	40.74%	33.91%	
% SLA	52.22%	105.12%	108.80%	127.48%	117.35%	131.77%	98.08%	#DIV/0!	10.88%	28.21%	23.11%	29.69%	71.93%	
Actuals FY'12	5,501	5,651	6,781	4,993	4,952	4,574	5,744	2,773	4,057	2,393	100	957		
% Effective FY'12	36.63%	44.81%	39.21%	34.15%	34.85%	28.44%	29.25%	12.23%	13.78%	10.11%	104.00%	59.14%		
% FY'13 Difference	-47.50%	-7.73%	-37.10%	-10.90%	-21.32%	-13.58%	-26.67%	-97.12%	-90.56%	-48.73%	940.00%	61.34%		

RI Electric

Terminations	1,229	2,414	1,899	1,608	1,270	1,516	1,637	50	58	160	38	33	11,912	
# Payments	680	938	841	800	588	632	663	159	152	326	139	74	5,992	
\$ Collected	\$331,135	\$399,611	\$350,481	\$386,202	\$303,700	\$342,138	\$345,966	\$125,751	\$109,850	\$263,985	\$99,223	\$73,537	\$3,131,579	\$523
Completed Visits	2,680	4,701	4,170	3,641	2,709	2,882	2,963	348	400	753	273	158	25,678	
SLA	3,302	5,621	6,841	6,136	5,996	6,315	5,002	0	109	196	195	132	39,845	
% Effective	71.23%	71.30%	65.71%	66.14%	68.59%	74.53%	77.62%	60.06%	52.50%	64.54%	64.84%	67.72%	69.73%	
% SLA	81.17%	83.63%	60.95%	59.34%	45.18%	45.64%	59.23%	#DIV/0!	366.39%	383.27%	140.30%	120.13%	64.45%	
Actuals FY'12	2,837	7,635	6,494	5,236	4,401	4,030	4,687	334	812	844	743	825		
% Effective FY'12	67.99%	70.77%	57.73%	53.55%	57.87%	62.61%	63.62%	54.49%	58.00%	55.92%	53.70%	64.36%		
% FY'13 Difference	-5.53%	-38.43%	-35.79%	-30.46%	-38.45%	-28.49%	-36.78%	4.19%	-50.74%	-10.78%	-63.26%	-80.85%		

Field Collection SLA - FY14

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
RI Gas														
Terminations	493	1,721	1,547	1,272	1,259	1,285	1,159	86	36	90	73	248	9,269	
# Payments	256	452	388	455	320	318	362	134	108	213	143	194	3,343	
\$ Collected	\$148,529	\$266,970	\$302,416	\$237,277	\$136,083	\$132,665	\$143,472	\$70,183	\$58,137	\$123,694	\$86,033	\$170,089	\$1,875,548	\$561
Completed Visits	2,065	4,640	4,245	4,391	4,126	4,456	5,122	749	481	883	724	1,199	33,081	
SLA	5,530	4,960	3,267	3,490	3,320	2,833	5,010	3,700	3,000	3,000	3,000	3,000	44,110	
% Effective	36.27%	46.83%	45.58%	39.33%	38.27%	35.97%	29.70%	29.37%	29.94%	34.31%	29.83%	36.86%	38.12%	
% SLA	37.34%	93.55%	129.95%	125.82%	124.28%	157.29%	102.24%	20.24%	16.03%	29.43%	24.13%	39.97%	75.00%	
Actuals FY'13	2,888	5,214	4,265	4,449	3,896	3,953	4,212	80	383	1,227	1,040	1,544		
% Effective FY'13	46.81%	37.11%	34.54%	31.13%	29.29%	29.90%	28.89%	58.75%	45.69%	34.64%	27.02%	40.74%		
% FY'14 Difference	-28.50%	-11.01%	-0.47%	-1.30%	5.90%	12.72%	21.60%	836.25%	25.59%	-28.04%	-30.38%	-22.34%		

RI Electric

Terminations	235	1,134	1,249	1,983	2,148	1,906	2,015	40	22	52	31	48	10,863	
# Payments	351	164	426	475	799	704	803	104	77	174	78	130	4,285	
\$ Collected	\$339,017	\$124,139	\$296,061	\$285,806	\$583,536	\$361,539	\$415,143	\$80,705	\$102,830	\$174,473	\$93,307	\$176,572	\$3,033,128	\$708
Completed Visits	869	1,463	2,072	3,749	3,933	3,663	4,214	214	158	360	198	324	21,217	
SLA	2,972	5,059	5,131	5,522	5,996	5,964	5,836	322	109	196	195	132	37,434	
% Effective	67.43%	88.72%	80.84%	65.56%	74.93%	71.25%	66.87%	67.29%	62.66%	62.78%	55.05%	54.94%	71.40%	

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
% SLA	29.24%	28.92%	40.38%	67.89%	65.59%	61.42%	72.21%	66.46%	144.95%	183.67%	101.54%	245.45%	56.68%	
Actuals FY'13	2,680	4,701	4,170	3,641	2,709	2,882	2,963	348	400	753	273	158		
% Effective FY'13	71.23%	71.30%	65.71%	66.14%	68.59%	74.53%	77.62%	60.06%	52.50%	64.54%	64.84%	67.72%		
% FY'14 Difference	-67.57%	-68.88%	-50.31%	2.97%	45.18%	27.10%	42.22%	-38.51%	-60.50%	-52.19%	-27.47%	105.06%		

Field Collection SLA - FY15

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
RI Gas														
Terminations	1,079	2,106	2,349	1,739	1,414	1,606	1,217	58	113	34	16	375	12,106	
# Payments	393	619	658	523	516	479	456	133	161	205	157	284	4,584	
\$ Collected	\$267,960	\$409,845	\$393,200	\$218,787	\$267,270	\$221,217	\$203,536	\$81,923	\$95,813	\$134,778	\$110,827	\$238,494	\$2,643,650	\$577
Completed Visits	4,322	6,377	7,183	7,001	5,651	6,320	5,517	2,660	2,460	2,841	2,283	4,752	57,367	
SLA	3,318	4,123	4,293	6,723	6,960	6,008	5,805	3,700	3,000	3,000	3,000	3,000	52,930	
% Effective	34.06%	42.73%	41.86%	32.31%	34.15%	32.99%	30.32%	7.18%	11.14%	8.41%	7.58%	13.87%	29.09%	
% SLA	130.26%	154.67%	167.32%	104.14%	81.19%	105.19%	95.04%	71.89%	82.00%	94.70%	76.10%	158.40%	108.38%	
Actuals FY'14	2,065	4,640	4,245	4,391	4,126	4,456	5,122	749	481	883	724	1,199		
% Effective FY'14	36.27%	46.83%	45.58%	39.33%	38.27%	35.97%	29.70%	29.37%	29.94%	34.31%	29.83%	36.86%		
% FY'15 Difference	109.30%	37.44%	69.21%	59.44%	36.96%	41.83%	7.71%	255.14%	411.43%	221.74%	215.33%	296.33%		

RI Electric

Terminations	505	1,610	2,118	2,611	2,967	3,539	3,327	8	30	27	14	56	16,812	
# Payments	297	523	696	736	1,020	1,148	1,230	8	53	89	29	70	5,899	
\$ Collected	\$278,066	\$441,508	\$507,294	\$428,532	\$591,931	\$629,928	\$695,502	\$9,679	\$60,819	\$67,843	\$52,370	\$114,588	\$3,878,060	\$657
Completed Visits	1,626	3,260	4,415	5,394	6,251	6,876	7,101	349	570	753	509	539	37,643	
SLA	2,972	3,559	4,931	6,442	7,000	7,776	7,776	322	109	196	195	132	40,634	
% Effective	49.32%	65.43%	63.74%	62.05%	63.78%	68.16%	64.17%	4.58%	14.56%	15.41%	8.45%	23.38%	60.33%	
% SLA	54.71%	91.60%	89.54%	83.73%	89.30%	98.23%	91.32%	108.39%	522.94%	384.18%	261.03%	408.33%	92.64%	
Actuals FY'14	869	1,463	2,072	3,749	3,933	3,663	4,214	214	158	360	198	324		
% Effective FY'14	67.43%	88.72%	80.84%	65.56%	74.93%	71.25%	66.87%	67.29%	62.66%	62.78%	55.05%	54.94%		
% FY'15 Difference	87.11%	122.83%	113.08%	43.88%	58.94%	87.71%	68.51%	63.08%	260.76%	109.17%	157.07%	66.36%		

Summary FCA - FY16

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
RI Gas														
Terminations	940	1,951	1,963	1,329	1,125	1,203	1,050	30	78	131	210	427	10,437	
# Payments	280	536	561	509	319	340	399	42	68	139	101	218	3,512	
\$ Collected	\$240,840	\$404,020	\$304,232	\$292,177	\$178,254	\$168,757	\$180,112	\$41,986	\$47,134	\$92,565	\$77,128	\$166,911	\$2,194,116	\$625
Completed Visits	3,888	5,018	6,111	4,592	3,758	4,921	4,611	2,145	2,896	3,389	3,217	4,766	49,312	
FCA	3,601	5,401	5,401	5,401	5,401	5,401	5,401	3,700	3,000	3,000	3,000	3,000	51,705	
% Effective	31.38%	49.56%	41.30%	40.03%	38.42%	31.36%	31.42%	3.36%	5.04%	7.97%	9.67%	13.53%	28.29%	
% FCA	107.98%	92.91%	113.15%	85.02%	69.58%	91.12%	85.38%	57.97%	96.53%	112.97%	107.23%	158.87%	95.37%	
\$ Collected Post Termi	\$246,768	\$429,480	\$366,232	\$191,858	\$167,798	\$208,451	\$202,167	\$3,678	\$12,274	\$30,125	\$46,797	\$109,619	\$2,015,247	
Actuals FY'15	4,322	6,377	7,183	7,001	5,651	6,320	5,517	2,660	2,460	2,841	2,283	4,752		
% Effective FY'15	34.06%	42.73%	41.86%	32.31%	34.15%	32.99%	30.32%	7.18%	11.14%	8.41%	7.58%	13.87%		
% FY'16 Difference	-10.04%	-21.31%	-14.92%	-34.41%	-33.50%	-22.14%	-16.42%	-19.36%	17.72%	19.29%	40.91%	0.29%		

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
RI Electric														
Terminations	549	3,150	3,738	2,509	2,022	2,978	2,462	131	187	225	370	465	18,786	
# Payments	433	878	1,287	1,145	826	1,080	1,063	343	392	363	382	442	8,634	
\$ Collected	\$472,613	\$747,934	\$964,993	\$840,525	\$552,781	\$667,124	\$670,874	\$344,733	\$365,829	\$377,149	\$485,741	\$548,082	\$7,038,378	\$815
Completed Visits	2,148	6,120	7,287	5,986	4,493	6,118	5,359	2,704	3,099	3,558	2,606	3,850	53,328	
FCA	3,538	5,307	5,307	5,307	5,307	5,307	5,307	622	284	546	545	482	37,858	
% Effective	45.72%	65.82%	68.96%	61.04%	63.39%	66.33%	65.78%	17.53%	18.68%	16.53%	28.86%	23.56%	51.42%	
% FCA	60.71%	115.32%	137.31%	112.80%	84.66%	115.29%	100.98%	434.73%	1091.20%	651.65%	478.17%	798.76%	140.86%	
\$ Collected Post Termi	\$263,450	\$1,137,080	\$1,202,960	\$747,161	\$674,475	\$946,506	\$785,683	\$33,775	\$66,999	\$69,623	\$225,688	\$197,589	\$6,350,989	
Actuals FY'15	1,626	3,260	4,415	5,394	6,251	6,876	7,101	349	570	753	509	539		
% Effective FY'15	49.32%	65.43%	63.74%	62.05%	63.78%	68.16%	64.17%	4.58%	14.56%	15.41%	8.45%	23.38%		
% FY'16 Difference	32.10%	87.73%	65.05%	10.98%	-28.12%	-11.02%	-24.53%	674.79%	443.68%	372.51%	411.98%	614.29%		

Summary FCA - FY17

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
RI Gas														
Terminations	531	1,560	1,798	1,369	1,506	758	765	33	33	161	151	297	8,962	
# Payments	239	554	713	576	540	328	332	78	116	159	133	249	4,017	
\$ Collected	\$175,629	\$335,510	\$369,136	\$309,300	\$252,232	\$179,584	\$126,902	\$53,572	\$69,779	\$86,200	\$85,189	\$155,949	\$2,198,981	\$547
Completed Visits	2,870	4,472	5,625	4,627	5,107	3,376	3,312	1,309	1,738	3,036	2,784	4,239	42,495	
FCA	3,019	4,313	4,529	4,529	4,529	3,964	3,483	1,542	1,682	3,000	3,000	3,000	40,590	
% Effective	26.83%	47.27%	44.64%	42.04%	40.06%	32.17%	33.12%	8.48%	8.57%	10.54%	10.20%	12.88%	30.54%	
% FCA	95.06%	103.69%	124.20%	102.16%	112.76%	85.17%	95.09%	84.89%	103.33%	101.20%	92.80%	141.30%	104.69%	
\$ Collected Post Termi	\$125,414	\$327,127	\$330,839	\$246,019	\$253,567	\$129,690	\$155,783	\$1,351	\$3,451	\$37,414	\$53,688	\$181,636	\$1,845,978	
Actuals FY'16	3,888	5,018	6,111	4,592	3,758	4,921	4,611	2,145	2,896	3,389	3,217	4,766		
% Effective FY'16	31.38%	49.56%	41.30%	40.03%	38.42%	31.36%	31.42%	3.36%	5.04%	7.97%	9.67%	13.53%		
% FY'17 Difference	-26.18%	-10.88%	-7.95%	0.76%	35.90%	-31.40%	-28.17%	-38.97%	-39.99%	-10.42%	-13.46%	-11.06%		

RI Electric

Terminations	1,103	3,276	3,502	2,216	2,814	2,572	2,907	98	123	377	177	238	19,403	
# Payments	713	1,396	1,658	1,298	1,512	1,316	1,781	319	415	404	239	265	11,316	
\$ Collected	\$661,034	\$960,553	\$991,965	\$734,908	\$876,958	\$723,387	\$936,489	\$248,937	\$341,697	\$433,925	\$220,239	\$250,865	\$7,380,956	\$652
Completed Visits	3,453	6,232	6,639	5,106	6,284	5,748	6,463	1,763	2,411	3,310	2,282	2,150	51,841	
FCA	3,595	5,135	5,392	5,392	5,392	5,392	5,392	1,095	1,490	1,655	1,670	2,600	44,202	
% Effective	52.59%	74.97%	77.72%	68.82%	68.84%	72.74%	72.54%	23.65%	22.31%	23.60%	18.23%	23.40%	59.26%	
% FCA	96.05%	121.36%	123.12%	94.69%	116.53%	99.12%	119.85%	161.00%	161.81%	200.00%	136.65%	82.69%	117.28%	
\$ Collected Post Termi	\$429,104	\$1,144,664	\$1,184,402	\$742,083	\$1,022,361	\$943,804	\$960,098	\$39,778	\$55,675	\$213,622	\$93,147	\$118,505	\$6,947,243	
Actuals FY'16	2,148	6,120	7,287	5,986	4,493	6,118	5,359	2,704	3,099	3,558	2,606	3,850		
% Effective FY'16	45.72%	65.82%	68.96%	61.04%	63.39%	66.33%	65.78%	17.53%	18.68%	16.53%	28.86%	23.56%		
% FY'17 Difference	60.75%	1.83%	-8.89%	-14.70%	39.86%	-12.63%	20.60%	-34.80%	-22.20%	-6.97%	-12.43%	-44.16%		

Summary FCA - FY18

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD
RI Gas													
Terminations	421	1,719	1,720	1,109	904	1,003	957	24	19				7,876

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	\$ Collected Per Payment
# Payments	284	545	686	453	400	348	398	82	95				3,291	
\$ Collected	\$206,781	\$304,439	\$382,252	\$187,190	\$171,470	\$165,055	\$170,853	\$48,666	\$54,833				\$1,691,539	\$514
Completed Visits	2,367	4,375	5,034	4,307	3,494	3,646	3,823	1,521	2,111				30,678	
FCA	2,744	4,122	4,122	4,122	4,122	4,122	3,678	2,040	2,094				31,166	
% Effective	29.78%	51.75%	47.79%	36.27%	37.32%	37.05%	35.44%	6.97%	5.40%				36.40%	
% FCA	86.26%	106.14%	122.13%	104.49%	84.76%	88.45%	103.94%	74.56%	100.81%				98.43%	
\$ Collected Post Termi	\$80,055	\$339,149	\$294,594	\$162,349	\$153,090	\$163,217	\$169,311	\$5,257	\$304				\$1,367,326	
Actuals FY'17	2,870	4,472	5,625	4,627	5,107	3,376	3,312	1,309	1,738					
% Effective FY'17	26.83%	47.27%	44.64%	42.04%	40.06%	32.17%	33.12%	8.48%	8.57%					
% FY'18 Difference	-17.53%	-2.17%	-10.51%	-6.92%	-31.58%	8.00%	15.43%	16.20%	21.46%					

RI Electric

Terminations	630	2,748	3,852	2,170	2,622	2,012	2,594	36	16				16,680	
# Payments	544	859	1,199	1,039	1,225	1,007	1,352	216	188				7,629	
\$ Collected	\$498,535	\$608,614	\$759,056	\$606,746	\$624,096	\$501,081	\$667,423	\$173,566	\$161,758				\$4,600,875	\$603
Completed Visits	2,025	5,101	6,674	4,720	5,601	4,402	5,521	1,293	1,845				37,182	
FCA	3,506	5,251	5,251	5,251	5,251	5,251	4,686	1,095	1,490				37,032	
% Effective	57.98%	70.71%	75.68%	67.99%	68.68%	68.58%	71.47%	19.49%	11.06%				65.38%	
% FCA	57.76%	97.14%	127.10%	89.89%	106.67%	83.83%	117.82%	118.08%	123.83%				100.41%	
\$ Collected Post Termi	\$230,592	\$921,017	\$1,227,903	\$720,591	\$844,197	\$671,008	\$795,709	\$8,868	\$3,558				\$5,423,443	
Actuals FY'17	3,453	6,232	6,639	5,106	6,284	5,748	6,463	1,763	2,411					
% Effective FY'17	52.59%	74.97%	77.72%	68.82%	68.84%	67.64%	72.54%	23.65%	22.31%					
% FY'18 Difference	-41.36%	-18.15%	0.53%	-7.56%	-10.87%	-23.42%	-14.58%	-26.66%	-23.48%					

M2C - Revenue Efficiency Metric

FY15 Actual

	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections
April	\$ 214,024,330	\$ 124,697,056	\$ 338,721,386	\$ 662,509	\$ 199,086,596	\$ 138,972,281
May	\$ 199,086,596	\$ 102,717,737	\$ 301,804,332	\$ 729,918	\$ 179,120,295	\$ 121,954,120
June	\$ 179,120,295	\$ 88,503,460	\$ 267,623,755	\$ 1,445,326	\$ 173,284,941	\$ 92,893,488
July	\$ 173,284,941	\$ 98,874,794	\$ 272,159,735	\$ 2,855,454	\$ 173,572,682	\$ 95,731,600
August	\$ 173,572,682	\$ 105,259,735	\$ 278,832,416	\$ 3,349,450	\$ 173,588,289	\$ 101,894,677
September	\$ 173,588,289	\$ 99,731,741	\$ 273,320,030	\$ 4,821,142	\$ 156,879,851	\$ 111,619,038
October	\$ 156,879,851	\$ 90,850,051	\$ 247,729,901	\$ 2,959,684	\$ 142,307,546	\$ 102,462,672
November	\$ 142,307,546	\$ 93,812,426	\$ 236,119,972	\$ 1,748,653	\$ 145,048,426	\$ 89,322,893
December	\$ 145,048,426	\$ 128,884,848	\$ 273,933,274	\$ 2,169,541	\$ 170,073,441	\$ 101,690,291
January	\$ 170,073,441	\$ 156,302,327	\$ 326,375,768	\$ 2,430,297	\$ 208,660,791	\$ 115,284,681
February	\$ 208,660,791	\$ 182,279,632	\$ 390,940,423	\$ 725,909	\$ 251,186,445	\$ 139,028,068
March	\$ 251,186,445	\$ 160,080,514	\$ 411,266,959	\$ 441,435	\$ 247,357,001	\$ 163,468,523

FY16 Budget

	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections
April	\$ 247,357,001	\$ 107,700,391	\$ 355,057,392	\$ 718,100	\$ 185,310,391	\$ 169,028,900
May	\$ 185,310,391	\$ 88,752,017	\$ 274,062,408	\$ 784,944	\$ 166,089,303	\$ 107,188,161
June	\$ 166,089,303	\$ 101,333,734	\$ 267,423,037	\$ 1,550,630	\$ 181,748,962	\$ 84,123,445
July	\$ 181,748,962	\$ 114,722,590	\$ 296,471,552	\$ 3,008,649	\$ 181,611,377	\$ 111,851,527
August	\$ 181,611,377	\$ 101,634,675	\$ 283,246,052	\$ 3,454,546	\$ 166,213,997	\$ 113,577,510
September	\$ 166,213,997	\$ 95,506,087	\$ 261,720,083	\$ 4,839,174	\$ 157,039,842	\$ 99,841,067
October	\$ 157,039,842	\$ 93,198,001	\$ 250,237,844	\$ 2,873,297	\$ 149,957,346	\$ 97,407,201
November	\$ 149,957,346	\$ 109,527,887	\$ 259,485,233	\$ 1,678,012	\$ 160,656,393	\$ 97,150,828
December	\$ 160,656,393	\$ 171,515,042	\$ 332,171,435	\$ 2,172,266	\$ 208,058,879	\$ 121,940,290
January	\$ 208,058,879	\$ 181,733,332	\$ 389,792,211	\$ 1,975,260	\$ 245,616,207	\$ 142,200,744
February	\$ 245,616,207	\$ 164,702,653	\$ 410,318,860	\$ 1,364,389	\$ 248,853,568	\$ 160,100,903
March	\$ 248,853,568	\$ 141,506,787	\$ 390,360,355	\$ 2,440,236	\$ 224,329,515	\$ 163,590,604

FY16 Actual

	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections
April	\$ 247,357,001	\$ 127,304,906	\$ 374,661,907	\$ 387,256	\$ 204,416,197	\$ 169,858,454
May	\$ 204,416,197	\$ 91,774,017	\$ 296,190,215	\$ 1,576,889	\$ 168,355,971	\$ 126,257,355
June	\$ 168,355,971	\$ 89,632,422	\$ 257,988,393	\$ 1,236,118	\$ 161,741,350	\$ 95,010,925
July	\$ 161,741,350	\$ 99,558,358	\$ 261,299,708	\$ 1,694,384	\$ 167,682,778	\$ 91,922,546
August	\$ 167,682,778	\$ 112,132,188	\$ 279,814,966	\$ 4,041,016	\$ 162,821,423	\$ 112,952,527
September	\$ 162,821,423	\$ 111,199,551	\$ 274,020,974	\$ 3,488,987	\$ 167,182,960	\$ 103,349,027
October	\$ 167,182,960	\$ 89,603,593	\$ 256,786,553	\$ 1,617,516	\$ 142,978,113	\$ 112,190,925
November	\$ 142,978,113	\$ 89,882,057	\$ 232,860,170	\$ 1,796,439	\$ 140,690,313	\$ 90,373,417
December	\$ 140,690,313	\$ 119,572,556	\$ 260,262,870	\$ 554,871	\$ 161,443,861	\$ 98,264,138
January	\$ 161,443,861	\$ 129,156,730	\$ 290,600,592	\$ 1,128,982	\$ 175,294,994	\$ 114,176,616
February	\$ 175,294,994	\$ 132,201,273	\$ 307,496,267	\$ 996,912	\$ 182,245,593	\$ 124,253,762
March	\$ 182,245,593	\$ 124,646,476	\$ 306,892,069	\$ 588,395	\$ 164,135,064	\$ 142,168,611

M2C - Revenue Efficiency Metric

FY17 Budget

	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections	12 Month Rolling Average AR To Collect	12 Month Rolling Average YTD Collections	12 Month Rolling Average
April	\$ 164,135,064	\$ 99,891,592	\$ 264,026,656	\$ 387,256	\$ 182,262,252	\$ 81,377,149	\$ 3,288,239,432	\$ 1,380,349,428	42.0%
May	\$ 182,262,252	\$ 79,705,721	\$ 261,967,973	\$ 1,576,889	\$ 156,576,030	\$ 103,815,055	\$ 3,254,017,191	\$ 1,376,976,322	42.3%
June	\$ 156,576,030	\$ 87,678,196	\$ 244,254,226	\$ 1,236,118	\$ 162,075,131	\$ 80,942,977	\$ 3,240,283,024	\$ 1,373,795,854	42.4%
July	\$ 162,075,131	\$ 96,900,096	\$ 258,975,227	\$ 1,711,346	\$ 166,329,995	\$ 90,933,886	\$ 3,237,958,544	\$ 1,352,878,214	41.8%
August	\$ 166,329,995	\$ 94,748,074	\$ 261,078,069	\$ 4,041,016	\$ 154,885,502	\$ 102,151,551	\$ 3,219,221,646	\$ 1,341,452,255	41.7%
September	\$ 154,885,502	\$ 92,047,106	\$ 246,932,608	\$ 3,488,987	\$ 147,858,510	\$ 95,585,111	\$ 3,192,133,280	\$ 1,337,196,300	41.9%
October	\$ 147,858,510	\$ 91,837,646	\$ 239,696,156	\$ 1,617,516	\$ 140,293,093	\$ 97,785,547	\$ 3,175,042,883	\$ 1,337,574,646	42.1%
November	\$ 140,293,093	\$ 107,232,604	\$ 247,525,697	\$ 2,108,373	\$ 152,120,105	\$ 93,297,220	\$ 3,189,708,411	\$ 1,430,871,865	44.9%
December	\$ 152,120,105	\$ 151,554,675	\$ 303,674,780	\$ 1,946,814	\$ 189,301,608	\$ 112,426,358	\$ 3,233,120,321	\$ 1,324,207,104	41.0%
January	\$ 189,301,608	\$ 151,141,060	\$ 340,442,668	\$ 1,997,286	\$ 211,188,184	\$ 127,257,198	\$ 3,282,962,397	\$ 1,309,263,558	39.9%
February	\$ 211,188,184	\$ 141,086,653	\$ 352,274,837	\$ 1,055,286	\$ 219,464,230	\$ 131,755,321	\$ 3,327,740,967	\$ 1,280,917,976	38.5%
March	\$ 219,464,230	\$ 128,233,338	\$ 347,697,568	\$ 905,914	\$ 210,993,011	\$ 135,798,643	\$ 3,368,546,466	\$ 1,253,126,015	37.2%

FY17 Actual

	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections	12 Month Rolling Average AR To Collect	12 Month Rolling Average YTD Collections	12 Month Rolling Average
April	\$ 164,135,064	\$ 102,931,500	\$ 267,066,565	\$ 898,477	\$ 154,970,451	\$ 111,197,637	\$ 3,291,279,341	\$ 1,322,117,486	40.2%
May	\$ 154,970,451	\$ 86,834,169	\$ 241,804,620	\$ 1,096,439	\$ 137,680,212	\$ 103,027,969	\$ 3,236,893,746	\$ 1,298,888,099	40.1%
June	\$ 137,680,212	\$ 91,215,815	\$ 228,896,027	\$ 1,309,723	\$ 138,079,861	\$ 89,506,442	\$ 3,207,801,380	\$ 1,293,383,616	40.3%
July	\$ 138,079,861	\$ 100,359,405	\$ 238,439,266	\$ 1,063,837	\$ 144,478,016	\$ 92,897,413	\$ 3,184,940,939	\$ 1,294,358,483	40.6%
August	\$ 144,478,016	\$ 112,859,407	\$ 257,337,424	\$ 2,593,872	\$ 158,936,651	\$ 95,806,900	\$ 3,162,463,396	\$ 1,277,212,857	40.4%
September	\$ 158,936,651	\$ 105,031,351	\$ 263,968,002	\$ 2,642,384	\$ 143,436,531	\$ 117,889,087	\$ 3,152,410,424	\$ 1,291,752,917	41.0%
October	\$ 143,436,531	\$ 85,708,209	\$ 229,144,740	\$ 1,406,706	\$ 129,635,980	\$ 98,102,055	\$ 3,124,768,612	\$ 1,277,664,047	40.9%
November	\$ 129,635,980	\$ 89,984,858	\$ 219,620,838	\$ 1,085,550	\$ 130,495,113	\$ 88,040,175	\$ 3,111,529,280	\$ 1,365,704,222	43.9%
December	\$ 130,495,113	\$ 111,024,387	\$ 241,519,501	\$ 1,345,375	\$ 155,357,077	\$ 84,817,048	\$ 3,092,785,911	\$ 1,261,883,715	40.8%
January	\$ 155,357,077	\$ 136,640,487	\$ 291,997,564	\$ 611,302	\$ 174,472,909	\$ 116,913,353	\$ 3,094,182,883	\$ 1,264,620,452	40.9%
February	\$ 174,472,909	\$ 134,338,554	\$ 308,811,463	\$ 250,589	\$ 180,326,356	\$ 128,234,518	\$ 3,095,498,079	\$ 1,268,601,208	41.0%
March	\$ 180,326,356	\$ 125,723,392	\$ 306,049,748	\$ 876,176	\$ 184,097,550	\$ 121,076,021	\$ 3,094,655,757	\$ 1,247,508,619	40.3%

M2C - Revenue Efficiency Metric

FY18 Budget (1 & 11 Forecast)

*Uses FY17 Actual & FY18 Budget, for most recent information (FY17 Budget done in Nov-15)

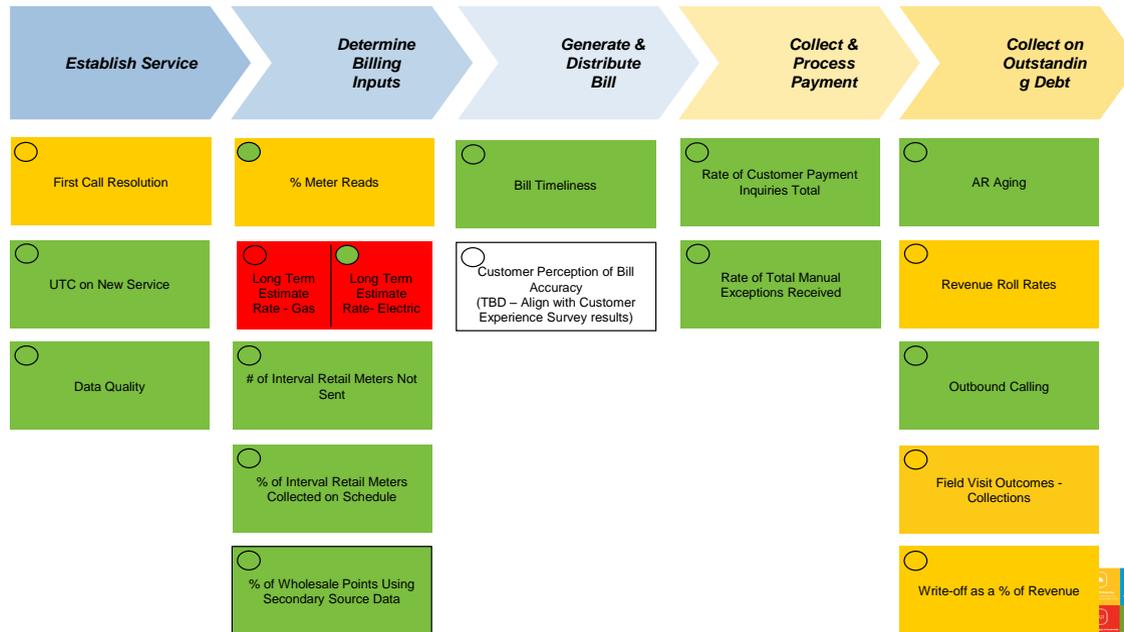
	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections	12 Month Rolling Average AR To Collect	12 Month Rolling Average YTD Collections	12 Month Rolling Average	Threshold	Stretch
April	\$ 184,097,550	\$ 114,475,586	\$ 298,573,136	\$ 737,556	\$ 163,660,859	\$ 134,174,722	\$ 3,126,162,329	\$ 1,270,485,704	40.64%	34.54%	41.66%
May	\$ 179,350,506	\$ 100,528,916	\$ 279,879,422	\$ 963,879	\$ 159,630,337	\$ 119,285,206	\$ 3,164,237,131	\$ 1,286,742,941	40.67%	34.57%	41.68%
June	\$ 159,630,337	\$ 98,591,830	\$ 258,222,168	\$ 1,644,977	\$ 157,183,013	\$ 99,394,178	\$ 3,193,563,272	\$ 1,296,630,677	40.60%	34.51%	41.62%
July	\$ 157,183,013	\$ 105,444,456	\$ 262,627,469	\$ 1,622,381	\$ 162,869,784	\$ 98,135,304	\$ 3,217,751,475	\$ 1,301,868,568	40.46%	34.39%	41.47%
August	\$ 162,869,784	\$ 116,253,480	\$ 279,123,264	\$ 3,234,195	\$ 165,599,425	\$ 110,289,644	\$ 3,239,537,315	\$ 1,316,351,312	40.63%	34.54%	41.65%
September	\$ 165,599,425	\$ 109,580,078	\$ 275,179,503	\$ 3,057,087	\$ 158,715,366	\$ 113,407,050	\$ 3,250,748,816	\$ 1,311,869,274	40.36%	34.30%	41.36%
October	\$ 158,715,366	\$ 97,606,512	\$ 256,321,878	\$ 1,938,695	\$ 143,846,954	\$ 110,536,229	\$ 3,277,925,954	\$ 1,324,303,448	40.40%	34.34%	41.41%
November	\$ 143,846,954	\$ 104,459,929	\$ 248,306,883	\$ 1,240,839	\$ 147,664,630	\$ 99,401,414	\$ 3,306,611,999	\$ 1,335,664,687	40.39%	34.33%	41.40%
December	\$ 147,664,630	\$ 128,833,060	\$ 276,497,690	\$ 1,124,324	\$ 170,112,836	\$ 105,260,529	\$ 3,341,590,188	\$ 1,356,108,168	40.58%	34.50%	41.60%
January	\$ 170,112,836	\$ 140,797,796	\$ 310,910,632	\$ 1,871,909	\$ 189,320,428	\$ 119,718,295	\$ 3,360,503,256	\$ 1,358,913,111	40.44%	34.37%	41.45%
February	\$ 189,320,428	\$ 141,701,159	\$ 331,021,587	\$ 986,527	\$ 200,074,470	\$ 129,960,591	\$ 3,382,713,380	\$ 1,360,639,183	40.22%	34.19%	41.23%
March	\$ 200,074,470	\$ 132,907,013	\$ 332,981,482	\$ 696,616	\$ 185,426,767	\$ 146,858,100	\$ 3,409,645,115	\$ 1,386,421,261	40.66%	34.56%	41.68%

FY18 Actual

	Opening Customer AR	Billed Sales	Total AR to Collect	Write-Offs	Closing Customer AR	Total Collections	12 Month Rolling Average AR To Collect	12 Month Rolling Average YTD Collections	12 Month Rolling Average	Threshold	Stretch
April	\$ 184,097,550	\$ 114,475,586	\$ 298,573,136	\$ 737,556	\$ 163,660,859	\$ 134,174,722	\$ 3,126,162,329	\$ 1,270,485,704	40.64%	34.54%	41.66%
May	\$ 163,660,859	\$ 84,250,699	\$ 247,911,557	\$ 848,854	\$ 146,456,437	\$ 100,606,267	\$ 3,132,269,267	\$ 1,268,064,003	40.48%	34.41%	41.50%
June	\$ 146,456,437	\$ 89,040,844	\$ 235,497,280	\$ 1,787,800	\$ 136,290,753	\$ 97,418,727	\$ 3,138,870,520	\$ 1,275,976,288	40.65%	34.55%	41.67%
July	\$ 136,290,753	\$ 102,515,547	\$ 238,806,300	\$ 1,423,930	\$ 145,663,840	\$ 91,718,530	\$ 3,139,237,554	\$ 1,274,797,405	40.61%	34.52%	41.62%
August	\$ 145,663,840	\$ 104,592,402	\$ 250,256,242	\$ 3,216,385	\$ 140,859,468	\$ 106,180,389	\$ 3,132,156,372	\$ 1,285,170,894	41.03%	34.88%	42.06%
September	\$ 140,859,468	\$ 95,213,120	\$ 236,072,587	\$ 3,085,260	\$ 135,915,208	\$ 97,072,119	\$ 3,104,260,957	\$ 1,264,353,925	40.73%	34.62%	41.75%
October	\$ 135,915,208	\$ 88,649,764	\$ 224,564,972	\$ 1,872,152	\$ 126,623,133	\$ 96,069,687	\$ 3,099,681,188	\$ 1,262,321,557	40.72%	34.62%	41.74%
November	\$ 126,623,133	\$ 103,483,599	\$ 230,106,732	\$ 974,421	\$ 136,908,164	\$ 92,224,146	\$ 3,110,167,082	\$ 1,266,505,528	40.72%	34.61%	41.74%
December	\$ 136,908,164	\$ 125,566,836	\$ 262,475,000	\$ 1,128,079	\$ 168,769,373	\$ 92,577,547	\$ 3,131,122,580	\$ 1,274,266,027	40.70%	34.59%	41.71%
January	\$ 168,769,373	\$ -	\$ 168,769,373	\$ -	\$ -	\$ 168,769,373	\$ 3,007,894,390	\$ 1,326,122,048	44.09%	37.47%	45.19%
February	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,699,082,927	\$ 1,197,887,529	44.38%	37.72%	45.49%
March	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,393,033,179	\$ 1,076,811,508	45.00%	38.25%	46.12%

Meter-to-Cash Scorecard

Level 2 Metrics – March 2015



Key: ○ ○ ○ Indicates prior month's performance



Rolling 12 Month Customer Billings March 2015



National Grid Total



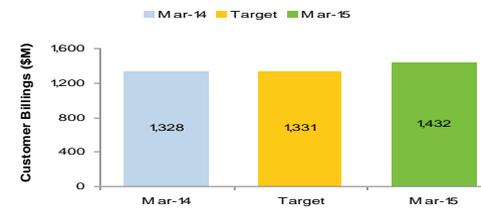
Massachusetts



New York



Rhode Island



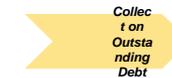
Insights

- Rolling 12 month customer billings have increased \$502M over last year despite the bitterly cold winter of 2013/14
- Customer billings in Massachusetts have exceeded budget \$766M over the last 12 months

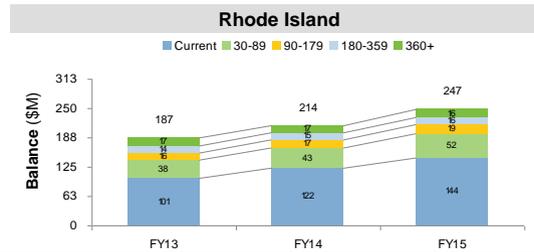
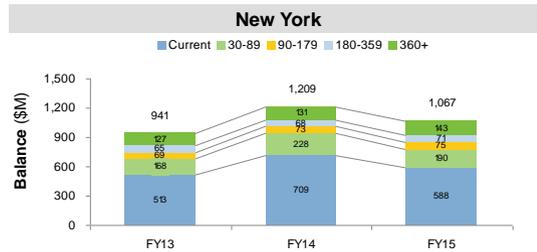
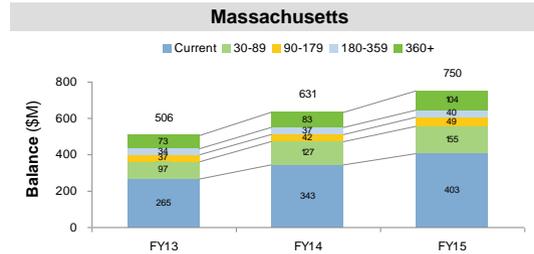
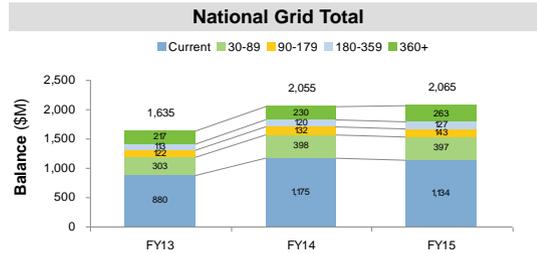
Initiatives

- Programs have been funded and implemented in FY15 to collect the increased Accounts Receivable resulting from increased billings

1



Accounts Receivable Aging March 2015

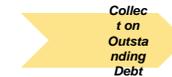


Insights

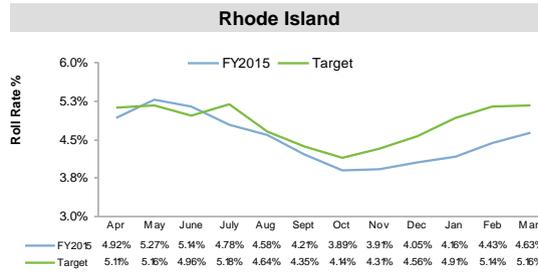
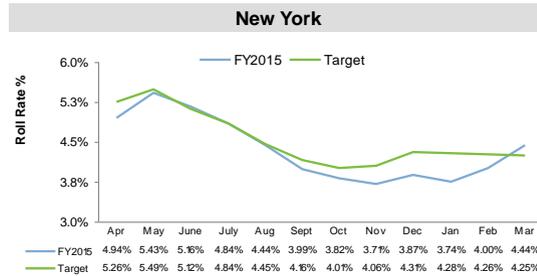
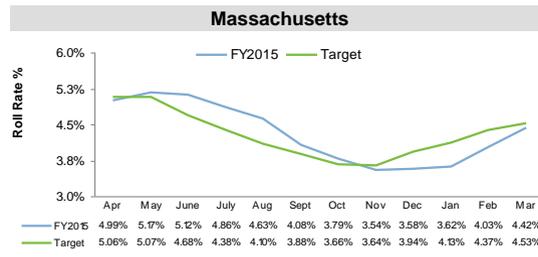
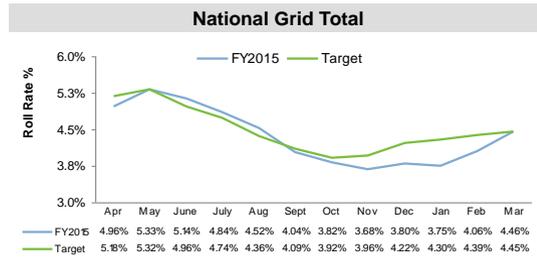
- FY15 started off with AR at record levels and over \$350M higher than the same period a year prior due to increased customers billings from the winter of 13/14 – these billings have now aged to the 360+ day bucket. However, receivable balances continue to be impacted by FY15 revenue growth. Investments in expanded collection programs coupled with improvements to existing programs have lessened this impact
- The inability to terminate an increased protected population continues to have upward pressure on 360+ arrears, especially in Massachusetts where 360+ arrears have exceeded the \$100M mark

Initiatives

- Over \$5M additional spend has been approved for new and expanded collection programs resulting in year to date mitigated bad debt expense of \$23.4M
- The number of collection field jobs worked by GMS was increased by over 100K resulting in over \$15M collected in the field and after service termination
- Expanded outbound calling programs have resulted in over \$28M additional customer payments
- The residential account management program targets late stage arrears balances and has collected \$2.2M year to date



Revenue Roll Rates 60-359 Days



Insights

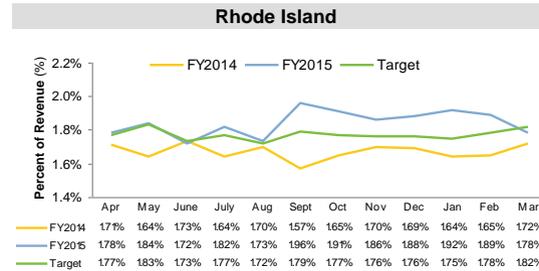
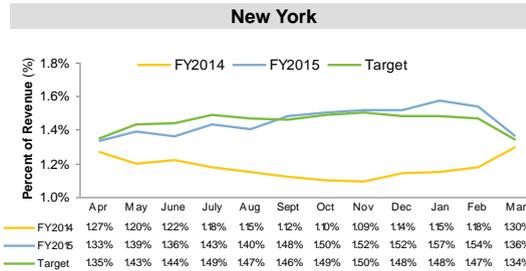
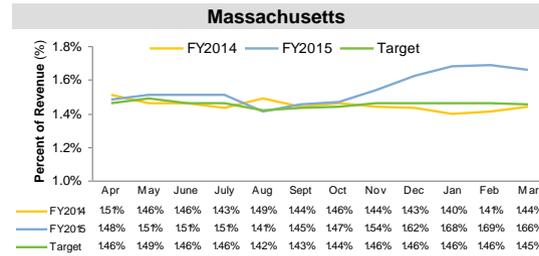
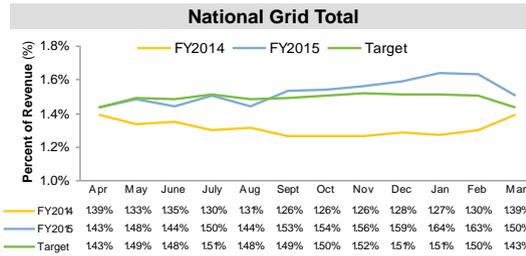
- 60-359 day revenue roll rates measure the percentage of revenue billed 60 through 359 days prior that is still outstanding
- Overall, roll rates ended the year at 4.46%, only slightly unfavorable to Target of 4.45% despite 4% (\$447M) higher revenue

Initiatives

- Over \$5M additional spend has been approved for new and expanded collection programs resulting in year to date mitigated bad debt expense of \$23.4M
- The number of collection field jobs worked by CMS was increased by over 100K resulting in over \$15M collected in the field and after service termination
- Expanded outbound calling programs have resulted in over \$28M additional payments

3 *Note: 60-359 Day Revenue Roll Rate is defined as the percentage of revenue billed 2 through 11 months prior that is outstanding in the current month. To calculate the roll rate, the balance of the 60-359 day receivables aging bucket is divided by the corresponding source revenue – billed 2 through 11 months ago. A lower revenue roll rate means that more balances are being paid and fewer are “rolling”.*

Write-off as a % of Revenue
March 2015

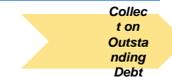


Insights

- After several years of falling write-off rates, the rates are now much higher in FY15 – expanded field activity has resulted in additional service terminations, many of which result in write off. While this may sound bad, there is a long term reduction in bad debt expense by terminating these customers sooner and with a lower receivables balance (stop the bleed effect)

Initiatives

- Expanded collection programs will result in a short term increase in write-offs as late stage, highly reserved, receivables are terminated for non-payment
- Other expanded collection programs have been successful at collecting cash and will have a long term positive impact on write-offs
- After the KEDLI conversion to CSS in December, over \$3M of old final billed balances were able to be written-off – they could not be written-off in the CAS system due to various reasons



Metric Definitions



Metric	Definition / Methodology
First Call Resolution	A measurement based on a monthly survey which is given to a sample of customers who call into the Contact Centers. This metric represents the % of customers that state they did not have to call more than once on the same issue. Target derived from external benchmark data from the 2011 AGA Survey based on first quartile performance.
UTC on New Service (Unable To Complete)	% of 'turn-on', sets and installs related job codes that were not completed after a field visit. Metric Target is set at a 10% reduction from FY 12 performance.
Data Quality*	AI SAM - Account Initiation Service Application Management. A measurement within CSS of the rate new customers are required to provide Positive ID / Proof of Residency in order to get service in their name (due to lack of a valid Social Security Number). Target is based on historical data and set initially as a value that a majority of companies achieve each month that does not appear excessive.
% Meter Reads	% successful meter reads by region (manual and electronic) for electric and gas. Metric Targets were set to equal the average over the last 2.5 years for each Jurisdiction. Many of these Jurisdictions also have Regulatory Mandates for the combined manual and AMR read %, however the established targets in each Jurisdiction are not equal to those mandates at this time.
Longterm Estimate Rate	% of accounts estimated (estimated reads more than 1-2 months) for electric and gas. Metric Target is set to equal the 13 Month rolling average (March 11- March 12).
# of Interval Retail Meters Not Sent	The number of CSS individual billing meters in upstate and accounts in NE (accounts may contain multiple meters) with missing data at the end of the month. Target derived from results since January 2009 to present and the American National Standard for operating a Quality Management System known as the ISO 9001:2008 Registration.
% of Interval Retail Meters Collected on Schedule	Percentage of billing accounts (CSS) with successful data collection and downstream transfer on scheduled day – reported Percentage of CSS individual billing meters in upstate and accounts in NE (accounts may contain multiple meters) with successful data collection and downstream transfer on scheduled day – reported as monthly weighted average. Target derived from results since January 2009 to present and the American National Standard for operating a Quality Management System known as the ISO 9001:2008 Registration.

Metric	Definition / Methodology
% of Wholesale Points Using Secondary Source Data*	The ratio of wholesale meters submitted to ISO utilizing secondary source data (estimates, for ex.) to total wholesale meters (part of daily file). Target derived from results since January 2009.
Bill Timeliness	% of bills delivered in normal window (5 days) Targets developed based on historical data from 2010 and continuous improvement incentives.
Rate of Customer Payment Inquiries Total*	A measurement of all inquiries / investigations received to Payment Processing that require review and adjustment to customer accounts as a rate of total volume.
Rate of Total Manual Exceptions Received*	A measurement which reflects all electronic and lockbox/un postable exceptions, and considers all lockbox and electronic payments as a rate of total volume.
60 Day AR	A measurement of Accounts Receivable past 60 days. Targets established in March 2012 using revenue forecasts and historic AR and revenue roll rates (since AR is seasonal, the targets move up and down monthly). The result is included in the 0+12 write-off and bad debt forecast.
Revenue Roll Rates	% of revenue to roll to 30, 60 and 90 day AR. It is a measurement of how much revenue is still outstanding. Targets established in March 2012 using revenue forecasts and historic AR and revenue roll rates (since AR is seasonal, the targets move up and down monthly). The result is included in the 0+12 write-off and bad debt forecast.
Field Visit Outcomes - Collections	A measurement of total field collection visits by outcome (total issued, terminations, payments, CG'd, no action taken, etc.).
Write-off as a % of Revenue	A measurement of the 12 month rolling net write-off as % of revenue (lagged 6 months). Targets established in March 2012 using revenue forecasts and historic AR and revenue roll rates (since AR is seasonal, the targets move up and down monthly). The result is included in the 0+12 write-off and bad debt forecast.

Note: Supporting information provided on slide 25.

Supporting Information

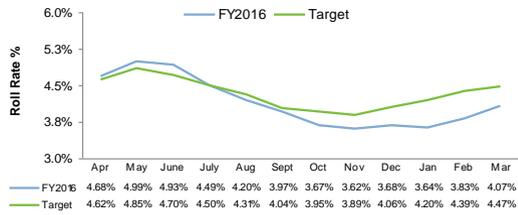


Metric	Commentary
AI SAM	A high AI SAM level can serve as a leading indicator of 1) a significant increase in time required for Accounts Processing to perform the function 2) a decrease in the quality of customer identification data 3) an increase in unbilled consumption due to the lack of an account holder. Settling for something less than a valid Social Security Number may make processes such as Collections and Escheatment less effective and efficient.
% of Wholesale Points Using Secondary Source Data	Delivery of Wholesale data to regulatory authorities is largely consistent from year to year with approximately 99% based on primary data. This measures the risk of challenge in the settlement process. The higher the percentage of secondary source data used, the higher the risk of settlement challenge from external market participants.
Rate of Customer Payment Inquiries Total	<ol style="list-style-type: none"> 1. Low volume of customer payment inquiries received in CAS vs. CRIS and CSS due to type of inquiry received. <ul style="list-style-type: none"> ▪ CAS does not receive investigations regarding direct pay, deposit adjustments or inquiries to validate misapplied payments prior to refund queues being approved, a common practice for CRIS and CSS. ▪ CAS does not receive investigations to adjust LPC (Late Payment Charge) , NSF (Non-sufficient Funds) charges or cash only status. 2. Volume of investigations is impacted by real time status for CRIS and CAS via Payment Investigation Database (PIMS). CSS WFMs are not housed in a separate database, therefore volumes are captured as a snap shot in time. 3. Lower turn around time to resolve CAS investigations. <ul style="list-style-type: none"> ▪ The majority of missing and misapplied payments are within the customer system vs. CRIS and CSS require transactions to transfer thru a cross company database once identified for posting.
Rate of Total Manual Exceptions Received	<ol style="list-style-type: none"> 1. Misdirected payments lead to higher volume of exceptions received to CRIS and CSS than CAS. <ul style="list-style-type: none"> ▪ Electronic driven customer payments that are directed to incorrect lockboxes drop to paper check form and are captured for resolution by Payment Processing within Online Decisioning (OnD) queues. ▪ Payments processed thru non lockbox vendors directed to incorrect lockboxes post directly to suspense for CRIS and CSS. This requires transfers thru the cross company database for resolution. In CAS, the transaction will post to the correct account, should one be identified regardless if incorrect CAS (LIPA or KeySpan LI Gas) address is selected. 2. Lower volume of exceptions received to CAS due to specific vendors (i.e. Western Union) accepting cash only. Therefore, there are no customer returns that require manual posting.

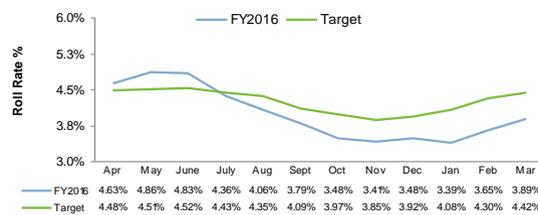
Revenue Roll Rates
60-359 Days



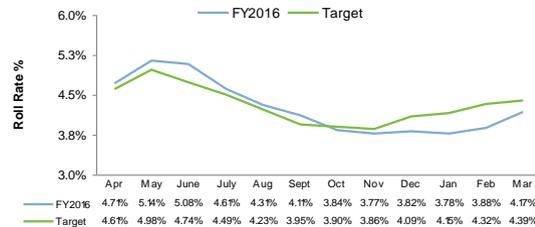
National Grid Total



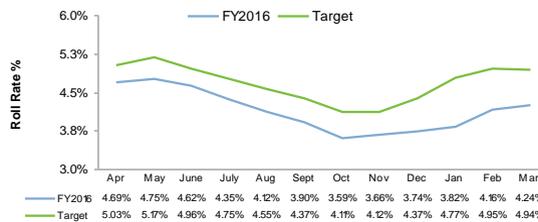
Massachusetts



New York



Rhode Island

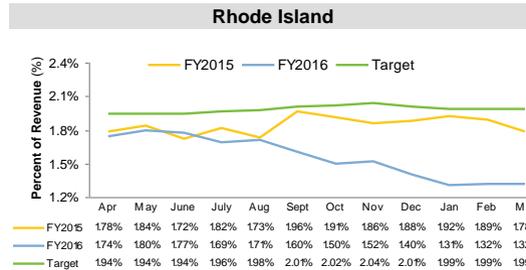
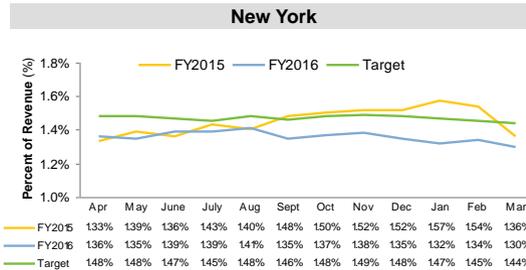
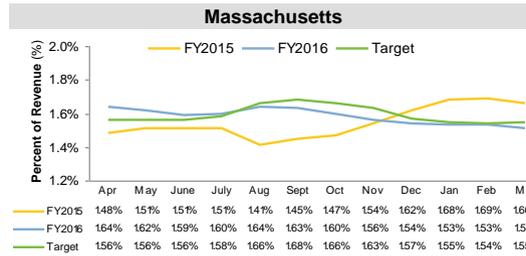
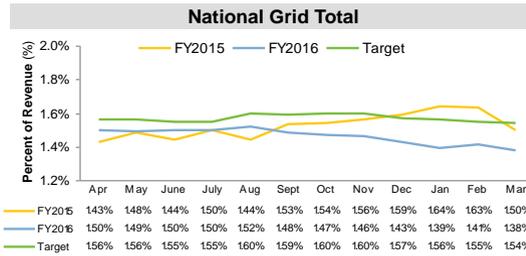


Note: 60-359 Day Revenue Roll Rate is defined as the percentage of revenue billed 2 through 11 months prior that is outstanding in the current month. To calculate the roll rate, the balance of the 60-359 day receivables aging bucket is divided by the corresponding source revenue – billed 2 through 11 months ago. A lower revenue roll rate means that more balances are being paid and fewer are “rolling”.

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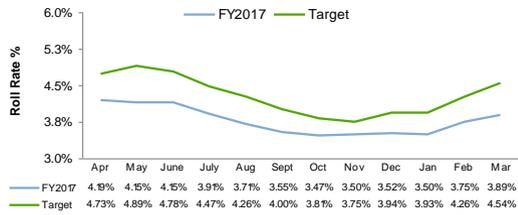
Write-off as a % of Revenue
March 2016





Revenue Roll Rates 60-359 Days

National Grid Total



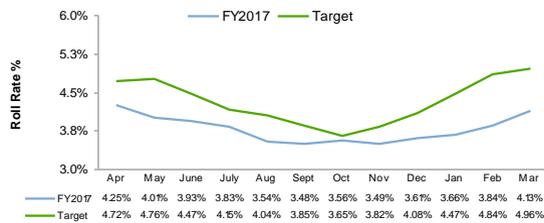
Massachusetts



New York



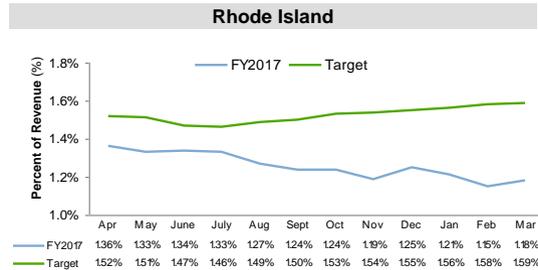
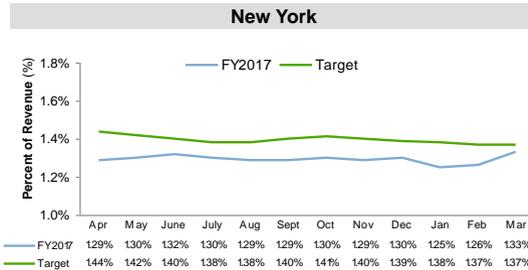
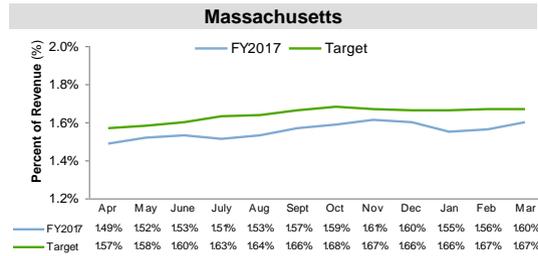
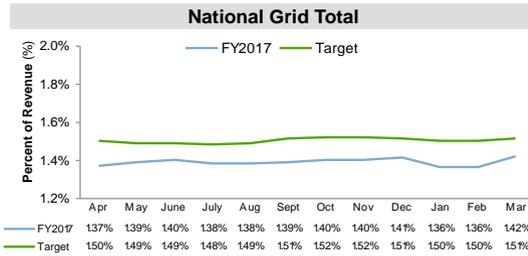
Rhode Island



Note: 60-359 Day Revenue Roll Rate is defined as the percentage of revenue billed 2 through 11 months prior that is outstanding in the current month. To calculate the roll rate, the balance of the 60-359 day receivables aging bucket is divided by the corresponding source revenue – billed 2 through 11 months ago. A lower revenue roll rate means that more balances are being paid and fewer are “rolling”.

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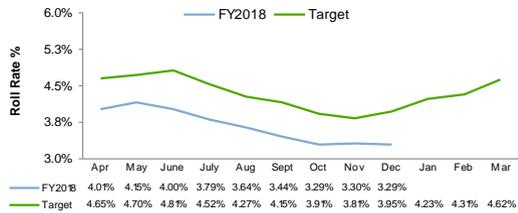
Write-off as a % of Revenue
Mar 2017



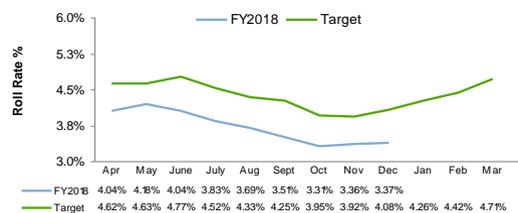
Revenue Roll Rates
60-359 Days



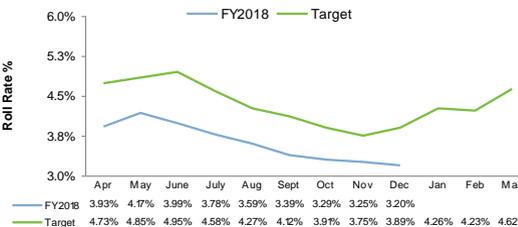
National Grid Total



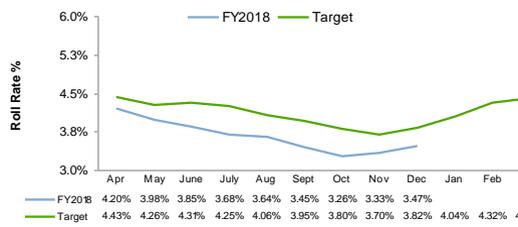
Massachusetts



New York



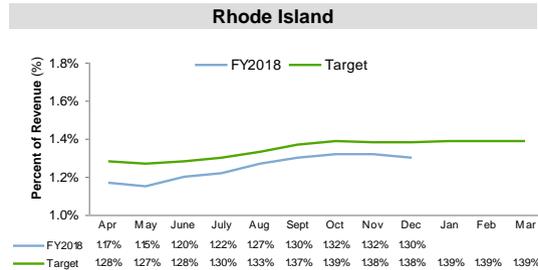
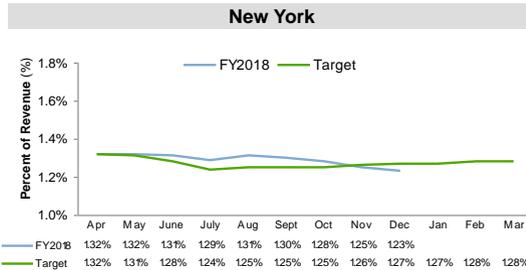
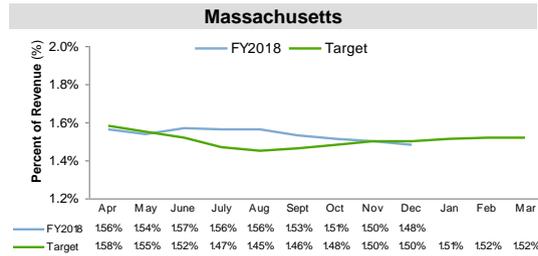
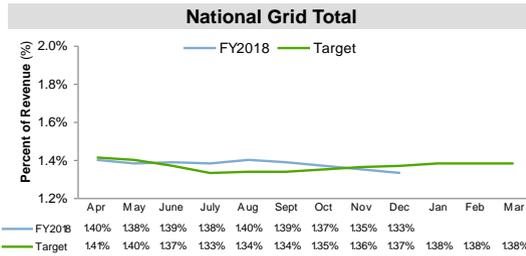
Rhode Island



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Write-off as a % of Revenue
December 2017



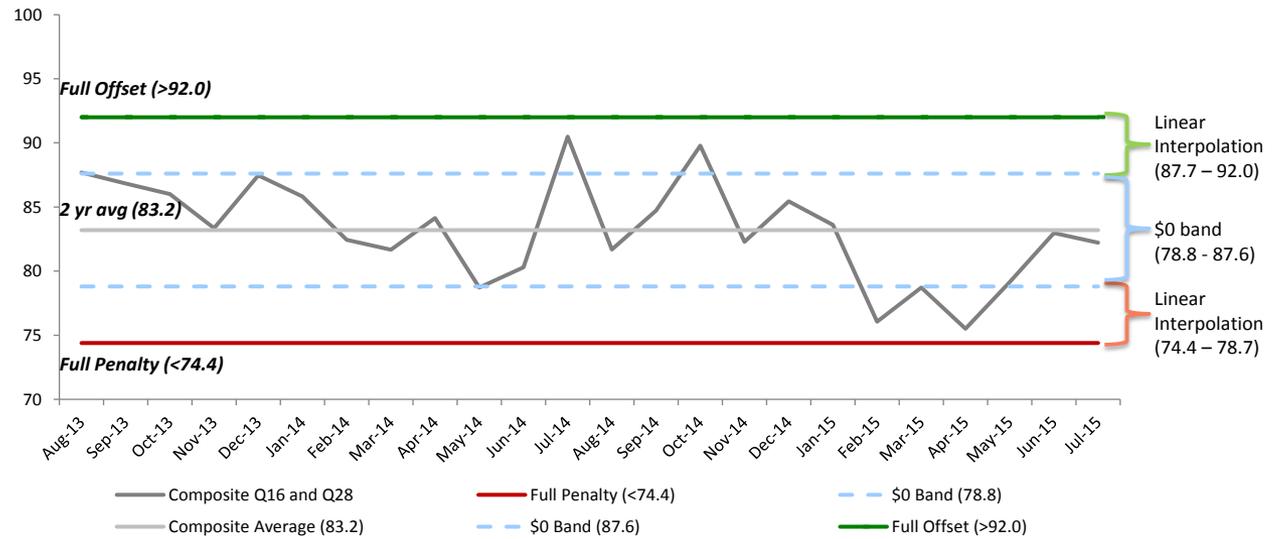
Rhode Island Regulatory Customer Satisfaction Metric

Proposed Penalty Metric



Customer Satisfaction Metric nationalgrid

RI Electric Residential Proposed Metric



Customer Satisfaction Metric nationalgrid

We propose using a Standard Deviation (SD) method to create the penalty and offset bands around the average composite score.

- The same method is used to calculate the penalty / offset in the current survey.
- Standard Deviation is calculated across the past 24 months of the composite score.
 - \$0 penalty band: 1 SD (4.4) in either direction from the avg (83.2)
 - Linear Interpolations: 1 SD from the \$0 band
 - Full Penalty / Full Offset: 1 SD from the linear Interpolations

	Current Survey Methodology	Proposed Methodology (2 year – Aug13 – Jul15)
Mean	79.1%	83.2%
Standard Deviation	2.3	4.4
Full Penalty	Less than 74.5%	Less than 74.4%
Linear Interpolation	74.5% – 76.7%	74.4% - 78.7%
\$0	76.8% – 81.4%	78.8% - 87.6%
Linear Interpolation	81.5% – 83.7%	87.7% – 92.0%
Full Offset	More than 83.7%	Above 92.0%





Appendix

	4 
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Proposed Composite Metric

nationalgrid

Composite measure of two questions taken from the internal (Contactor) survey:

- *(Q28) Overall, on a scale from 1 to 10, where 1 means Dissatisfied and 10 means satisfied, how satisfied are you with the services provided by National Grid?*
- *(Q16) Overall, on a scale from 1 to 10, where 1 means dissatisfied and 10 means satisfied, how satisfied are you with the quality of the service provided by the Telephone Representative?*

The Composite score is a simple average of the score from Q28 and the score from Q16.

The individual question scores are top three box; i.e. the percentage of respondents who provide an “8” rating or higher on a 10-point scale.

- A commonly used method of interpreting survey responses.
- Similar to metric from existing regulated survey (top two box on a 7 point scale).



Why these questions

nationalgrid

(Q28) Overall, on a scale from 1 to 10, where 1 means Dissatisfied and 10 means satisfied, how satisfied are you with the services provided by National Grid?

- Same question is used for internal performance measure
- Provides a high-level customer satisfaction metric that allows respondents to consider any and all experiences, i.e. not just limited to one interaction
- The question is asked at the end of the survey – after respondents have had the opportunity to assess their experiences

(Q16) Overall, on a scale from 1 to 10, where 1 means dissatisfied and 10 means satisfied, how satisfied are you with the quality of the service provided by the Telephone Representative?

- Provides a direct measure of customer satisfaction with specific interaction
- More directly controllable by Customer Service representative – higher level of employee accountability

This combination of questions allows the company to engage teams cross-functionally, while still allowing the customer service organization to take the lead.

Why two years of data

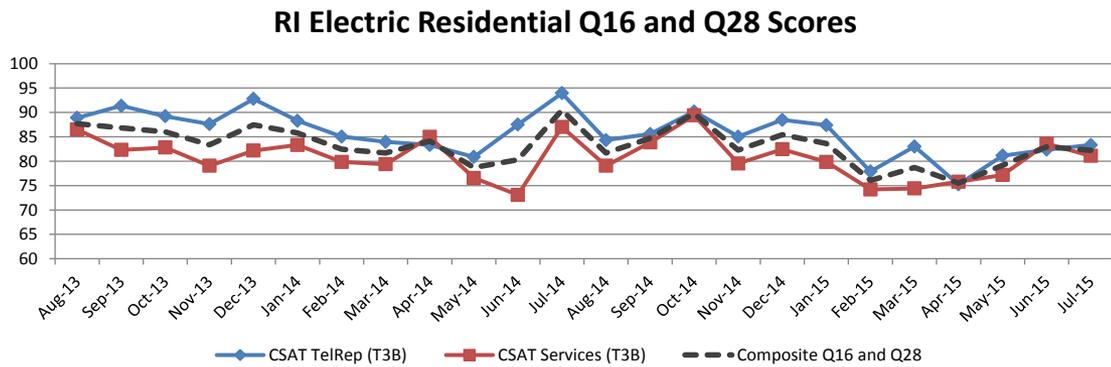
nationalgrid

We propose using two years of trended data (avg of 83.2) to set our target for the following reasons:

- More reflective of current situation / headwinds outside of control of the Company including rate increases in 2014, significant outage events, etc.
 - In 2014, seven months of the year resulted in the average electric bill being at least \$100 compared to just two months of the year in 2013 and 3 months of the year in 2012.
 - This includes data post the three major storms the region has seen – Hurricane Irene (Sept 2011), Superstorm Sandy (Oct 2012), Blizzard Nemo (Feb 2013). These recent weather events were significant and negatively impacted customers’ perception of our reliability.
 - There have been an increased amount of collections seen in the past few years, which could also negatively impact scores.
 - Most recent six months period average is 79.1
- More customers are turning to the web for easier tasks, leaving the more difficult tasks for the call center. We are anticipating further growth on that front as we have re-tooled our website to make it more easy for customers to do transactions online.
 - 50% of accounts are actively enrolled in the web now in 2015, compared to 47% in 2014 and 39% in 2013.
 - We have seen a 28% increase in 2015 compared to 2013 of average daily site visits.



Historic trend of the 2 questions nationalgrid





Jennifer Brooks Hutchinson
Senior Counsel

January 8, 2016

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 3628 – National Grid’s Electric Service Quality Plan
Settlement Agreement**

Dear Ms. Massaro:

Enclosed are ten (10) copies of a Settlement Agreement (Agreement) between National Grid¹ and the Division of Public Utilities and Carriers (Division) relating to the Company’s existing Service Quality Plan that the Rhode Island Public Utilities Commission (PUC) approved in Order No. 19020 on July 13, 2007 (2007 SQ Plan). Specifically, this Agreement proposes to modify the Customer Contact performance standard to (1) replace the survey in the 2007 SQ Plan with a different survey consisting of two (2) questions from National Grid’s existing internal contactor survey; and (2) to update the historical performance benchmark period and related satisfaction targets used to evaluate the survey results, beginning with calendar year 2016.

Under the existing 2007 SQ Plan, the Customer Contact performance standard is based on a mean satisfaction score of 79.1% and a standard deviation of 2.3%, using a calendar year historical average. As described in the Agreement, Customer Contact performance is assessed using the current survey, which consists of a telephone interview conducted by an independent survey vendor and is referred to herein as the “regulated survey”. A sample of approximately 800 customers who recently contacted the Company’s Call Center is interviewed during the year in order to determine their satisfaction with that contact based on the following question:

“Using a scale where 1 means “very dissatisfied” and 7 means “very satisfied”, how satisfied were you with the contact you had with National Grid regarding (call reason)?”²

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

² In the 2007 SQ Plan, there are eight (8) “call reasons” or types of transactions on which the satisfaction score is based: (1) power outage, (2) meter on, (3) meter off, (4) meter exchange, (5) collections, (6) payment plan, (7) meter read, and (8) meter test.

Luly E. Massaro, Commission Clerk
Docket 3628 - Service Quality Plan
January 8, 2016
Page 2 of 3

The final annual result that the Company reports to the PUC is determined by weighting the respective contact satisfaction score for each of the eight transactions by the number of these transactions that occurred over the course of the calendar year, as identified from the total sample files received from the Call Center. The final annual result is then compared with the performance standard in the 2007 SQ Plan. Under the current Customer Contact performance standard, the Company incurs a penalty if its satisfaction score is 76.7% or below. While the Company does not earn an incentive for performance that exceeds the benchmarks, positive performance in one category of service quality can be used to offset negative performance in another category. For Customer Contact, this offset applies to satisfaction scores of 81.5% or higher.

While survey data serves as a useful tool to elicit important customer feedback and to provide actionable and diagnostic insights, customer satisfaction measures are highly subjective and may be influenced by external factors outside the control of the Company (i.e. commodity price increases, major events/storms, opinions of family and friends, media coverage, etc.). Such factors may distort a customer's perception of National Grid and the quality of service received. For the past several years, National Grid has employed its internal contactor survey across its entire U.S. service footprint to gauge customer satisfaction with National Grid.³ National Grid's internal contactor survey employs a larger and more representative sample than the regulated survey because it interviews a random set of customers (approximately 1,560) who contacted the Company without regard to the reason they called. National Grid's internal contactor survey questionnaire is also more detailed and allows for a better understanding of customer issues across a wider array of call types, making it a better diagnostic tool than the regulated survey because the current performance standard is based solely on the satisfaction question.⁴

As a result, the Company and the Division met on several occasions to review and discuss the Company's proposal to replace the regulated survey and the associated performance standard with a different survey and updated performance standard that achieves the following objectives: (1) to employ an actionable survey that is more inclusive and representative of the types of customer interactions occurring today, while gathering more context to the customer satisfaction metric; and (2) to implement a performance standard that appropriately reflects the current trends in survey data, while still encouraging the Company to maintain and improve its customer satisfaction performance. The Division has agreed with the Company to replace the regulated survey in the 2007 SQ Plan with a composite measure of two questions taken from National Grid's existing internal contactor survey, as further described in the Agreement. These questions include a high-level customer satisfaction metric by allowing respondents to consider any and all experiences, i.e. not just limited to one interaction or "call type", as well as a direct measure of customer satisfaction with a specific interaction with a telephone representative. In addition, the Company and the Division have agreed to update the historical benchmark period and the

³ Since 2009, the Company has conducted the internal contactor survey in parallel with the regulated survey.

⁴ The regulated survey consists of two questions, one of which is the satisfaction question quoted above. The second question asks about the number of occasions the customer contacted National Grid. The current performance standard is based solely on the results from the satisfaction question.

Luly E. Massaro, Commission Clerk
Docket 3628 - Service Quality Plan
January 8, 2016
Page 3 of 3

satisfaction targets for the Customer Contact performance standard based on the average monthly results for the 24-month period of August 2013 through July 2015.

As proposed in the Agreement, the new SQ Plan would be effective January 1, 2016. Attachment 1 of the Agreement contains the Amended Service Quality Plan, as adopted by the Agreement. The Company respectfully requests that the PUC approve the Agreement effective January 1, 2016, and authorize the Company to report its performance results for calendar year 2016 in the annual report that it will file with the PUC on May 1, 2017 using the modified Customer Contact performance standard as set forth in the Amended Service Quality Plan. At the PUC's request, the Company is available to meet with the Commissioners and Staff to further discuss its proposal.

Thank you for your attention to this filing. If you have any questions concerning this report, please call me at 401-784-7288.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Docket 3628 Service List
Leo Wold, Esq.
Steve Scialabba, Division
James Lanni, Division

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

January 8, 2016
Date

**National Grid – Electric Service Quality Plan – Compliance - Docket 3628
Service List Updated 3/25/15**

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Raquel Webster, Esq. National Grid 280 Melrose Street Providence, RI 02907-1438	Raquel.webster@nationalgrid.com ;	401-784-7667
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**State of Rhode Island and Providence Plantations
Public Utilities Commission**

_____))
The Narragansett Electric Company))
d/b/a/ National Grid))
_____))
_____))

RIPUC Docket No. 3628

Settlement Agreement

WHEREAS, under National Grid's¹ existing service quality (SQ) plan that was approved by the Public Utilities Commission (PUC) in Order No. 19020 (July 13, 2007) (2007 SQ Plan), National Grid is required to interview a sample of customers who recently contacted the Company's Call Center during the year in order to determine their satisfaction with that contact (i.e. regulated survey). The quarterly results from the regulated survey report the percentage of customers rating their Call Center experience a 6 or 7 based on the following question: "Using a scale where 1 means "very dissatisfied" and 7 means "very satisfied", how satisfied were you with the contact you had with National Grid regarding (call reason)?"

WHEREAS, the regulated survey in the 2007 SQ Plan has been in place for approximately 10 years and consists of a telephone interview conducted by an independent survey vendor.

WHEREAS, the regulated survey limits the customer survey population to a sample of approximately 800 residential electric customers annually who had an experience relating to one of 8 "call reasons" or transaction types: (1) power outage, (2) meter on, (3) meter off, (4) meter exchange, (5) collections, (6) payment plan, (7) meter read, and (8) meter test. The final annual result that the Company reports to the PUC is determined by weighting the respective contact

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

satisfaction score for each of the eight transactions by the number of these transactions that occurred over the course of the calendar year, as identified from the total sample files received from the Call Center. The final annual result is then compared with the performance standard set forth in the 2007 SQ Plan.

WHEREAS, National Grid's internal contactor survey is one of the primary tools used to gauge customer satisfaction at National Grid, and has been conducted since 2009 across National Grid's entire US service footprint. It also consists of a telephone interview conducted by an independent survey vendor among National Grid's customers who have had a recent interaction with the Company.

WHEREAS, National Grid's internal contactor survey has a customer survey population of approximately 1,560 residential electric customers annually, i.e., almost double the number of customers as the regulated survey.

WHEREAS, the Company and the Division of Public Utilities and Carriers (the "Division" and collectively, the "Parties") wish to enter into this Settlement Agreement (Agreement) to implement a change to the Customer Contact Survey performance standard under the Company's 2007 SQ Plan, effective January 1, 2016.

NOW THEREFORE, in consideration of the exchange of promises and covenants hereinafter contained, the Company and the Division agree as follows:

1. Customer Contact Performance Standard
 - (a) Survey

The Company and Division agree to replace the regulated survey in the 2007 SQ Plan with a new survey, consisting of the following two questions from National Grid's internal contactor survey:

- (Q28) Overall, on a scale of 1 to 10 where 1 means dissatisfied and 10 means satisfied, how satisfied are you with the services provided by National Grid?
- (Q16) Overall, on a scale of 1 to 10, where 1 means dissatisfied and 10 means satisfied, how satisfied are you with the quality of the service provided by the telephone representative?

(b) Proposed Composite Metric

The Company and the Division agree to utilize a composite measure of the two questions referenced in (a), above for purposes of calculating the satisfaction score. The composite score is a simple average of the score from Q28 and the score from Q16. The individual scores for each question are the percentage of respondents who provide a rating of “8”, “9”, or “10” on a 10-point scale. This metric is a commonly used method of interpreting survey responses and is similar to the current survey, which utilizes a 7-point scale and is based on the percentage of customers who provide a rating of “6” or “7”.

(c) Historical Performance Benchmarks

The Company and the Division agree that it is reasonable to update the historical performance benchmark period for purposes of setting the satisfaction targets for evaluating the survey results. Accordingly, the Parties agree to establish the Customer Contact Survey performance standard based on the monthly results for the 24-month period of August 2013 through July 2015. The Parties agree that this 24-month period is appropriate because it takes into account current changes in customer engagement, i.e. more customers are moving towards self-serve platforms, leaving the more difficult issues to be resolved by the call center. Additionally, the updated benchmark and satisfaction targets reflect the current trend in survey data, i.e. how external factors such as major weather events and commodity price increases can

impact customer satisfaction scores. At the same time, the proposed satisfaction targets are similar to the satisfaction targets under the 2007 SQ Plan and will continue to encourage the Company to maintain and improve its customer satisfaction performance. The Parties further agree to continue to utilize a Standard Deviation method across the above-referenced two-year period to set the penalty and offset targets around the composite score.

2. Reporting

The Company agrees to share the complete results of National Grid's internal contactor survey with the Division on an annual basis in conjunction with the Company's annual SQ report that it files with the PUC every May 1, commencing with the May 1, 2017 SQ report.

3. Amended Service Quality Plan

Attachment 1 hereto contains the detailed provisions of the Company's "Amended Service Quality Plan." Except as modified by this Agreement, the 2007 SQ Plan remains the same as currently in effect. Attachment 1 contains a full and complete copy of the "Amended Service Quality Plan," as adopted by this Agreement.

4. Other Provisions

(a) Unless expressly stated herein, the making of this Agreement establishes no principles and shall not be deemed to foreclose any Party from making any contention in any other proceeding or investigation.

(b) This Agreement is the product of settlement negotiations. The content of those negotiations is privileged and all offers of settlement shall be without prejudice to the position of any Party.

(c) This Agreement is submitted on the condition that it be approved in full by the Commission, and on the further condition that if the Commission does not approve the

Agreement in its entirety, the Agreement shall be deemed withdrawn and shall not constitute a part of the record in any proceeding or be used for any purpose, unless all Parties agree to Commission modifications.

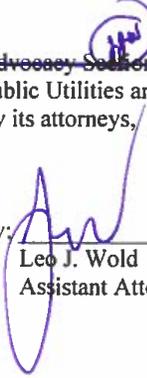
(d) Any number of counterparts of this Agreement may be executed, and each shall have the same force and effect as an original instrument, and as if all the parties to all the counterparts had signed the same instrument.

[Remainder of page left intentionally blank. Signatures appear on the following page.]

IN WITNESS WHEREOF, the Parties agree that this Settlement Agreement is reasonable, in the public interest and in accordance with law and regulatory policy, and have caused this Settlement Agreement to be executed by their respective representatives, each being authorized to do so.

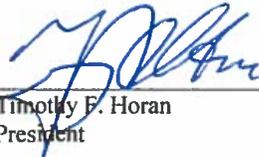
~~Advocacy Section of~~ The Division of
Public Utilities and Carriers
By its attorneys,

Dated: December 21, 2015

By: 
Leo J. Wold
Assistant Attorney General

The Narragansett Electric Company,
d/b/a National Grid

January 4, 2016
Dated: ~~December~~ 4, 2015

By: 
Timothy F. Horan
President

Attachment 1

**Amended Service Quality Plan
For
The Narragansett Electric Company
d/b/a National Grid**

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

The Narragansett Electric Company d/b/a National Grid (Company) shall establish the performance standards for reliability and customer service that are set forth in this document. The standards are designed as a penalty-only approach, under which the Company would be penalized if its performance did not meet the standards. The Company receives no reward for performance which exceeds the standards. However, positive performance in one category can be used to offset penalties in other categories within a given year. The Company shall file annually by May 1 a report of its performance during the prior calendar year under the performance standards in this plan. Any net penalty balance reflected in the Company's annual report shall be credited to customers in a manner determined by the Rhode Island Public Utilities Commission (PUC) at that time.

The maximum penalty authorized under the standards set forth below is \$2.2 million per year. The performance standards set forth below shall be in effect for the calendar year 2007 and continue through 2009 or until they are modified by the Commission.

NOTE: When interpreting the performance standards that follow, please note that pages 6 through 8 of this Exhibit contain definitions of terms used in the standards.

NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN
FREQUENCY OF INTERRUPTIONS PER CUSTOMER SERVED

<u>Year</u>	<u>SAIFI*</u>
2004	0.91
2003	1.08
2002	0.97
2001	1.09
2000	0.97
1999	0.94
1998	0.89
1997	0.75
1996	0.90

		<u>Log Average</u>	<u>Log Std. Dev.</u>		
		-0.063	0.112		
	<u>-2 Std Dev.</u>	<u>-1 Std Dev.</u>	<u>Mean</u>	<u>+1 Std Dev.</u>	<u>+2 Std Dev.</u>
Log Normal	-0.288	-0.175	-0.063	0.050	0.162
SAIFI	0.75	0.84	0.94	1.05	1.18

PERFORMANCE STANDARD – SAIFI (System Average Interruption Frequency Index):	
<u>SAIFI Company Target</u>	<u>(Penalty)/ Offset</u>
More than 1.18	(\$916,000)
1.06 – 1.18	linear interpolation
0.84 – 1.05	\$0
0.75 – 0.83	linear interpolation
Less than 0.75	\$229,000

* The calculations are based on the IEEE Std. 1366-2003 2.5B methodology for the Company. Major Event Day results are removed from these calculations, but reported. The target bands are calculated considering the lognormal nature of the data. To do this, the lognormal mean and lognormal standard deviation are calculated and applied in lognormal space, which is done by applying the mean, 1 standard deviation, and 2 standard deviations and then converting back to normal space.

$$\text{SAIFI} = \frac{\text{Total Number of Customers Interrupted}}{\text{Total Number of Customers Served}}$$

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

DURATION OF INTERRUPTIONS PER CUSTOMER SERVED

<u>Year</u>	<u>SAIDI*</u>
2004	66.1
2003	74.9
2002	71.0
2001	69.0
2000	60.2
1999	52.3
1998	42.2
1997	40.9
1996	51.9

	-2 Std Dev.	-1 Std Dev.	Mean	+1 Std Dev.	+2 Std Dev.
Log Average			4.051		
Log Std. Dev.			0.224		
Log Normal	3.604	3.827	4.051	4.275	4.498
SAIDI	36.7	45.9	57.5	71.9	89.9

PERFORMANCE STANDARD – SAIDI (System Average Interruption Duration Index):	
<u>SAIDI Company Target</u>	<u>(Penalty)/ Offset</u>
More than 89.9	(\$916,000)
72.0 – 89.9	linear interpolation
45.9 – 71.9	\$0
36.7 – 45.8	linear interpolation
Less than 36.7	\$229,000

* The calculations are based on the IEEE Std. 1366-2003 2.5B methodology for the Company. Major Event Day results are removed from these calculations, but reported. The target bands are calculated considering the lognormal nature of the data. To do this, the lognormal mean and lognormal standard deviation are calculated and applied in lognormal space, which is done by applying the mean, 1 standard deviation, and 2 standard deviations and then converting back to normal space.

$$\text{SAIDI (minutes)} = \frac{\text{Total Customer Minutes Interrupted}}{\text{Total Number of Customers Served}}$$

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

CUSTOMER CONTACT SURVEY

<u>Month</u>	<u>% Satisfied*</u>
August 2013	87.7%
September 2013	86.8%
October 2013	86.0%
November 2013	83.3%
December 2013	87.5%
January 2014	85.8%
February 2014	82.4%
March 2014	81.7%
April 2014	84.1%
May 2014	78.7%
June 2014	80.3%
July 2014	90.5%
August 2014	81.7%
September 2014	84.7%
October 2014	89.8%
November 2014	82.3%
December 2014	85.5%
January 2015	83.6%
February 2015	76.1%
March 2015	78.7%
April 2015	75.5%
May 2015	79.1%
June 2015	83.0%
July 2015	82.2%
Mean	83.2%
Standard Deviation	4.4%

PERFORMANCE STANDARD – Customer Contact:	
<u>% Satisfied</u>	<u>(Penalty)/</u>
<u>Target</u>	<u>Offset</u>
Less than 74.4%	(\$184,000)
74.4% – 78.7%	linear interpolation
78.8% – 87.6%	\$0
87.7% – 92.0%	linear interpolation
More than 92.0%	\$46,000

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

The calculations are based on responses from customers of the Company based on surveys performed by an independent third party consultant. A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from National Grid's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by National Grid? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied" and 10 means "satisfied". The "percent satisfied" composite score is a simple arithmetic average of the satisfaction score from each question.

NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN
TELEPHONE CALLS ANSWERED WITHIN 20 SECONDS

<u>Year</u>	<u>Percent of Calls Answered Within 20 Secs*</u>
2004	94.1%
2003	93.3%
2002	84.0%
2001	50.4%
2000	76.7%
1999	76.9%
1998	80.9%
1997	76.7%
1996	70.2%
Mean	78.1%
Standard Deviation	12.3%

PERFORMANCE STANDARD – Telephone Calls Answered within 20 Seconds:

<u>% Calls Answ Within 20 Seconds Target</u>	<u>(Penalty)/ Offset</u>
Less than 53.5%	(\$184,000)
53.5% – 65.7%	linear interpolation
65.8% – 90.4%	\$0
90.5% – 100.0%	linear interpolation

* The percent of calls answered within 20 seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered" include calls answered by a customer service representative ("CSR") and calls completed within the Voice Response Unit ("VRU"). The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU. VRU calls are included beginning in the year 2000.

$$\text{Percent of Calls Answered Within 20 Seconds} = \frac{\text{Total Calls Answered Within 20 Seconds}}{\text{Total Calls Answered}}$$

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

**DEFINITIONS OF
PERFORMANCE STANDARD
MEASUREMENTS**

The following reliability definitions used in conjunction with the performance standards are in accordance with the Institute of Electrical and Electronics Engineers, Inc. ("IEEE") Std. 1366-2003. It is assumed that additional reliability-related definitions found in this standard are also implicit in the reliability calculations.

CUSTOMER COUNT

The number of customers either served or interrupted depending on usage.

TOTAL NUMBER OF CUSTOMERS SERVED

The average number of customers served during the reporting period. If a different customer total is used, it must be clearly defined within the report.

TOTAL NUMBER OF CUSTOMERS INTERRUPTED

The sum of the customers losing electric service for any defined grouping of interruption events during the reporting period.

TOTAL CUSTOMER MINUTES INTERRUPTED

The product of the number of customers interrupted and the interruption duration for any interruption event. Also, the sum of those products for any defined grouping of interruption events.

MAJOR EVENT

Designates an event that exceeds reasonable design and or operational limits of the electric power system. A Major Event includes at least one Major Event Day.

MAJOR EVENT DAY

A day in which the daily system SAIDI exceeds a threshold value, T_{MED} . For the purposes of calculating daily system SAIDI, any interruption that spans multiple calendar days is accrued to the day on which the interruption began. Statistically, days having a daily system SAIDI greater than T_{MED} are days on which the energy delivery system experienced stresses beyond that normally expected (such as severe weather). Activities that occur on major event days should be separately analyzed and reported. The T_{MED} threshold value will be fixed at 5.34 for the years 2007 and 2008, at which time the Company's performance will be reviewed to determine if the threshold value should be re-calculated using the IEEE Std. 1366-2003 methodology.

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

SAIFI (System Average Interruption Frequency Index)

The system average interruption frequency index indicates how often the average customer experiences a sustained interruption over a predefined period of time. Mathematically, this equation is given in (1).

$$SAIFI = \frac{\sum \text{Total Number of Customers Interrupted}}{\text{Total Number of Customers Served}} \quad (1)$$

To calculate the index, use equation (2) below.

$$SAIFI = \frac{\sum N_i}{N_T} = \frac{CI}{N_T} \quad (2)$$

Where:

- i denotes an interruption event
- CI = Customers Interrupted
- N_T = Total Number of Customers Served for the Area

SAIDI (System Average Interruption Duration Index)

This index indicates the total duration of interruption for the average customer during a predefined period of time. It is commonly measured in customer minutes or customer hours of interruption. Mathematically, this equation is given in (3).

$$SAIDI = \frac{\sum \text{Customer Interruption Durations}}{\text{Total Number of Customers Served}} \quad (3)$$

To calculate the index, use equation (4).

$$SAIDI = \frac{\sum r_i N_i}{N_T} = \frac{CMI}{N_T} \quad (4)$$

Where:

- i denotes an interruption event
- r_i = Restoration Time for each Interruption Event
- CMI = Customer Minutes Interrupted
- N_T = Total Number of Customers Served for the Area

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

CUSTOMER CONTACT SURVEY

A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from National Grid's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by National Grid? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied" and 10 means "satisfied". The composite score is a simple arithmetic average of the satisfaction score from each question.

TELEPHONE CALLS ANSWERED WITHIN 20 SECONDS

The percent of calls answered within 20 seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered" include calls answered by a customer service representative ("CSR") and calls completed within the voice response unit ("VRU"). Abandoned calls are not considered. The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU. VRU calls are included beginning in the year 2000.

LINEAR INTERPOLATION

- (1) The actual performance or penalty each year will be calculated and the result will be scaled or interpolated linearly between the relevant two points of the results range and the relevant two points on the dollar range.
- (2) The method of determining the actual penalty, or offset, of each performance standard is determined by multiplying the value of the penalty, or offset, by the absolute value of the actual performance indicator minus the value of the first standard deviation from the mean of that indicator, divided by the value of the second standard deviation of the mean of that indicator minus the value of the first standard deviation from the mean of that indicator.

$$\text{\$ Penalty or Offset} = \text{Penalty or Offset \$ Value} \times \frac{\text{Actual} - 1^{\text{st}} \text{ standard deviation}}{2^{\text{nd}} \text{ standard deviation} - 1^{\text{st}} \text{ standard deviation}}$$

**NATIONAL GRID
2015 AMENDED ELECTRIC SERVICE QUALITY PLAN**

ADDITIONAL REPORTING CRITERIA

1. Each quarter, the Company will file a report of 5% of all circuits designated as worst performing on the basis of customer frequency.

Included in the report will be:
 1. The circuit id and location.
 2. The number of customers served.
 3. The towns served.
 4. The number of events.
 5. The average duration.
 6. The total customer minutes.
 7. A discussion of the cause or causes of events.
 8. A discussion of the action plan for improvements including timing.
2. The Company will track and report monthly the number of calls it receives in the category of Trouble, Non-Outage. This includes inquiries about dim lights, low voltage, half-power, flickering lights, reduced TV picture size, high voltage, frequently burned out bulbs, motor running problems, damaged appliances and equipment, computer operation problems and other non-Interruptions related inquiries.
3. The Company will report its annual meter reading performance as an average of monthly percentage of meters read.
4. For each event defined as a Major Event Day, the Company will prepare a report, which will be filed annually as part of the annual SQ filing, detailing the following information:
 1. Start date/Time of event.
 2. Number/Location of crews on duty (both internal and external crews).
 3. Number of crews assigned to restoration efforts.
 4. The first instance of mutual aid coordination.
 5. First contact with material suppliers.
 6. Inventory levels: pre-event/daily/post-event.
 7. Date/Time of request for external crews.
 8. Date/Time of external crew assignment.
 9. # of customers out of service by hour.
 10. Impacted area.
 11. Cause.
 12. Weather impact on restoration.
 13. Analysis of protective device operation.
 14. Summary of customers impacted.

Division 14-30

Request:

Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing why nonpaying residential customers do not make contact with the utility when, in response to bill nonpayment, those nonpaying customers receive a request or notice to contact a utility to avoid the disconnection of service.

Response:

There has been no study done in regards to nonpaying residential customers who do not voluntarily initiate contact with the Company in response to a request or notice to avoid the disconnection of service.

Division 14-31

Request:

Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing why residential customers do not successfully complete deferred payment plans (sometimes known as payment agreements or other similar terms) in order to avoid the disconnection of service for nonpayment.

Response:

The Company has no studies regarding residential customers who do not successfully complete deferred payment plans to avoid the disconnection of service for nonpayment.

Division 14-32

Request:

Please provide a list of each:

- a. Community served by the Company, along with the number of residential customers served in that community;
- b. Zip code served by the Company, along with the number of residential customers served in that zip code.

Response:

- a. As of January 24, 2018, the breakdown of residential customers by community is provided in Attachment DIV 14-32-1.
- b. As of January 24, 2018, the breakdown of residential customers by zip code is provided in Attachment DIV 14-32-2.

SERVICE	CITY	NON_LOW_INCOME	LOW_INCOME	TOTAL
GAS	ALBION	28	0	28
GAS	ASHAWAY	22	0	22
GAS	BARRINGTON	4696	88	4784
GAS	BRADFORD	255	20	275
GAS	BRISTOL	4634	208	4842
GAS	BURRILLVILLE	5	0	5
GAS	CENTRAL FALLS	4799	757	5556
GAS	COVENTRY	4180	145	4325
GAS	CRANSTON	21676	1584	23260
GAS	CUMBERLAND	7917	323	8240
GAS	E PROVIDENCE	1	0	1
GAS	EAST GREENWICH	4379	41	4420
GAS	EAST PROVIDENCE	5890	450	6340
GAS	ESMOND	39	1	40
GAS	EXETER	220	3	223
GAS	FISKEVILLE	5	0	5
GAS	FORESTDALE	4	0	4
GAS	GREENVILLE	924	23	947
GAS	HOPE	62	2	64
GAS	JOHNSTON	6268	474	6742
GAS	KINGSTON	270	4	274
GAS	LINCOLN	5304	125	5429
GAS	MANVILLE	692	63	755
GAS	MIDDLETOWN	2746	30	2776
GAS	MISQUAMICUT	7	0	7
GAS	N PROVIDENCE	5	0	5
GAS	N SMITHFIELD	17	6	23
GAS	NARRAGANSETT	3435	54	3489
GAS	NEWPORT	7184	167	7351
GAS	NORTH KINGSTOWN	5802	201	6003
GAS	NORTH PROVIDENCE	9181	561	9742
GAS	NORTH SMITHFIELD	1023	21	1044
GAS	PASCOAG	114	1	115
GAS	PAWTUCKET	20917	2244	23161
GAS	PEACE DALE	13	0	13
GAS	PORTSMOUTH	1896	25	1921
GAS	PROVIDENCE	45524	6129	51653
GAS	RIVERSIDE	4405	208	4613
GAS	RUMFORD	2234	52	2286
GAS	S KINGSTOWN	3	0	3
GAS	SAUNDERSTOWN	589	4	593

SERVICE	CITY	NON_LOW_INCOME	LOW_INCOME	TOTAL
GAS	SCITUATE	53	1	54
GAS	SLATERSVILLE	59	0	59
GAS	SLOCUM	2	0	2
GAS	SMITHFIELD	2148	70	2218
GAS	SOUTH KINGSTOWN	2307	37	2344
GAS	TIVERTON	1016	58	1074
GAS	WAKEFIELD	213	3	216
GAS	WARREN	2622	205	2827
GAS	WARWICK	21052	997	22049
GAS	WEST GREENWICH	307	2	309
GAS	WEST KINGSTON	39	0	39
GAS	WEST WARWICK	5004	267	5271
GAS	WESTERLY	3709	213	3922
GAS	WOONSOCKET	10873	755	11628
ELECTRIC	ADAMSVILLE	108	1	109
ELECTRIC	ALBION	325	15	340
ELECTRIC	ARCADIA	5	1	6
ELECTRIC	ASHAWAY	962	57	1019
ELECTRIC	AVONDALE	5	0	5
ELECTRIC	BARRINGTON	6202	176	6378
ELECTRIC	BRADFORD	1184	79	1263
ELECTRIC	BRISTOL	8794	481	9275
ELECTRIC	BURRILLVILLE	1070	45	1115
ELECTRIC	CANONCHET	1	0	1
ELECTRIC	CAROLINA	512	15	527
ELECTRIC	CENTERDALE	10	0	10
ELECTRIC	CENTRAL FALLS	5510	905	6415
ELECTRIC	CHARLESTOWN	4451	165	4616
ELECTRIC	CHEPACHET	1334	105	1439
ELECTRIC	CHEPATCHET	1	0	1
ELECTRIC	CLAYVILLE	87	3	90
ELECTRIC	COVENTRY	13391	591	13982
ELECTRIC	CRANSTON	29281	2641	31922
ELECTRIC	CUMBERLAND	13463	606	14069
ELECTRIC	E PROVIDENCE	2	1	3
ELECTRIC	EAST GREENWICH	7640	141	7781
ELECTRIC	EAST PROVIDENCE	7856	832	8688
ELECTRIC	ESCOHEAG	7	0	7
ELECTRIC	ESMOND	3318	170	3488
ELECTRIC	EXETER	2304	90	2394
ELECTRIC	FISKEVILLE	80	5	85

SERVICE	CITY	NON_LOW_INCOME	LOW_INCOME	TOTAL
ELECTRIC	FORESTDALE	172	6	178
ELECTRIC	FOSTER	1900	81	1981
ELECTRIC	FOSTER CENTER	20	0	20
ELECTRIC	GLENDALE	376	16	392
ELECTRIC	GLOCESTER	1788	84	1872
ELECTRIC	GREENE	579	14	593
ELECTRIC	GREENVILLE	2540	121	2661
ELECTRIC	HARMONY	196	8	204
ELECTRIC	HARRISVILLE	21	0	21
ELECTRIC	HOPE	1251	60	1311
ELECTRIC	HOPE VALLEY	1916	99	2015
ELECTRIC	HOPKINTON	908	38	946
ELECTRIC	JAMESTOWN	2986	42	3028
ELECTRIC	JOHNSTON	10583	1054	11637
ELECTRIC	KENYON	177	3	180
ELECTRIC	KINGSTON	956	14	970
ELECTRIC	L COMPTON	2249	62	2311
ELECTRIC	LINCOLN	6827	246	7073
ELECTRIC	MANVILLE	1337	119	1456
ELECTRIC	MAPLEVILLE	570	64	634
ELECTRIC	MIDDLETOWN	6762	177	6939
ELECTRIC	MILLVILLE	1	0	1
ELECTRIC	MISQUAMICUT	171	2	173
ELECTRIC	MOHEGAN	1	0	1
ELECTRIC	N PROVIDENCE	5	0	5
ELECTRIC	N SMITHFIELD	24	9	33
ELECTRIC	NARRAGANSETT	9056	214	9270
ELECTRIC	NASONVILLE	1	0	1
ELECTRIC	NEWPORT	12211	498	12709
ELECTRIC	NORTH KINGSTOWN	10030	551	10581
ELECTRIC	NORTH PROVIDENCE	13967	1058	15025
ELECTRIC	NORTH SCITUATE	2091	83	2174
ELECTRIC	NORTH SMITHFIELD	3950	138	4088
ELECTRIC	OAKLAND	184	5	189
ELECTRIC	PAWTUCKET	26243	3135	29378
ELECTRIC	PEACE DALE	1752	85	1837
ELECTRIC	PORTSMOUTH	7553	256	7809
ELECTRIC	PROVIDENCE	56445	6124	62569
ELECTRIC	PRUDENCE ISL	425	3	428
ELECTRIC	PRUDENCE ISLAND	1	0	1
ELECTRIC	QUONSET	16	0	16

SERVICE	CITY	NON_LOW_INCOME	LOW_INCOME	TOTAL
ELECTRIC	RICHMOND	53	0	53
ELECTRIC	RIVERSIDE	6889	488	7377
ELECTRIC	ROCKVILLE	89	6	95
ELECTRIC	RUMFORD	3375	165	3540
ELECTRIC	S KINGSTON	1	0	1
ELECTRIC	S KINGSTOWN	25	0	25
ELECTRIC	SAUNDERSTOWN	1869	43	1912
ELECTRIC	SCITUATE	1210	41	1251
ELECTRIC	SHANNOCK	177	15	192
ELECTRIC	SLATERSVILLE	839	36	875
ELECTRIC	SLOCUM	83	4	87
ELECTRIC	SMITHFIELD	1507	26	1533
ELECTRIC	SOUTH KINGSTOWN	186	0	186
ELECTRIC	TIVERTON	6906	555	7461
ELECTRIC	W KINGSTON	2	0	2
ELECTRIC	W KINGSTOWN	1	0	1
ELECTRIC	WAKEFIELD	8975	300	9275
ELECTRIC	WARREN	4788	419	5207
ELECTRIC	WARWICK	31590	1734	33324
ELECTRIC	WATCH HILL	275	1	276
ELECTRIC	WEEKAPAUG	147	1	148
ELECTRIC	WEST GREENWICH	2440	95	2535
ELECTRIC	WEST KINGSTON	1564	62	1626
ELECTRIC	WEST KINGSTOWN	1	0	1
ELECTRIC	WEST WARWICK	12712	787	13499
ELECTRIC	WESTERLY	11123	613	11736
ELECTRIC	WICKFORD	11	0	11
ELECTRIC	WOOD RIVER JT	281	25	306
ELECTRIC	WOONSOCKET	14983	1458	16441
ELECTRIC	WYOMING	556	28	584

SERVICE	ZIP_CODE	NON_LOW_INCOME	LOW_INCOME	TOTAL
GAS	02802	28	0	28
GAS	02804	22	0	22
GAS	02806	4696	88	4784
GAS	02808	260	21	281
GAS	02809	4634	208	4842
GAS	02816	4180	145	4325
GAS	02817	307	2	309
GAS	02818	4463	41	4504
GAS	02822	220	3	223
GAS	02823	5	0	5
GAS	02824	4	0	4
GAS	02828	927	23	950
GAS	02830	5	0	5
GAS	02831	65	2	67
GAS	02838	695	63	758
GAS	02840	7184	167	7351
GAS	02842	2746	30	2776
GAS	02852	5794	201	5995
GAS	02857	50	1	51
GAS	02859	114	1	115
GAS	02860	12515	1645	14160
GAS	02861	8402	599	9001
GAS	02863	4799	757	5556
GAS	02864	7917	323	8240
GAS	02865	5300	125	5425
GAS	02871	1896	25	1921
GAS	02874	599	4	603
GAS	02876	59	0	59
GAS	02877	2	0	2
GAS	02878	1016	58	1074
GAS	02879	2495	35	2530
GAS	02881	271	4	275
GAS	02882	3412	54	3466
GAS	02883	61	5	66
GAS	02885	2622	205	2827
GAS	02886	7041	307	7348
GAS	02888	5474	216	5690
GAS	02889	8453	474	8927
GAS	02891	3711	212	3923
GAS	02892	39	0	39
GAS	02893	5004	267	5271
GAS	02895	10873	755	11628
GAS	02896	1040	27	1067
GAS	02903	2308	96	2404
GAS	02904	8525	732	9257

SERVICE	ZIP_CODE	NON_LOW_INCOME	LOW_INCOME	TOTAL
GAS	02905	6122	989	7111
GAS	02906	10169	161	10330
GAS	02907	5962	1663	7625
GAS	02908	9987	1258	11245
GAS	02909	10580	1679	12259
GAS	02910	6217	573	6790
GAS	02911	4155	309	4464
GAS	02912	9	0	9
GAS	02914	5883	449	6332
GAS	02915	4411	209	4620
GAS	02916	2236	52	2288
GAS	02917	2184	71	2255
GAS	02919	6275	474	6749
GAS	02920	9089	775	9864
GAS	02921	3256	39	3295
ELECTRIC	01529	1	0	1
ELECTRIC	02801	15	0	15
ELECTRIC	02802	325	15	340
ELECTRIC	02804	1109	63	1172
ELECTRIC	02806	6202	176	6378
ELECTRIC	02808	1237	83	1320
ELECTRIC	02809	8800	481	9281
ELECTRIC	02812	529	15	544
ELECTRIC	02813	4544	166	4710
ELECTRIC	02814	3112	187	3299
ELECTRIC	02815	98	4	102
ELECTRIC	02816	13131	586	13717
ELECTRIC	02817	2447	95	2542
ELECTRIC	02818	8053	142	8195
ELECTRIC	02822	2312	90	2402
ELECTRIC	02823	80	5	85
ELECTRIC	02824	172	6	178
ELECTRIC	02825	1985	82	2067
ELECTRIC	02826	386	16	402
ELECTRIC	02827	832	19	851
ELECTRIC	02828	2675	125	2800
ELECTRIC	02829	196	8	204
ELECTRIC	02830	935	44	979
ELECTRIC	02831	1369	63	1432
ELECTRIC	02832	2245	109	2354
ELECTRIC	02833	401	23	424
ELECTRIC	02835	2986	42	3028
ELECTRIC	02836	84	2	86
ELECTRIC	02837	2342	63	2405
ELECTRIC	02838	1427	119	1546

SERVICE	ZIP_CODE	NON_LOW_INCOME	LOW_INCOME	TOTAL
ELECTRIC	02839	691	64	755
ELECTRIC	02840	12355	497	12852
ELECTRIC	02841	2	2	4
ELECTRIC	02842	6616	176	6792
ELECTRIC	02852	9729	547	10276
ELECTRIC	02857	3107	119	3226
ELECTRIC	02858	210	6	216
ELECTRIC	02859	11	2	13
ELECTRIC	02860	15713	2143	17856
ELECTRIC	02861	10534	992	11526
ELECTRIC	02863	5507	905	6412
ELECTRIC	02864	13462	606	14068
ELECTRIC	02865	6737	246	6983
ELECTRIC	02871	7552	256	7808
ELECTRIC	02872	421	3	424
ELECTRIC	02873	128	6	134
ELECTRIC	02874	2308	48	2356
ELECTRIC	02875	177	15	192
ELECTRIC	02876	839	36	875
ELECTRIC	02877	83	4	87
ELECTRIC	02878	6906	555	7461
ELECTRIC	02879	10833	383	11216
ELECTRIC	02881	957	12	969
ELECTRIC	02882	8788	210	8998
ELECTRIC	02883	248	7	255
ELECTRIC	02885	4788	419	5207
ELECTRIC	02886	12002	649	12651
ELECTRIC	02888	8153	369	8522
ELECTRIC	02889	11022	715	11737
ELECTRIC	02891	11668	613	12281
ELECTRIC	02892	1582	62	1644
ELECTRIC	02893	12712	787	13499
ELECTRIC	02894	281	25	306
ELECTRIC	02895	14987	1458	16445
ELECTRIC	02896	3971	147	4118
ELECTRIC	02898	589	28	617
ELECTRIC	02903	4292	284	4576
ELECTRIC	02904	11982	1057	13039
ELECTRIC	02905	7554	1103	8657
ELECTRIC	02906	11668	208	11876
ELECTRIC	02907	7322	1518	8840
ELECTRIC	02908	12533	1222	13755
ELECTRIC	02909	12762	1561	14323
ELECTRIC	02910	7941	920	8861
ELECTRIC	02911	6089	532	6621

SERVICE	ZIP_CODE	NON_LOW_INCOME	LOW_INCOME	TOTAL
ELECTRIC	02912	8	0	8
ELECTRIC	02914	7711	826	8537
ELECTRIC	02915	6931	492	7423
ELECTRIC	02916	3480	168	3648
ELECTRIC	02917	4689	192	4881
ELECTRIC	02919	10587	1054	11641
ELECTRIC	02920	13166	1326	14492
ELECTRIC	02921	4388	92	4480

Division 14-33

Request:

For the most recent 12 month period available, please provide any information that is available that is broken down geographically (e.g., zip code, community) regarding:

- a. Billings;
- b. Payments;
- c. Arrears;
- d. Disconnections, reconnections;
- e. Payment plans;
- f. Other credit and collection activities.

If information is broken down by more than one geographic area, provide that information which is available on the most geographically disaggregated basis (e.g., community rather than town; Census Tract rather than zip code).

Response:

The Company does not maintain available reporting for the requested information that is broken down geographically (or by zip code, community, etc.) in Rhode Island.

Division 14-34

Request:

Please provide a detailed description of all circumstances under which the Company would obtain the income information of a residential customer.

Response:

The Company currently obtains and maintains household or personal historical income data for residential customers only in specific circumstances related to determining if a customer meets the household income less than 75 percent of the Area Median Income definition of being a protected customer, as a result of Financial Hardship, for purposes of determining the appropriate payment plan for a customer in arrears.

Outside of this circumstance, the Company typically only obtains and maintains the following information about residential customers relative to their household income.

- CAP agencies provide lists of customers of record receiving federal LIHEAP assistance, or in the case of electric customers, eligibility to receive federal LIHEAP assistance, to the Company, which the Company uses as the basis for identifying customers eligible for and to be transferred to the applicable low income rate classes under the Company's gas and electric tariffs. As LIHEAP eligibility is predicated on household income levels at or below 60 percent of the Area Median Income, the Company can and does make inferences about household income levels based on receipt of LIHEAP assistance. However, the Company does not receive or otherwise estimate the income for any customer of record or the household associated with the customer of record from these lists.
- Electric customers may also demonstrate eligibility for Narragansett Electric's low income rate classes through evidence of eligibility to receive benefits from various other forms of state and federal assistance, as identified in Narragansett Electric's Residential Low Income Rate A-60, that are also predicated on household income levels at or below 60 percent of Area Median Income. As with the LIHEAP lists described above, the Company can and does make inferences about household income levels based on customer evidence of eligibility for these other forms of aid that can form the basis of the transfer of a customer's account to Narragansett Electric low income rate. However, the Company does not receive or otherwise estimate the income for any customer of record or the household associated with the customer of record from these lists.
- The Company additionally procures and maintains third-party estimates of household income levels for residential customers. These data are used for purposes of segmenting

the Company's customer base for the purpose of targeting the communication of the availability of the Company's low income rate tariffs or other programs to customers most likely to qualify for those programs.

Division 14-35

Request:

Please provide a detailed description of all procedures used by the Company for:

- a. Recording the income of residential customers;
- b. Accessing the income of residential customers.

Response:

As noted in the Company's response to Division 14-34, National Grid only collects and maintains residential customer household income data in the narrow circumstances related to determining whether a customer's income levels qualify that customer for a financial hardship-based protected status.

In those situations where National Grid does seek to verify and record customer income levels, National Grid staff abides by the procedures outlined in the Financial Hardship "Contact Center Job Aid", which is provided as Attachment DIV 14-35-1.

All customer financial documentation received to support a claim of protection is scanned into the customer account and becomes part of that customer's record in the Customer Service System (CSS) billing system. The documentation itself becomes the record of income.

Once this documentation is stored within the CSS billing system, National Grid employees with Basic CSS Billing System User Rights would have the ability to access that information. Company policies around the confidentiality and appropriate use of customer information are covered during new hire training that all National Grid employees are required to attend, and reinforced through reiteration and enforcement of relevant corporate codes and policies. Please see Pages 29-32 of National Grid's Code of Ethics (Attachment DIV 14-35-2), the Conditions of Employment contract (Attachment DIV 14-35-3), and the Account Maintenance & Operations Standards for Northborough employees (Attachment DIV 14-35-4) as illustrative examples of the policies and procedures National Grid has in place for safeguarding confidential customer information stored in its systems.

Contact Center
Job Aid

Financial Hardship Protection



Background

Rhode Island regulations state a customer must annually affirm in writing that his or her family or group income is at or below the annual or quarterly gross income levels established for financial hardship. National Grid will annually send the financial hardship letter and form to all customers coded with hardship, low income, and infant hardship protection. The customer is required to return the completed form and proof (such as tax returns, paystubs, or SSDI/SSI award letter) back to Account Maintenance and Operations within forty (40) days for recertification and seven (7) days for initial claims. This will ensure all eligible households are coded for financial hardship protection and accounts that do not qualify will have the protection removed.

Process Update for Financial Hardship Protection

National Grid will be sending financial hardship recertification letters to Rhode Island (RI) electric and gas residential customers coded with Hardship, Low Income, and Infant Hardship protections advising to complete the financial hardship form and return within forty (40) days. If in collections, the customer will be advised to make payment arrangements on the overdue balance on the account in order to avoid service termination.

The financial hardship protection allows the customer to activate a protected status payment plan. However, the financial hardship protection **does not** protect a customer from termination during moratorium if the account is in arrears. Note: Infant Hardship protected customers are still held from termination while the protection is active on the account.

The recertification mailing will be noted with a contact type of 'Financial Hardship Protection Letter Sent' with verbiage stating "Sent financial hardship letter and form to customer for recertification of protection."

The customer must provide the completed Financial Hardship form for the protection.

The completed Financial Hardship form can be sent to one of the following:

National Grid
mail: Accounts Maintenance & Operations **fax:** 1-866-460-8549
 PO Box 960
 Northborough, MA 01532-0960

CUSTOMER CLAIM:

If the customer requests the form to be mailed, issue a Miscellaneous Collections WFM (ALT AAI) and in the instructions field state the customer needs the Financial Hardship Form (FHF) mailed. Please verify the mailing address with the customer and indicate in your instructions if different than what is on the account.

If the customer requests the form to be emailed or faxed please go to PRO and click on Solutions Email for Rhode Island (RI), under Credit and Collections click on Financial Hardship Form, click the mail envelope icon and enter customer's email address and hit submit. Add an Account Level contact type: Inbound Collections

February 2017

Call or Miscellaneous indicating request was submitted to send FHF per customer request.

Please inform the customer the financial hardship form must be completed in full and once received, they will be reviewed for eligibility. If approved, they will receive a confirmation letter advising them.

Please also inform the customer that he/she must submit supporting documentation to verify the financial hardship claimed.

- For reference the financial hardship guidelines are available in PRO.
<http://pro/pro3/col/%21ref/infolookup/incomeeligcharts-combined.htm>

*If the customer is in collections, please discuss available payment plan options.

Customer Scenarios

Customer: Customer calls claiming financial hardship in household.

Field Representative: Advise the customer the financial hardship form and proof of financial hardship (such as tax returns, paystubs, or SSDI/SSI award letter) can be sent via fax or mail. If the customer is in collections, discuss payment options.

- If the customer requests the form to be mailed, issue a Miscellaneous Collections WFM (ALT AAI) and in the instructions field state the customer needs the Financial Hardship Form (FHF) mailed. Please verify the mailing address with the customer and indicate in your instructions if different than what is on the account.
- If the customer requests the form to be emailed or faxed please go to PRO and click on Solutions Email for Rhode Island (RI), under Credit and Collections click on Financial Hardship Form, click the mail envelope icon and enter customer's email address and hit submit. Add an Account Level contact type: Inbound Collections Call or Miscellaneous indicating request was submitted to send FHF per customer request.

Customer: Customer calls wondering why they were sent the financial hardship form.

Field Representative: Advise the financial hardship protection has to be annually recertified in order to remain protected. Please tell the customer to return the documents within 40 days if recertifying or 7 days for initial claims to one of the following:

National Grid
mail: Accounts Maintenance & Operations **fax:** 1-866-460-8549
PO Box 960
Northborough, MA 01532-0960

Customer: What does the financial hardship protection do for me?

Field Representative: Financial hardship allows the customer to activate a protected status payment plan with a lower down payment and longer installments than a standard non-protected account. However, the financial hardship protection does not protect an account from termination during the moratorium if the customer is in arrears.



Information and communications

What's in this section?

Data privacy	29
Information security	31
Managing records	32
Global email and the internet	33
Social media	34



Bring
Energy
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Need advice?

UK internal helpline: **0800 328 7212**
US internal helpline: **1-888-867-6759**
UK email: **business.conducthelp@nationalgrid.com**
US email: **businessconduct@nationalgrid.com**



Data privacy

We're committed to protecting people's privacy rights by making sure we handle their personal information responsibly.

We must make sure personal information is protected and processed fairly and in line with the law to maintain the confidence and trust of our employees, customers, vendors, suppliers and regulators.



Main points

We believe that the privacy of others must be protected at all times. When data-privacy laws apply, we must always comply with them.

Each country we work in has its own privacy and data-protection laws. These laws focus on the importance of handling personal information in a responsible way. This also includes making sure that there are adequate controls in place to continue to protect the information when it's transferred across borders or to third parties.

As a responsible organisation, we're fully committed to keeping to these laws. We are all responsible for taking great care to deal with personal information in a safe and secure way, and to reduce the risk of it being lost, misused, inappropriately accessed, released, altered or destroyed.

Do

- Keep personal information safe.
- Assume that anything you write about a person could be discovered.
- Only collect personal information that is necessary.
- Ensure you have a legal basis for collecting personal information.
- Only use personal information for the purposes compatible with what it was collected for.
- Make sure personal information is accurate and up to date.
- Keep to all relevant guidelines and dispose of information and records in a safe, secure way.

- Know who you are allowed to share personal information with, and only release it to people who are authorised to have it.
- Adhere to our data-protection and information-security policies, standards and guidelines.
- Ask for advice if you're not sure about anything.
- Refer any requests for personal information you may receive to the Data Protection Team, and Global Information and Records Management Team as soon as possible.

Don't

- Ignore potential risks. You must report incidents or concerns.
- Get access to personal information if you are not authorised to do so.
- Email sensitive information, unless you are sure it is safely encrypted.
- Store or send personal information on unencrypted removable media (for example, memory sticks or disks).
- Assume you can share personal information to another member of staff.
- Leave sensitive personal information unprotected.
- Share passwords, or use ones that are easy to guess.
- Retain records beyond their retention period.



National Grid | July 2017

Data privacy *continued*



Dilemma

I realise that my work colleague is accessing personal information without authorisation.

What you should do

If you know that someone – an employee, contractor or anyone else – has access to information that they shouldn't be looking at, you must raise the concern immediately. You should do this by telling your line manager, Ethics and Compliance, Digital Risk and Security or the Global Data Privacy Manager. You can also raise your concerns by calling the internal or external helplines.

Privacy and data-protection laws are designed to protect private information and how it is collected, stored, accessed, used and passed on.

If you don't follow the relevant laws, we could be reprimanded by the regulator, have legal proceedings taken against us or be fined. Our reputation or commercial interests could also be damaged.

You may be personally liable and so face disciplinary action. This could lead to you being dismissed.

FAQs

What counts as 'personal information' and 'sensitive personal information'?

Personal information relates to living people who could be identified from that information, either by itself, or when combined with other information available to the organisation. It can be factual, such as a person's name, address, contact details and date of birth. Or it can be an opinion, such as how a manager thinks you performed at an interview or an appraisal.

There are certain categories of information which need to be treated more carefully due to the harm that could result from their loss or unauthorised disclosure. For example – a person's social security or medical insurance number, details from their driver's licence or passport, employment details such as sickness, absence and disciplinary action, financial details such as debit or credit-card details, racial or ethnic background, political opinions, religious beliefs, trade union membership, health, sexuality, alleged crimes and court proceedings.

What this guidance means to you

This guidance is to help you make sure that we all process personal information in a safe, secure, fair and lawful way.



Information security

We're all responsible for protecting information from deliberate, accidental or unauthorised access, and from being altered, destroyed or disclosed. This applies to information held electronically (soft copy), on paper (hard copy), or in our minds (have knowledge of).

Main points

Sharing information and ideas within National Grid is great for our business and allows us to make the most of information technology, but there are risks.

If our confidential information falls into the wrong hands, it could be used to damage our (and our partners') reputation and business operations. The same applies to confidential information we have about our business partners or suppliers.

To protect information, it's important to classify and handle it in line with our information-protection standards. You should also make sure that any employee who has access to the information understands what the classifications mean, and what could happen if they don't handle the information properly. Proper handling of information includes how information is stored when not in use, transferred between people or locations, and destroyed when it's no longer relevant.

Protecting our access to information is just as important. This includes having strong passwords, being careful where we have confidential conversations, and keeping our workspace clean.

If you are unsure about how to do the right thing in terms of information security, please visit the Security Knowledge Zone on the Infonet site for guidance.



Do

■ Before giving out any information always make sure the person requesting it is entitled to that information.

Don't

- Tell anyone your password (even if they are your manager or work in IS support).
- Share confidential information with unauthorised parties.
- Click on links in an email when you are unsure about the sender or the content.

Dilemma

I know I'm not supposed to share my log-in ID and password, but we really need to get this work done while I'm on holiday.

What you should do

The reason you must never share your log-in ID and password is simple – if you do this, you're effectively allowing someone else to 'be you' on our systems, and that's not acceptable under any circumstances.

You are expected to act responsibly whenever you log on to our systems. If you reveal your log-in details to someone else, you're breaking that trust.

If you know there is going to be a problem, contact the IS help desk or the Digital Risk and Security Team as soon as possible and explain the situation. They will then start working on a secure solution for you.

FAQs

What do we mean by 'information'? Information covers all forms of written, printed and electronic documents. It includes information that:

- you talk about or hear in meetings
- originates from informal discussions or conversations
- is saved on storage media (for example, disk, memory stick or hard drive)
- is held on a computer
- is being sent over communications lines
- is held in digital, graphic, text, voice or image format
- is held in an electronic form on your personal devices.

Dilemma

Are there extra security measures I could put in place for information held on paper copies?

What you should do

You could consider numbering each copy and recording when you received it. If the information should not be released to the general public, include some type of marking on the document to show the classification level of the information.

What this guidance means to you

We're all responsible for protecting information.

You should always be on your guard because the content of some emails, faxes (some fax machines and printers have a memory store), text messages, voicemail messages and other recorded conversations could cause significant problems if they're not protected and an unauthorised person has access to them.

Be aware of social engineers. These are people who pretend to be someone they are not so they can gain information about yourself or National Grid.



National Grid | July 2017

Managing records

Regulators, auditors and shareholders rely on accurate company accounts and other records. And so do we. We have to create and maintain complete and accurate records, in good time. The entire record must accurately reflect the relevant activity or dealing.



We must keep our information and records safe, and make sure no one has unauthorised access to them. They need to be kept in line with our policies on storing documents.

Main points

We're all responsible for protecting National Grid's assets, including records and other written or electronic information.

Our financial and accounting records need to be accurate, and we must follow all accounting and internal control procedures.

You must not do any of the following, or ask anyone else to do them for you.

- Enter false, misleading or incomplete information in any company account, expense statement, purchase order or other record.
- Leave out any information that makes a company account, expense statement, purchase order or other record inaccurate or misleading.
- Alter, hide or destroy any information in order to produce false or misleading records or reports, or to hold up an investigation.
- Interfere with an audit.
- Try to influence an audit.

If there is legal action in the pipeline or you're issued a 'legal hold' order because of legal action, you must keep all related company information.

Save whatever is required under a legal or contractual obligation, internal control or best practices. If you're not sure what to save, ask the legal department.

Do

- Do find out who your Records Coordinator is, and get access to the current Record Retention Schedule for your business area.

Don't

- Use incorrect facts or leave out relevant information.
- Hide, alter, falsify or disguise the true nature of any dealings.
- Forge endorsements, approvals or authorising signatures for any payment.
- Process, enter into a system, or approve a record or information that you know is false or misleading.

Dilemma

I've just finished a project. The documents are taking up a lot of room, so I'd like to get rid of them.

What you should do

Don't throw them away. They may be needed for legal, regulatory or business reasons. Read the Global Information and Records Management Procedure and refer to the appropriate Retention Schedule for the business activity.

FAQs

I was supposed to calibrate a machine on Friday but forgot and did it on Monday. Is it OK to backdate the inspection form for Friday?

No. That would be falsification of company records, which is a serious issue.

All information must be accurate and truthful. You should record the date when the inspection actually took place.

What this guidance means to you

Accurate records are vital, so you should make sure that all company records, information and communications are full, fair, accurate, and easy to understand and made in good time. You should also make sure that they can be retrieved when they're needed.

CONDITIONS OF EMPLOYMENT

Contract Employees

It is our pleasure to extend a special welcome to you as you begin employment with National Grid. Our reputation for providing essential services to our customers is founded upon a tradition of employee dedication to the public welfare. In connection with this obligation there are several Company policies which you as a prospective National Grid employee must be aware of as a condition of employment.

We have summarized these policies below and request that you sign this sheet as evidence that you fully understand and will comply with these policies.

1. The nature of the utility business is such that overtime is required to restore or assure continuity of service to our customers. You, as an employee, will be required to work overtime for this purpose as well as participate in the Company Emergency Restoration Program.
2. The consumption of alcoholic beverages, use of illegal drugs, and misuse of legal drugs by employees is inconsistent with the objectives of operating in a safe and efficient manner. Accordingly, Company policy on alcoholic beverages and illegal drugs will be strictly enforced. Drinking, using or carrying alcoholic beverages or drugs on Company premises, including vehicles or work sites, is forbidden.

Employees, whether on duty, or reporting to duty, under the influence of alcohol or illegal drugs will be relieved of their duties and will be required to leave Company premises. All employees are subject to random drug testing. Any employee who refuses to take an appropriate test for alcohol or illegal drug content will be presumed to be under the influence of alcohol or illegal drugs. Violation of this policy is cause for immediate dismissal.

3. You will be expected to abide by National Grid's Code of Ethics. All of your actions must be designed to enhance the image we project as a responsible Company.

I have read and understand the above policies. I accept these as conditions of employment with the National Grid.

New Employee's Signature

Today's Date



Northboro Account Maintenance & Operations Standards 2017

Safety

Un-safe conditions must be reported to your Supervisor. If you are injured, please notify your Supervisor immediately. In the event of a building evacuation, please follow department procedures and go to the designated location.

Security

Employees must wear employee ID badge at all times.

Professionalism and Respect for Customers

It is expected that every customer, both internal and external, must be treated with the highest standards of professionalism and courtesy. Each employee is expected to follow Company policies and procedures. Rude or abusive language or behavior that is damaging to our customer relationships will not be tolerated.

Professionalism and Respect for Co-workers

The Company strives to create an environment in which everyone is treated with dignity and respect despite differences of opinion, philosophy, cultural background, or style of communication. We have zero tolerance for disrespectful, abusive or unprofessional language and behavior.

Call Etiquette

In all reported or detected instances of an employee improperly disconnecting internal/external customers, the Company will conduct a prompt, thorough, and fair investigation. The investigation will consist, at a minimum, of speaking with the employee to determine whether there is a reasonable explanation for the improper disconnect(s). The Company will not tolerate any form of improperly disconnecting an internal/external customer call and will immediately terminate the employee, if warranted.

Work Codes

You must use proper work states (aux codes) designated in your area.

Conflict of Interest

A conflict of interest exists when your outside activities or personal interests improperly influence your ability to make objective decisions about your work. You must avoid conflicts of interest. If your outside interests, including those of close relatives, friends and associates, could affect your job performance or your independent judgment, you

may have a conflict of interest. Examples of conflicts include adjusting or processing transactions on accounts of close relatives, friends and associates.

Information and Records

You have access to confidential, privileged, or proprietary information that cannot be disclosed freely, either inside or outside the Company. Under no circumstances should you discuss a customer's account with any person or agency other than the account holder of record. Entries into Company records, paper or electronic, must be accurate. Any employee who falsifies reporting procedures will be subject to disciplinary action up to and including termination of employment.

Time Sheets/Time Entry

Employees must accurately report their daily time.

Use of Assets

Employees must comply with National Grid's Computer Information and Resource Policy. The Company's property and equipment should be used for its intended purpose. Employees should refrain from loading computer games or other unauthorized files onto their desktop. Internet access at the workstation is restricted to business use. Depending on your location, Internet access is available in break areas for your use during your lunch and breaks. Do not access internet sites considered inappropriate, including chat rooms, pornographic and hate sites. Do not send mass emails unless approved by your Supervisor. Do not access email while conducting transactions or speaking with internal/external customers. Although the Company will permit incidental personal use of its PC-related computer resources, such as e-mail, such use must truly be incidental, and must, in no way, interfere with the Company's operation of its computer resources or the user's employment obligations. Instant messaging, such as Net-send and AIM, is not permitted on Company equipment.

Dress Code

Our work attire should meet certain standards and maintain an image of professionalism and respect. The intent is not to impose sameness, or to reject expression of personality and preferences that we all show in the way we dress, but to ensure that we have a positive image as an organization, and that the way we dress doesn't make our colleagues uncomfortable or distracted. It is also intended to draw a clear distinction between casual dress, or what we might wear at home, and business casual dress, or what we wear to work.

Acceptable

- ◆ Denim pants/blue jeans

- ◆ Sneakers
- ◆ Sweatshirts in a solid color with small print logo's only
- ◆ Khaki's, or Casual pants
- ◆ Capri Length Pants
- ◆ Bermuda Shorts – must be knee length

Unacceptable

- ◆ T-Shirts, including white-undergarments or shirts with slogans or designs
- ◆ Shorts
- ◆ Tank or crop tops, halter tops
- ◆ Sweat pants, stretch pants, yoga pants
- ◆ Sweatshirt with advertisements, bold print (i.e. music bands, sport teams)
- ◆ Beach footwear, including flip flops
- ◆ Worn or tattered, frayed, cut off or ripped clothing
- ◆ Clothing that exposes torso or show undergarments
- ◆ Provocative clothing
- ◆ Clothes with derogatory or disrespectful slogans or designs
- ◆ Mini skirt
- ◆ Athletic wear - spandex
- ◆ Baseball Caps

*If you can wear it to the Beach or to the Gym, you can't wear it to work

Non Work Related Activities

For locations with break areas, do not engage in non-work related activities (i.e. knitting, reading magazines/books/newspaper, playing games or performing other personal activities) at your work station during working hours. Smoking is permitted during your designated breaks, in designated areas.

Personal Phone Calls

The telephone located at your workstation is for official business use. Personal telephone calls should be limited to breaks and lunch times.

In case of an emergency, if someone needs to reach you at work use the following numbers

- ◆ AP Northborough 508-357-4908

Cell Phone Usage

Cell phone use/including texting is **PROHIBITED** at your workstation. They may be used on a break or lunch period away from the work area. Please silence your phones when you get to your desk so as not to disturb others around you.

Personal Information Record

You are expected to provide updates of personal address and phone number changes to the Supervisors and Employee Services.

Work Station

Light snacks may be eaten at your work station. Beverages are permitted at the work station but must be covered at all times. Do not eat or drink while talking to a customer. Be sure to promptly dispose of trash. Meals must be eaten in break areas or other designated areas.

When away from your desk, employees are required to lock their computer. Employees are expected to maintain an organized and clean work station.

Schedule Adherence

You are expected adhere to your designated work schedule. It is important to be logged in, ready to start work, at your scheduled start time. If you are late for any reason, you must contact Work Force Management (Syracuse/NF, Northborough). You are expected to adhere to your scheduled break and lunch times. Excessive Personal Time is monitored, and can fall under discipline. Please only use the time that you need.

Illness

When sickness/illness occurs employees are to call:

- ◆ AMO Northborough – notify Work force Management 866-390-1710. In addition to contacting WFM, Employees are required to contact Sedgwick 1-844-243-1632 on day 4 of their absence. Employees that have been out for more than 3 consecutive scheduled work days must notify Sedgwick at the number above before returning to work to obtain a return-to-work clearance.
- ◆ Employees must call in each day of your illness/injury unless you have provided an approved doctor's note (Health Service, Sedgwick, and/or the Company Nurse will advise your supervisor appropriately) with a specified return date

Emergency absence

Employees calling to request unexpected/emergency time off will be considered for approval only after speaking directly with Work Force Management.

Appointments

Requests for time off must be made at least 48 hours in advance and are subject to approval. On all requests for same day time off an email must be sent to WFM as a high Priority and your Supervisor must be copied. The subject line will need to include the following text "AMO Northboro Same Day Time Off Request".

Vacation Requests

Vacation must be scheduled in accordance with the vacation policy.

Schedule Changes

Employees requesting changes to assigned schedule, including but not limited to switching lunch and breaks must receive authorization from their Supervisor.

Telephone Work States:

ACW or After Call Work: *Used for wrap up when needed*

AUX:

- 1 Break
- 2 Meal
- 3 Personal (coffee, restroom within AP department)
- 6 AP Meeting for Monthly Evaluation
- 7 Paper
- 8 Accounts Processing Training/Meeting
- 9 Technical Issues (only used at Supervisor Direction)

Log Out:

- End of shift
- 1 End of shift
 - 2 Restricted Duty
 - 3 Personal Interview

Division 14-36

Request:

Please identify:

- a. All criteria used to categorize customers as low-income customers;
- b. Each specific Company procedure in which these criteria are used to identify and categorize low-income customers and provide a copy of all sections of any operations manual or other written document that details the processes.

Response:

The Company categorizes a customer as a low-income customer on the basis of that customer's enrollment in one of the Company's income-eligible gas or electric tariffs. Customer eligibility criteria for these rates are defined within those tariffs, as excerpted below from the Low Income Rate A-60 Tariff¹:

Service under this rate is available only to currently qualified customers for all domestic purposes in an individual private dwelling or an individual apartment, providing such customer meets both of the following criteria:

1. Must be the head of a household or principal wage earner.
2. Must be presently receiving Supplemental Security Income from the Social Security Administration, be eligible for the low-income home energy assistance program, or one of the following from the appropriate Rhode Island agencies: Medicaid, Food Stamps, General Public Assistance or Family Independence Program.

Additionally, as noted in the Company's response to Division 14-34, the Company uses a separate 75 percent of Area Median Income threshold to determine and verify whether a residential customer qualifies for a Financial Hardship based protected status for purposes of establishing payment plans for past-due balances. Procedures related to identifying and categorizing customers in this scenario are attached as part of the Company's response to Division 14-35.

Specific income thresholds for Fiscal Year 2018 are summarized in the following table:

¹ The Company has proposed to include this low income eligibility language in its Low Income Residential Non-Heating Rate 11 and Low Income Residential Heating Rate 13 tariffs.

2017-2018 Fuel Assistance (LIHEAP) Eligibility Charts

Family Size (# of people in household) (# of people in household)	Rhode Island	Rhode Island
	Fuel Assistance Eligibility 60% of Estimated State Median Income (SMI) FY2018	Low Income Guidelines 75% of Estimated State Median Income (SMI) FY2018
1	\$29,080	\$36,249
2	\$38,027	\$47,533
3	\$46,975	\$57,718
4	\$55,922	\$69,902
5	\$64,870	\$81,087
6	\$73,818	\$92,272
7	\$75,495	\$94,368
8	\$77,173	\$96,466
9	\$78,851	\$98,563
10	\$80,528	\$100,659
11	Each additional person: +1678	Each additional person: +2096

Additionally, the Company utilizes third-party estimates of household income data for purposes of customer segmentation for outreach and education purposes, as well as for targeting specific income-eligible offers/programs to customers most likely to be in a position to qualify for, and benefit from those offers. In these cases, the Company’s low-income threshold for customer segmentation purposes is the same 60 percent of Area Median Income threshold used to determine LIHEAP eligibility. Per the United States Census Bureau’s 2016 American Community Survey data, median household income in Rhode Island was \$60,596. Therefore, the Company currently uses a third-party estimate of \$36,000 in annual household income (approximately 60 percent of \$60,596) as the threshold for identifying a customer as potentially low-income for purposes of customer base segmentation and population size estimation purposes.

Division 14-37

Request:

Please provide the total number of customers receiving bill assistance grants from the federal Low-Income Home Energy Assistance Program (LIHEAP) in the:

- a. 2014 – 2015 LIHEAP program year;
- b. 2015 – 2016 LIHEAP program year; and
- c. 2016 – 2017 LIHEAP program year.

Response:

Please see below for the total number of customers receiving bill assistance grants from the federal Low-Income Home Energy Assistance Program (LIHEAP) in the:

LIHEAP Program Year	Total Customers Receiving Bill Assistance Grants - Gas	Total Customers Receiving Bill Assistance Grants - Electric
2014-2015	17,839	2,915
2015-2016	18,303	3,302
2016-2017	17,563	3,296

Division 14-38

Request:

Please provide the total dollars of bill assistance grants received from the Low-Income Home Energy Assistance Program (LIHEAP) in the:

- a. 2014 – 2015 LIHEAP program year;
- b. 2015 – 2016 LIHEAP year; and
- c. 2016 – 2017 LIHEAP program year.

Response:

Please see below for the total dollars of bill assistance grants received from the Low-Income Home Energy Assistance Program (LIHEAP) in the:

LIHEAP Program Year	Total Dollars of Bill Assistance Grants - Gas	Total Dollars of Bill Assistance Grants - Electric
2014-2015	\$6,843,975.92	\$1,057,195.90
2015-2016	\$9,167,440.71	\$1,417,691.92
2016-2017	\$8,643,423.63	\$1,300,898.08

Division 14-39

Request:

Please provide the total number of customers receiving Crisis assistance grants received from the Low-Income Home Energy Assistance Program (LIHEAP) in the:

- a. 2014 – 2015 LIHEAP program year;
- b. 2015 – 2016 LIHEAP year; and
- c. 2016 – 2017 LIHEAP program year.

Response:

Please find below the total number of customers receiving Crisis assistance grants from the Low-Income Home Energy Assistance Program (LIHEAP) in the:

LIHEAP Program Year	Total Customers Receiving Crisis Assistance Grants - Gas	Total Customers Receiving Crisis Assistance Grants - Electric
2014-2015	1,445	827
2015-2016	1,130	1,297
2016-2017	970	951

Division 14-40

Request:

Please provide the total dollars of Crisis assistance grants received from the Low-Income Home Energy Assistance Program (LIHEAP) in the:

- a. 2014 – 2015 LIHEAP program year;
- b. 2015 – 2016 LIHEAP year; and
- c. 2016 – 2017 LIHEAP program year.

Response:

Please find below the total dollars of Crisis assistance grants received from the Low-Income Home Energy Assistance Program (LIHEAP) in the:

LIHEAP Program Year	Total Dollars of Crisis Assistance Grants - Gas	Total Dollars of Crisis Assistance Grants - Electric
2014-2015	\$627,836.78	\$286,638.59
2015-2016	\$558,874.98	\$429,423.94
2016-2017	\$421,112.48	\$373,748.08

Division 14-41

Request:

Please provide the total number of customers receiving bill assistance grants from a state or local program other than LIHEAP in the:

- a. 2014 – 2015 program year;
- b. 2015 – 2016 program year; and
- c. 2016 – 2017 program year.

Response:

Grants for non-LIHEAP assistance agencies are not tracked. Payments from assistance agencies are posted to the customer's account through the lockbox and are not distinguishable from a customer payment to provide a count of non-LIHEAP grants.

Division 14-42

Request:

Please provide the total dollars of bill assistance grants received from a state or local program other than LIHEAP in the:

- a. 2014 – 2015 program year;
- b. 2015 – 2016 year; and
- c. 2016 – 2017 program year.

Response:

Grants for non-LIHEAP assistance agencies are not tracked. Payments from assistance agencies are posted to the customer's account through the lockbox and are not distinguishable from a customer payment to provide a dollar amount of non-LIHEAP grants.

Division 14-43

Request:

Please provide the total number of customers receiving a public or private crisis assistance grant other than LIHEAP Crisis in the:

- a. 2014 – 2015 program year;
- b. 2015 – 2016 program year; and
- c. 2016 – 2017 program year.

Response:

Crisis grants for non-LIHEAP assistance agencies are not tracked. Payments from assistance agencies are posted to the customer's account through the lockbox and are not distinguishable from a customer payment to provide a count of non LIHEAP crisis grants.

Division 14-44

Request:

Please provide the total dollars of public or private crisis assistance grants received from a public or private program other than LIHEAP Crisis in the:

- a. 2014 – 2015 program year;
- b. 2015 – 2016 program year; and
- c. 2016 – 2017 program year.

Response:

Crisis grants for non-LIHEAP assistance agencies are not tracked. Payments from assistance agencies are posted to the customer's account through the lockbox and are not distinguishable from a customer payment to provide a dollar amount of non LIHEAP crisis grants.

Division 14-45

Request:

Please provide all empirical third party evaluations of ratepayer-funded low-income bill affordability assistance offered by the Company in Rhode Island prepared since January 1, 2013.

Response:

The Company is not aware of any third party evaluations of customer-funded low income assistance offered by the Company in Rhode Island.