

September 24, 2020

BY ELECTRONIC MAIL

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

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates

<u>Low-Income Monthly Report – August 2020</u>

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for August 2020 in the above-referenced docket.

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

Very truly yours,

Raquel J. Webster

Enclosure

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

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

² Due to the COVID-19 Pandemic emergency period, the Company is providing a PDF version of the above-referenced transmittal. The Company will provide the PUC with a hard copy and, if needed, additional hard copies at a later date.

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
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1		General Residential Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	Calculated	Line 1.a+1.b
1.a	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to "C" regardless of the rate class. Thus, churches are not included in this residential reporting.
1.b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
2	Credit and Collections Activity	Total Billed, does not include ESCO Average active residential account bill (line 2 / line 1.a)	Page Center Rpt (NECO RP 82) Calculated	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges Line 2 divided by Line 1.a
3	Report line 2		PageCenter Rpt CN778	
4		Total Receipts		All payments for Active and Non-Active Accounts- 60/40 allocation
6		Total Number of Accounts Protected through SPECIAL PROTECTIONS Number of Standard Accounts Protected	Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f
6.a 6.b		Elderly Infant	CCAE Query CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
6.c		Handicapped	CCAE Query	Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is
6.d		Welfare	CCAE Query	not used in practice, as all welfare is by definition low income.
6.e		Unemployed Seriously ill	CCAE Query CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed) Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
5.f 7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f
7.a 7.b		Elderly Infant	CCAE Query CCAE Query	Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)
		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note
7.c		**	·	that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).
7.d		Welfare	CCAE Query	Note: CHC code 35 is not used in practice, as all welfare is by definition low income.
7.e		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
7.f		Seriously ill Delinquency (includes Active and Pending final accounts)	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 8.a + 8.b
8.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
8.b		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of	CCAE Query Calculated	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA Line 9.a + 9.b
9 9.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
9.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
10		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 10.a + 10.b
.0.a .0.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of	Calculated	Line 11.a + 11.b
.1 .1.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA
1.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b
12.a		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CAE Query CCAE Query	Line 12.a + 12.b Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA
12.a 12.b		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA
12.a 12.b 13 13.a		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA	CCAE Query CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA
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12.a 12.b 13 13.a 13.b 14 14.a 14.b 15 15.a		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query Calculated CCAE Query CCAE Query Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8a, 10, a, and 12.a Sum of lines 8b, 10, a, and 12.b Line 15.a + 15.b Sum of lines 9.a, 11, a, and 13.a Sum of lines 9.a, 11, a, and 13.a
12.a 12.b 13.a 13.b 14.a 14.b 15.a 15.b		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CAE Query Calculated Calculated Calculated Calculated Calculated Calculated	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a. + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a. + 14.b Sum of lines 8.b., 10.b, and 12.b Line 15.a. + 15.b Sum of lines 8.b., 10.b, and 12.b Line 15.a. + 15.b
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12.a 12.b 13.3 13.a 13.b 14.4 14.b 15.b 15.a 15.b 16.6 17		Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of declinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above w	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CAE Query Calculated CCAE Query Calculated CCAE Query Calculated COIL Agency Performance Report CCAE Query CCAE Query CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15 + 15.c Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2
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12.a 12.b 13.a 13.b 14.a 14.b 15.b 15.a 15.b 16 17 22.0 21.c 21.c 22.d 22.d 22.d 22.d 22.d 22.d 22.d 22	DKT 1725 line 8 DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report DKT 1725 line 4 Terminations and Reconnects Report R	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Dollar value of accounts reported above that have an active DPA Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts accounts Number of new payments plans, not including AMP Number of Accounts Sent Notice of Disconnection for non-payment plans Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment in excess of \$1,000 Ratio Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query Calculated CAE Query CAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10.a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 8.b, 10.b, and 13.b Dollar value of saccounts with oldest arrears aged less than 30 days Line 15.a + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a statut date in the reporting month Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Divisi
12.a 12.b 13.a 13.b 14.b 15.b 15.a 15.b 15.a 15.b 12.c 22.c 22.d 24.b 224.c 225.a 225.a	DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 4	Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Dollar value of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Dollar Value of reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts PPA Total Dollar Value of GPA Total	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query CCAE Query Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated Calculated CCAE Query Color Query Color Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.c Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.
12 12.a 12.b 13.a 13.b 14.1 14.a 14.b 15.a 15.a 16.1 17 18 19 20 21 21.c 21.c 22.c 22.d 24.c 24.d 24.c 25.b	DKT 1725 line 6; Credit and Collections Activity Report line 5; DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 9; Terminations and Reconnects Report DKT 1725 line 4 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA Dollar Value of elienquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above that have an active DPA Total Ollar Value of delinquent accounts Number of accounts reported above that have an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Active and Pending Final A/R Collection Agencies Number of cases referred to collection agencies Payment Plans Number of repayment plans, not including AMP Number of new payments plans, not including AMP Number of payment plans defaulted Number of active payment agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Company issued non-Step plans Number of regulatory order non-Step plans Number of Fervice Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment and accounts with NO special protection Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query Calculated CCAE Query CCAE Query CCAE Query Calculated CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Une 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Une 14.a + 14.b Sum of lines 8.b, 10.b, and 12.a Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 9.b, 11.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Une 15.a + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month Count of active non-AMP payment plans with terms adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 count of active non-AMP payment plans with terms adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-816.R1-00-01-115(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of
12.a 12.b 13.a 12.b 13.a 13.b 14.b 14.a 14.b 15.b 15.a 16.b 17.7 18.b 19.20 21.c 21.c 22.d 24.c 24.d 225.b	DKT 1725 line 8 DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report	Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported above without an active DPA Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Dollar Value of current accounts Total Dollar Value of current accounts Number of cases referred to collection agencies Payment Plans Number of cases referred to collection agencies Payment Plans Number of payment plans defaulted Number of payment plans defaulted Number of payment plans acfaulted Number of Active Step-plan agreements Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Company issued non-Step plans Number of Commission sanctioned "October Rule" payment plans Number of Accounts Sent Notice of Disconnection for non-payment Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO specia	CCAE Query CCAE Query Calculated CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Number of accounts with oldest arrears aged at least 90 days old without an active DPA Une 13.a + 13.b Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Low 14.a + 14.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 12.b Sum of lines 8.b, 10.b, and 13.b Sum of lines 9.b, 11.b, and 13.b Sum of lines 9.b, 11.b, and 13.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a start date in the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule" payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of one non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MIAPPING		BAIAGONEL	GL033ATT
		Number of Service Restorations within 7 days of termination on accounts WITH a special	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b	Report line 9; Terminations and Reconnects Report	protection	ed a garry	The number of decounts included above 11111 o special protection of state of times 5 and 6
27	Terminations and Reconnects	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Report	Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report	Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28		Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
29		Write-Offs Number of Accounts Classified as Written-Off	Calculated	Line 29.a + 29.b
29.a		Number of Residential Accounts Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
29.b	DKT 1725 row 10 had res and	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query Calculated	Number of accounts that moved from final to write-off status in the reporting month Line 30.a + 30.b
30 30.a	com combined	Dollar Value of Accounts Classified as Written-Off Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	DUT ATOM	Dollar Value of Commercial and Industrisal Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined	Dollar Value of write-off recoveries	Calculated	Line 31.a + 31.b
31.a 31.b		Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
32.a	com combined	Dollar Value of Residential NET A/R Write-Offs	CCAE Query	Line 30.a minus line 31.a
32.b		Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	CCAE Query	Line 30.b minus line 31.b
33 33.a		Number of Low-Income Accounts Number of Accounts (no rider)	CCAE Query	Line 33.a + 33.b Number of accounts on a low-income rate and having NO active rider
33.b 34		Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider Line 33 divided by line 1.a
35		Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a		Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	Calculated CCAE Query	Line 36.a + 36.b Subset of line 35 with a source code of Regular LIHEAP
36.b 37		Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query	Subset of line 1 attributed to low-income accounts
		Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	Line 39.a + 39.b
39 39.a		issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40		issuance of a bill	Calculated	Line 40.a + 40.b
40.a 40.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 39.a Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b		Number of accounts reported above that have an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after		Accounts on a row-income rate with oldest debits aged between 60-89 days having NO active DPA Line 42.a + 42.b
42 42.a		issuance of a bill Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 41.a
42.b		Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 41.b
43		issuance of a bill	Calculated	Line 43.a + 43.b
43.a 43.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
44		Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45		Total Number of low-income delinquent accounts	Calculated Calculated	Line 45.a + 45.b
45.a 45.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.a, 41.a and 43.a Sum of lines 39.b, 41.b and 43.b
46 46.a		Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b		Dollar value of accounts reported above without an active DPA Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47		Number of low-income Accounts Sent Notice of Disconnection	CCAE Query	Subset of line 21 attributable to low-income accounts
48		Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income	CCAE Query Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49		Residential Customers Restorations		
50		Number of low-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51		Average duration of low-income service disconnection for restored accounts Write-Off	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52		Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53 54 55		Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	CCAE Query CCAE Query	Subset of line 30 associated with low-income accounts Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs Arrearage Management Program	Calculated	Line 53 minus line 54.
56 57		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Calculated	Number of accounts actively on AMP at time of query
58		Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees	Pat Murray / Damaris Dominguez	Line 56 divided by line 33 Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total receipts paid by LIHEAP Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP
50 51		Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers	Calculated	installments. Line 61.a + 61.b
		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
51.a		Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
61.b 62		Number of customers exited the program	Calculated	Line 62.a + 62.b
52.a 52.b		Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63		Number of customers successfully completing a 12-month program	Calculated	Number of AMP agreement with an end date in the reporting month and a status of cancelled Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b		Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
64		issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
65 66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67		Percent of AMP customers receiving LIHEAP payments	Calculated	Line 66 divided by line 56

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		Aug-1		Sep-19		Oct-19	Nov		Dec-19	Jan-20		Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
	General Residential	Electric	Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric Ga	s Electric	Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas
	Number of Residential Accounts, includes discount rate and AMP accounts (Active and																	
1	Final)	444,682	247,759	451,227	255,850	449,745 255,322	451,474	256.915	462,854 263,29	6 450,512 2	7,018 450,3	309 256,801	450,316 256,771	450,501 256,688	450,479 256,473	450,469 256,122	450,601 256,019	450.744 255.861
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	433,895	241,601	440,070	249,571	440,543 250,224	441,292	251,208	441,787 251,87	· ·	1,969 442,2		442,301 251,897	442,478 251,834	442,464 251,599	442,454 251,248	442,586 251,145	442,729 250,987
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	10,787	6,158	11,157	6,279	9,202 5,098	10,182	5,707	21,067 11,42	1 8,429	5,049 8,0	018 4,732	8,015 4,874	8,023 4,854	8,015 4,874	8,015 4,874	8,015 4,874	8,015 4,874
2	Total Billed, does not include ESCO	\$70,107,774	\$8,740,623	\$54,248,607	\$8,895,904	\$41,340,505 \$10,939,481	\$41,385,355	\$19,684,328	\$50,576,624 \$35,571,07	3 \$60,515,378 \$46,33	1,683 \$48,129,7	743 \$38,915,396	\$47,207,027 \$36,163,008	\$46,253,989 \$30,056,840	\$43,428,945 \$25,091,761	\$44,969,329 \$11,706,749	\$66,637,948 \$8,914,138	\$81,419,546 \$8,764,246
3	Average active residential account bill (line 2 / line 1.a)	\$161.58	\$36.18	\$123.27	\$35.64	\$93.84 \$43.72	\$93.78	\$78.36	\$114.48 \$141.2	3 \$136.89 \$	83.88 \$108	.82 \$154.38	\$106.73 \$143.56	\$104.53 \$119.35	\$98.15 \$99.73	\$101.64 \$46.59	\$150.56 \$35.49	\$183.90 \$34.92
4	Total Receipts	\$22,527,664	\$15,018,443	\$21,689,911 \$	14,459,941	\$20,350,515 \$13,567,010	\$17,089,396	\$11,392,931	\$21,102,488 \$14,068,32	5 \$24,069,568 \$16,04	6,379 \$25,677,6	500 \$18,918,400	\$24,450,319 \$16,300,213	\$21,628,692 \$14,419,128	\$20,471,432 \$13,647,621	\$19,586,462 \$13,057,641	\$18,311,288 \$12,207,525	\$22,029,531 \$14,686,354
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,758	4,258	6,932	4,392	6,898 4,381	6,932	4,404	6,698 4,25	-, -	4,283 6,7	, ,	6,773 4,298	6,790 4,296	6,745 4,260	6,773 4,250	6,826 4,287	6,767 4,250
6	Number of Standard Accounts Protected	3,783	2,275		2,360	3,899 2,473		2,583	3,970 2,53			875 2,468	3,942 2,478	3,974 2,484	3,949 2,477		3,975 2,459	4,012 2,457
6.a	Elderly	1,059	733		761	1,090 764		791	1,029 73	-,	753 1,0		1,057 745	1,057 742	1,050 744		1,108 754	1,136 757
6.b	Infant	311	200	281	194	304 218		234	325 22			307 216	297 198	297 198	303 196		278 180	289 188
6.C	Handicapped Welfare	464	227	522	257	482 267 0 0	496	282	287 15	7 287 0 0		293 175 0 0	283 151	304 163 0 0	309 178 0 1	297 163 0 1	303 167 0 1	454 256 0 1
6.0	Unemployed	17		18	5	18 5	14	4	13	5 13		13 5	19 9	41 20	51 28	62 36	69 43	73 44
6.f	Seriously ill	1,932	1,110	1,967	1,143	2,005 1,219	2,002	1,272	2,316 1,41			250 1,361	2,286 1,375	2,275 1,361	2,236 1,330		2,217 1,314	2,060 1,211
7	Number of Low-Income Accounts Protected	2,975	1,983	3,044	2,032	2,999 1,908	3,021	1,821	2,728 1,71	8 2,723	1,714 2,8		2,831 1,820	2,816 1,812	2,796 1,783		2,851 1,828	2,755 1,793
7.a	Elderly	785	505	800	529	778 508	794	489	714 45			764 496	783 517	780 512	783 509	790 518	786 526	796 527
7.b	Infant	414	336	422	349	408 332	409	317	349 28	6 326		325 261	291 241		286 234		293 236	270 222
7.c	Handicapped	494	294	519	323	530 304		302	307 16	6 319		347 177	309 177		324 198	328 190	325 190	476 272
7.d	Welfare	0	0	0	0	0 0	0	0	0	0 0	0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
7.e	Unemployed	3	2	3	2	3 2	3	1	2	1 1	1	1 1	. 2 2	5 2	10 2	14 4	17 5	16
7.f	Seriously ill	1,279	846	1,300	829	1,280 762	1,268	712	1,356 81	4 1,350	810 1,3	394 846	1,446 883	1,416 870	1,393 840	1,451 882	1,430 871	1,197 767
	Delinquency (Includes Active and Pending final accounts)																	
	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a																	
8	bill	44,083	17,630		16,909	56,358 24,930		22,606	56,469 33,96	· · · · · · · · · · · · · · · · · · ·	3,551 43,1		40,244 24,810	33,613 20,124	29,030 16,427	31,190 17,175	29,406 13,897	34,494 14,182
8.a	Number of accounts reported above that have an active DPA	1,759	301	2,253	332	1,369 291	. 888	361	727 46	8 1,163	901 1,3		983 704	760 487	667 379	633 301	554 149	729 104
8.b	Number of accounts reported above without an active DPA	42,324	17,329	43,857	16,577	54,989 24,639	43,290	22,245	55,742 33,50	1 34,864	2,650 41,7	759 25,758	39,261 24,106	32,853 19,637	28,363 16,048	30,557 16,874	28,852 13,748	33,765 14,078
	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of																	
9	a bill		\$2,502,171		\$2,242,661	\$14,868,415 \$2,735,952	,,.	\$3,075,285					\$12,446,164 \$9,242,991	\$11,588,256 \$8,293,736	\$10,809,510 \$7,066,576			
9.a	Dollar Value of accounts reported above that have an active DPA	\$2,400,333	\$553,675	\$2,812,617	\$509,649	\$2,668,908 \$498,633	\$1,957,334	\$469,971	\$1,825,547 \$646,02		8,110 \$2,264,9			\$1,177,428 \$665,341	\$1,104,655 \$598,070	\$1,135,033 \$568,614	\$1,105,198 \$316,233	\$1,341,534 \$235,865
9.b	Dollar Value of accounts reported above without an active DPA	\$9,730,193	\$1,948,496	\$10,844,651	\$1,733,013	\$12,199,507 \$2,237,319	\$8,378,641	\$2,605,314	\$10,849,711 \$5,580,10	4 \$9,296,069 \$6,59	0,240 \$11,096,5	562 \$8,134,406	\$10,599,386 \$8,166,219	\$10,410,828 \$7,628,395	\$9,704,856 \$6,468,507	\$8,992,885 \$5,452,722	\$8,709,940 \$2,509,192	\$12,579,786 \$2,021,692
4.0	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a					22 724			24 - 24		0.407	225	40.000	40.000	46.004	42.000	42.000	42.000
10	DIII	15,370	7,863	15,635	6,667	23,791 8,414		8,068	21,424 10,02	,	8,187 14,8		19,293 12,567	19,942 13,564	16,291 10,714	13,600 8,516	13,290 7,998	13,083 6,374
10.a	Number of accounts reported above that have an active DPA	2,210	737	,-	571 6.006	3,359 537	,	580 7.499	1,480 55	, , , ,	847 1,9		2,084 1,523	1,203 883	1,053 698		825 375	777 223
10.b	Number of accounts reported above without an active DPA	13,160	7,126	12,958	6,096	20,432 7,877	17,696	7,488	19,944 9,46	7 12,935	7,340 12,8	862 8,338	17,209 11,044	18,739 12,681	15,238 10,016	12,646 7,949	12,465 7,623	12,306 6,151
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a hill	\$4.772.464	\$2.207.547	¢5 250 701	\$1 402 520	\$7,992,002 \$4,562,744	\$6.756.474	\$1 EDE 211	\$6.552.920 \$2.007.40	2 \$5,250,047 \$2.00	2 270 \$6 260 6	76 \$4,000,004	\$7,022,000 \$5,545,000	\$8,027,420 \$6,250,422	\$7.449.056 \$5.542.034	\$7 124 070 \$4 027 504	\$6.205.600 \$2.045.007	\$6.564.006 \$2.474.004
11.a	u on	\$4,772,461 \$1.600.868	\$2,207,517 \$641,293	\$5,259,781 \$1,719,735	\$1,492,539 \$429,582	\$7,883,002 \$1,563,741 \$2,424,288 \$434,421	\$6,756,471	\$1,505,311	\$6,552,839 \$2,007,10 \$1,655,276 \$404,97	3 \$5,360,947 \$2,68 8 \$1,275,983 \$4	2,279 \$6,269,0 4,936 \$1,493,6		\$7,932,080 \$5,515,932 \$1,699,767 \$882,187	\$8,037,428 \$6,259,422 \$996,693 \$599,415	\$7,448,856 \$5,542,921 \$930,370 \$554,762	\$7,134,979 \$4,937,694 \$983,842 \$564,952	\$6,395,682 \$3,945,837 \$985,245 \$503,916	\$6,564,096 \$2,171,804 \$910,031 \$275,062
	Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	1 //	\$1.566.224			\$5,458,714 \$1,129,320		\$1,161,294	\$1,655,276 \$404,97			391 \$3,348,106	\$1,699,767 \$882,187		\$6,518,485 \$4,988,159		\$5,410,437 \$3,441,922	\$5,654,065 \$1,896,741
11.0	ponar value or accounts reported above without an active DPA	,,,1/1,333	24,000,224	, ,J4U,U4/	y±,002,337	yJ,4J0,/14 \$1,123,320	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	41,101,254	\$1,002,12 \$1,002,12	J-4,004,304 32,21	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,540,1UD	, ,0,232,313 34,033,743	,,040,734 33,000,007	,0,J10,40J 34,308,139	, ,0,131,131 34,312,743	,,410,437 ,33,441,922	
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	38,757	31.643	37,711	30.891	40,081 30,560	43,538	28,057	49,222 28,82	8 45,751	6,071 42,9	900 23,843	43,679 25,491	50,138 30,686	53,165 33,997	52,257 34,954	51,562 36,025	51,904 37,483
12.a	Number of accounts reported above that have an active DPA	12,457	8,693	11,898	8,185	12,667 7,908	12,288	6,144	12,123 5,57		4,210 9,3		8,667 3,811	6,287 2,873	6,087 3,090	6,619 3,615	7,305 4,247	6,653 3,997
12.b	Number of accounts reported above without an active DPA	26,300	22,950		22,706	27,414 22,652	31,250	21,913	37,099 23,25		1,861 33,5		35,012 21,680	43,851 27,813	47,078 30,907	45,638 31,339	44,257 31,778	45,251 33,486
	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a	-,	-,	.,	,	,	1,,,,,,,,,	,			23,0	-5,532			22,307	12,555	5=,776	, , , , , , , , , , , , , , , , , , , ,
13	bill , , , , , , , , , , , , , , , , , ,	\$28,822,669	\$24,286,818	\$27,555,906 \$	23,112,264	\$28,221,551 \$22,077,856	\$30,109,208	\$20,492,994	\$32,787,057 \$20,099,88	3 \$32,392,338 \$19,09	0,697 \$31,632,0	079 \$17,944,625	\$32,965,511 \$19,299,358	\$36,984,938 \$22,553,802	\$39,608,745 \$25,134,446	\$40,754,032 \$26,819,356	\$43,203,552 \$29,000,736	\$45,302,354 \$30,602,450
13.a	Dollar value of accounts reported on above that have an active DPA	\$7,531,226	\$4,870,813	\$6,954,470	\$4,495,601	\$7,239,412 \$4,325,333	\$6,985,172	\$3,525,711	\$6,898,206 \$3,314,30	0 \$5,409,965 \$2,54	6,223 \$4,990,0	057 \$2,177,028	\$4,785,009 \$2,103,967	\$3,977,861 \$1,814,848	\$4,238,783 \$2,038,507	\$4,881,723 \$2,464,172	\$5,514,961 \$3,056,608	\$5,159,593 \$2,958,450
13.b	Dollar value of accounts reported above without an active DPA	\$21,291,443		\$20,601,435 \$		\$20,982,140 \$17,752,523	\$23,124,035		\$25,888,850 \$16,785,58	3 \$26,982,372 \$16,54		022 \$15,767,598	\$28,180,502 \$17,195,390	\$33,007,078 \$20,738,954	\$35,369,962 \$23,095,939	\$35,872,309 \$24,355,185	\$37,688,591 \$25,944,128	\$40,142,761 \$27,644,000
14	Total Number of delinquent accounts	98,210	57,136	99,456	54,467	120,230 63,904	107,762	58,731	127,115 72,82	,	7,809 100,8		103,216 62,868	103,693 64,374	98,486 61,138	97,047 60,645	94,258 57,920	99,481 58,039
14.a	Number of accounts reported above that have an active DPA	16,426	9,731	16,828	9,088	17,395 8,736	15,526	7,085	14,330 6,60	2 12,757	5,958 12,7		11,734 6,038	8,250 4,243	7,807 4,167	8,206 4,483	8,684 4,771	8,159 4,324
14.b	Number of accounts reported above without an active DPA	81,784	47,405	- /	45,379	102,835 55,168	92,236	51,646	112,785 66,22	· ·	1,851 88,1		91,482 56,830	95,443 60,131	90,679 56,971	88,841 56,162	85,574 53,149	91,322 53,715
15	Total Dollar Value of delinquent accounts	\$45,725,656				\$50,972,969 \$26,377,549	\$47,201,654		\$52,015,153 \$28,333,11		, , - , -	566 \$31,323,544	\$53,343,756 \$34,058,280	\$56,610,622 \$37,106,961	\$57,867,111 \$37,743,943		\$59,414,372 \$35,771,999	\$65,787,770 \$35,031,811
15.a	Dollar Value of accounts reported above that have an active DPA	\$11,532,426	\$6,065,781		\$5,434,832	\$12,332,608 \$5,258,387	\$10,933,753	\$4,339,699	\$10,379,030 \$4,365,30	0 \$8,558,610 \$3,9	-,, -,		\$8,331,554 \$4,062,926	\$6,151,982 \$3,079,604	\$6,273,808 \$3,191,339	\$7,000,599 \$3,597,737	\$7,605,404 \$3,876,757	\$7,411,158 \$3,469,378
15.b	Dollar Value of accounts reported above without an active DPA		\$22,930,725		21,412,633	\$38,640,360 \$21,119,162	\$36,267,901		\$41,636,124 \$23,967,81	2 \$40,363,405 \$25,34		975 \$27,250,110 892 \$28,386,478	\$45,012,202 \$29,995,354	\$50,458,640 \$34,027,356	\$51,593,303 \$34,552,605 \$33,530,144 \$16,698,384	\$ \$51,016,330 \$34,180,649 \$ \$33,698.657 \$8.875,084	\$51,808,969 \$31,895,242	\$58,376,612 \$31,562,433
17	Total Dollar Value of current accounts Total Active and Pending Final A/R	\$51,485,368 \$97.211.024	\$7,791,631	\$43,859,217 \$90,332,173 \$	\$8,453,432	\$30,078,857 \$7,983,180 \$81.051.825 \$34.360.729	\$80,490,691	1 -7 -7	\$35,498,526 \$21,049,77 \$87,513,680 \$49,382,89	9 \$46,247,554 \$31,90 1 \$95,169,569 \$61,23	, ,,-	558 \$59,710,022	\$ \$35,066,808 \$22,460,030 \$ \$88,410,564 \$56,518,311	\$35,407,641 \$21,004,424 \$92,018,262 \$58,111,385	\$33,530,144 \$16,698,384	1 ,	\$54,167,851 \$7,573,494 \$113.582.223 \$43.345,493	\$61,691,717 \$7,379,461 \$127,479,487 \$42,411,271
1/	Collection Agencies	337,211,024	y30,700,137	\$30,332,173 \$	33,300,037	901,031,023 \$34,300,725	300,430,031	y41,J13,734	707,313,000 343,362,65	1 223,102,303 301,2.	2,320 330,472,3	JJJ,/10,022	. 200,410,304 230,318,311	752,010,202 330,111,383	\$31,331,233 \$34,442,328	771,713,360 340,033,471	7113,302,223 343,343,493	7121,413,401
18	Number of cases referred to collection agencies	2,474	1,625	2,055	1,329	2,522 1,572	2,214	1,351	2,138 1,33	3 1,770	1,099 1,4	495 1,035	1,848 1,271	0 0	0 0	0 0	0 0	0 0
	Payment Plans	-,,	1,023	2,000	_,5_5	_, 2,372	2,224	1,551	_, 1,55		, 1,-	1,000	_,,,,,		- "			
19	Number of new payments plans, not including AMP	5,391	2,627	5,662	2,235	6,212 2,394	3,831	1,628	3,644 1,83	4 4,149	2,429 3,5	579 2,326	2,816 1,865	1,454 954	1,771 1,128	2,626 1,578	2,309 1,307	1,800 790
20	Number of payment plans defaulted	4,836	2,526		2,501	4,966 2,297			5,152 2,39			116 1,630			1,713 902			2,119 1,112
21	Number of active payment agreements	8,709	4,887	11,048	5,370	12,142 5,338		4,850	8,758 3,86	8 9,174	4,334 8,4	416 4,281	6,088 3,299	5,950 3,149	5,816 3,221	6,367 3,652	6,705 3,845	5,909 3,302
21.a	Number of Active Step-plan agreements	6,782	4,151	8,854	4,515	8,955 4,065		3,160	5,121 2,17		2,904 5,7				2,190 1,252			1,686 1,004
	Number of Company issued non-Step plans	1,446	584	1,703	692	2,715 1,122			3,452 1,63		1,377 2,5		1,870 817	2,859 1,476	3,348 1,837	4,036 2,260	4,451 2,490	4,064 2,226
	Number of regulatory order non-Step plans	203	67	236	86	265 89	222		158 5	0 142		142 46	104 33	94 33	83 28	75 23	74 21	65 14
	Number of Commission sanctioned "October Rule" payment plans	278	85		77	207 62	120		27 1	21		14 8	11 6	235 122	195 104		121 71	94 58
22	Number of new budget plans, not including AMP	2,075	929	2,021	961	1,937 951	1,225	687	1,389 1,00	7 1,842	1,258 1,3	380 883	1,105 718	601 387	765 434	911 427	1,049 407	1,055 344
22	Shut-Offs Control of the Control of	40 =05	20.0	40.004	22.501	47.744	20.00	4	24.072	25.514	4.000	445 40.5	22.422				0 -	2
23	Number of Accounts Sent Notice of Disconnection for non-payment	40,500	26,909		23,604	47,744 25,480		14,763	31,872 18,91	5 35,614	4,060 25,4		32,433 24,029	0 0	0 0	0 0	0 0	0 0
24	Number of Service Disconnections for non-payment	2,470	480	2,394	525	1,522 271	. 2	1	U	υ 0	U	10 52	11 51	0 0	0 0	0 0	0 0	0 0
24 -	Number of Service Disconnections for non-payment on accounts with NO special	2.416	463	2.250	F10	1.401 300			0		0	10 53	11 -1	0 0	l , ,	0 0	0 0	, ,
24.a	protection Number of Service Disconnections for non-naument on accounts WITH a special	2,416	463	2,350	510	1,491 266	2	1	U	0	U	10 52	11 51	U C	U 0	0 0	U 0	U (
245	Number of Service Disconnections for non-payment on accounts WITH a special	54		44	45	21 -		_	0		0	0 0		l , .	l		l	
24.b	protection Number of Service Disconnections for non-payment in excess of \$1000	54 585	233 233		15 231	31 5 359 132	. 0	0	0	0 0	0	6 32	7 47	0 0	0 0	0 0	0 0	0 0
	Ratio of service Disconnections for non-payment in excess of \$1000 Ratio of service disconnections for nonpayment to total Residential Customers	0.6%	0.2%		0.2%	0.3% 0.1%			0.0% 0.0	0 0 % 0.0%	0.0% 0.	.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%		0.0% 0.0%	0.0% 0.0%
	Average balance of Service Disconnections for non-payment	\$878	\$1,463		\$1,357	\$897 \$1,497			\$0 \$	0.0%	\$0 \$1,8		\$1,745 \$3,760	\$0 \$0	\$0 \$0	\$ 0.0% 0.0%	\$0 \$0	\$0 \$0
23	Average balance of Service Disconnections for non-payment Average balance of Service Disconnections for non-payment on accounts with NO special	Ş076	<i>\$</i> 1,403	, 303I	155,14	/45,15 ادەد	δοες	ŞU/1	2∪ Ş	JU 30	ر1 چار <u>د</u>	31,747	,1,14J \$3,/0L	. ↓U \$U		, şu Şu	0\$ 0ډ	ا\$ نږ
25.a	protection	\$857	\$1,436	\$850	\$1,335	\$869 \$1,470	\$588	\$671	\$0 \$	0 \$0	\$0 \$1,8	864 \$1,747	\$1,745 \$3,760	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
23.a	Average balance of Service Disconnections for non-payment on accounts WITH a special	7037	,±, 4 30	, , , , , , , , , , , , , , , , , , ,	71,333	,500 J1,470	800.0	JU/ 1			γυ γ1,0	· 91,/4/	\$2,743 \$3,70C	, , , , , , , , , , , , , , , , , , ,	ÇO 30	. , ,0 ,0	, , , , , , , , , , , , , , , , , , ,	, ,o ,0
25.b	protection	\$1,794	\$2,186	\$931	\$2,111	\$2,241 \$2,955	\$0	\$n	\$0 \$	0 \$0	\$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
-5.0	protestion.	71,734	72,100	7,7,51	Y=,111	Y=,= .	Ų.	Ų.	, , , , , , , , , , , , , , , , , , ,	- YO	γo	-2 30	, , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , ,	. 70 70	, JO , JU	, , , , , , , , , , , , , , , , , , ,

	Aug-1 Electric	19 Gas	Sep Electric	-19 Gas	Oct-1	9 Gas	Nov-19	9 Gas	Dec- Electric	-19 Gas	Jan-2 Electric	0 Gas	Feb-20 Electric) Gas	Mar-20	0 Gas	Apr-20 Electric Gas	N Electric	May-20 Gas	Ju Electric	n-20 Gas	Jul-20 Electric	0 Gas	Aug-20 Electric	Gas
Restorations																									
26 Number of Service Restorations within 7 days of termination	1,969	285	1,869	267	1,267	157	1	1	0	0	0	0	8	36	8	29	0	0	0	0 0	0	0	0	0	0
Number of Service Restorations within 7 days of termination on accounts with NO special	4 020	274	4 020	25.4	4 227	452		4	0	0				20	0	20	0		0			0	0		0
26.a protection Number of Service Restorations within 7 days of termination on accounts WITH a special	1,920	2/4	1,828	254	1,237	152	1	1	0	U	0	U	8	36	8	29	U	U	U	0 0) 0	U	U	0	0
26.b protection	49	11	41	13	30	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0	0	0	0	0
27 Average balance of of service restorations											-													-	
27.a Average balance of of service restorations on accounts with NO special protection	\$454	\$974	\$444	\$861	\$628	\$1,141	\$610	\$604	\$0	\$0	\$0	\$0	\$977	\$1,442	\$633	\$2,154	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
27.b Average balance of of service restorations on accounts WITH a special protection	\$1,694	\$1,572	\$893	\$2,269	\$2,058	\$2,921	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$	0 \$0	\$0	\$0	\$0	\$0	\$0
Average duration of service disconnection for Service Restorations within 7 days of																									
28 termination	1.0	2.0	1.0	3.0	1.0	3.0	1.0	1.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0	1.0	0.0	0.0	0.0 0.	0.0	0.0	0.0	0.0	0.0	0.0
Write-Offs	2 2 4 2	4 004	2 225		1.055	4 400	4 700	4.000	4.00=	4.000	2.110		4 700	4 400	4 480	054	1.570	150				4 500		4.886	0.46
29 Number of Accounts Classified as Written-Off 29.a Number of Residential Accounts Classified as Written-Off	2,242 2,098	1,281	2,225	1,451 1,365		1,409	1,728 1,605	1,086 1,040	1,927	1,238	2,148 2,008	1,319 1,250	1,738 1,550	1,102	1,479 1,275	854	1,572 1, 1,391 1,			3 2,643 3 2,395		1,503 1,376	1,044	1,556 1,435	946
29.a Number of Residential Accounts Classified as Written-Off 29.b Number of Commercial and Industrisal Classified as Written-Off	2,098	1,205	2,108	1,365	1,845	1,335	1,605	1,040	1,811 116	1,188	2,008	1,250	1,550	1,040	204	788	1,391 1,		15 67 17 6	0 248		1,376	9/8	1,435	61
30 Dollar Value of Accounts Classified as Written-Off	\$2,498,642	\$1.130.439	\$2.009.551	\$1,334,254		\$1.130.088	\$1,380,296	\$944,854	\$1.186.764	\$876.905	\$1,404,211	\$907,733	\$1.566.865	\$874.146	\$1.007.628	\$607,826	\$1,033,307 \$832,					\$922,616	\$748,581		\$492,963
30.a Dollar Value of Residential Accounts Classified as Written-Off	\$2,233,917	\$889.526	\$1,802,885		\$1,247,742	\$1,060,197	\$1,253,999	\$849,237	\$1,058,895	\$824,588	\$1,154,054	\$838,478	\$1,277,667	\$805,112	\$718,702	\$536,043	\$852,973 \$791,					\$834,028	\$710,284	\$561,473	\$463,218
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$264,725	\$240,913	\$206,666	\$85,718	\$372,105	\$69,891	\$126,298	\$95,617	\$127,869	\$52,317	\$250,157	\$69,255	\$289,197	\$69,034	\$288,926	\$71,783	\$180,335 \$41,			1 \$222,245		\$88,588	\$38,297	\$158,338	\$29,745
31 Dollar Value of write-off recoveries	\$416,925	\$256,141	\$401,997	\$264,193	\$645,154	\$517,277	\$585,178	\$485,529	\$434,688	\$357,372	\$387,609	\$280,127	\$505,076	\$315,250	\$547,551	\$398,955	\$446,798 \$309,	389 \$466,0	34 \$326,99	3 \$392,916	\$274,979	\$334,778	\$255,803	\$318,825	\$208,944
31.a Dollar Value of Residential write-off recoveries	\$393,104	\$237,181	\$384,221	\$248,339	\$568,922	\$479,747	\$450,483	\$430,670	\$403,868	\$340,521	\$358,716	\$268,097	\$473,991	\$294,045	\$509,407	\$392,952	\$432,770 \$302,	725 \$431,79	93 \$320,81	1 \$383,253	\$271,256	\$316,605	\$251,985	\$300,664	\$200,931
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$23,821	\$18,959	\$17,776	\$15,854		\$37,530	\$134,696	\$54,858	\$30,820	\$16,852	\$28,893	\$12,031	\$31,084	\$21,204	\$38,143	\$6,004		664 \$34,2	1 - 7 -		1-7	\$18,172	\$3,818	\$18,161	\$8,012
32 Dollar value of NET A/R Write-Offs	\$2,081,716	\$874,299	\$1,607,554		\$974,693	\$612,811	\$795,118	\$459,325	\$752,076	\$519,533	\$1,016,602	\$627,606	\$1,061,789	\$558,896	\$460,078	\$208,870	\$586,510 \$522,					\$587,838	\$492,778	\$400,986	\$284,019
32.a Dollar Value of Residential NET A/R Write-Offs	\$1,840,812	\$652,345	\$1,418,664	. , , .	\$678,819	\$580,450	\$803,516	\$418,567	\$655,028	\$484,067	\$795,338	\$570,382	\$803,676	\$511,067	\$209,295	\$143,091	\$420,203 \$488,			,		\$517,423	\$458,298	\$260,809	\$262,286
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	\$240,904	\$221,954	\$188,890	\$69,864	\$295,874	\$32,361	-\$8,398	\$40,759	\$97,049	\$35,465	\$221,264	\$57,224	\$258,113	\$47,829	\$250,783	\$65,779	\$166,307 \$34,	355 \$136,2	19 \$39,13	9 \$212,582	2 \$86,205	\$70,416	\$34,480	\$140,177	\$21,733
33 Number of Low-Income Accounts	33.443	21,543	33.451	21,466	32.811	19.815	32.808	18.424	31,253	17.947	31,501	17.884	33,157	19.425	33.935	20.538	34.195 21.	092 34,19	94 21,11	0 34,854	1 21,498	34,347	21,390	33,480	21,072
33.a Number of Accounts (no rider)	29.887	18.997	29.671	18,783	- /-	17,171	28.852	15,729	27.243	15,256	27.466	15,197	28.899	16,591	29,520	17.608	29.601 18.	- ,				29.789	18.396	28.471	17,787
33.b Number of Accounts (no rider)	3,556	2,546	3,780	2,683	- , -	2,644	3,956	2,695	4,010	2,691	4,035	2,687	4,258	2,834	4,415	2,930	4,594 3,		, -		-,	4,558	2,994	5,009	3,285
34 Percent of customers on the low-income discount	7.7%	8.9%	7.6%	8.6%		7.9%	7.4%	7.3%	7.1%	7.1%	7.1%	7.1%	7.5%	7.7%	7.7%	8.2%	,	.4% 7.7		,	-,-	7.8%	8.5%	7.6%	8.4%
35 Total receipts	\$2,939,615	\$568,822	\$2,885,340	\$531,532	\$2,693,917	\$559,320	\$1,957,859	\$411,379	\$2,058,310	\$620,588	\$2,734,193	\$1,207,038	\$2,850,175	\$2,975,964	\$2,388,841	\$1,094,511	\$2,387,671 \$946,	873 \$2,411,4	00 \$1,060,28	8 \$2,421,779	\$682,793	\$2,574,392	\$563,204	\$2,762,975	\$402,143
36 Total receipts paid by LIHEAP	\$3,369	\$11,088	\$5,441	\$10,565	\$11,434	\$53,059	\$0	\$8,049	\$10,409	\$77,683	\$47,805	\$0	\$469,602	\$2,157,484	\$61,591	\$379,556	\$67,935 \$281,	120 \$70,6	29 \$427,39	8 \$36,228	\$81,579	\$52,985	\$111,080	\$14,649	\$40,953
36.a Total receipts paid by Regular LIHEAP	\$1,520	\$10,995	\$1,820	\$8,650	1 - 7	\$52,270	\$0	\$6,520	\$7,535	\$76,085	\$37,712	\$0	1	\$2,050,830	\$50,925	\$365,245	\$50,072 \$264,					\$42,544	\$103,210	\$11,469	\$37,625
36.b Total receipts paid by Crisis LIHEAP	\$1,849	\$93	\$3,621	\$1,915	\$1,494	\$789	\$0	\$1,529	\$2,874	\$1,598	\$10,093	\$0	\$119,216	\$106,654	\$10,666	\$14,311	\$17,863 \$16,		1 .,.		1 - 7	\$10,441	\$7,870	\$3,180	\$3,328
37 Total number of customers receiving a LIHEAP payment for the month	10	27	17	26	, 55	143	0	21	42	205	133	0	1,750	7,903	226	1,382			05 1,55			150	391	39	146
38 Total billed Delinguency	\$3,408,078	\$625,646	\$2,586,311	\$637,525	\$2,063,353	\$747,412	\$2,134,285	\$1,1/3,0/4	\$2,666,588	\$1,035,848	\$3,011,570	\$2,567,352	\$2,507,299	\$2,168,793	\$2,553,585	\$2,274,444	\$2,490,755 \$1,987,	/31 \$2,338,1	59 \$1,665,88	6 \$2,320,559	\$787,016	\$3,271,171	\$604,188	\$4,143,790	\$596,537
Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after																									
39 issuance of a bill	3.897	885	4.106	975	3.678	1.077	3.471	1.128	2.635	1.296	3.184	1.730	3.257	1.557	2,776	1 159	2.784 1.	253 2.60	64 1.09	2 2.475	5 910	2,457	776	3.164	868
39.a Number of accounts reported above that have an active DPA	260	29	358	51	257	50	191	58	145	78	252	136	255	125	153	106	161		36 6	8 118		130	21	165	20
39.b Number of accounts reported above without an active DPA	3,637	856	3,748	924	3,421	1,027	3,280	1,070	2,490	1,218	2,932	1,594	3,002	1,432	2,623	1,053		168 2,5				2,327	755	2,999	848
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after																									
40 issuance of a bill	\$282,191	\$37,480	\$321,962	\$34,682	\$281,187	\$41,228	\$197,697	\$61,585	\$223,635	\$103,085	\$267,289	\$193,973	\$290,456	\$188,915	\$230,123	\$118,373	\$221,363 \$138,	\$165,1	73 \$76,50	0 \$167,307	7 \$56,658	\$160,464	\$38,134	\$236,724	\$29,754
40.a Dollar value of accounts reported above that have an active DPA	\$27,873	\$1,395	\$36,621	\$6,350		\$9,845	\$26,559	\$9,971	\$29,058	\$8,876	\$42,039	\$19,609	\$45,354	\$20,052	\$18,362	\$12,685	\$28,120 \$24,					\$12,979	\$1,210	\$26,136	\$5,042
40.b Dollar value of accounts reported above without an active DPA	\$254,318	\$36,085	\$285,341	\$28,332	\$241,761	\$31,383	\$171,138	\$51,614	\$194,577	\$94,209	\$225,250	\$174,364	\$245,102	\$168,864	\$211,761	\$105,688	\$193,242 \$114,	399 \$150,3	16 \$68,07	8 \$153,867	7 \$51,343	\$147,485	\$36,924	\$210,589	\$24,713
Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after	4.642	625	2444	583	2 262	521	2 200	657	4 000	722	2.064	4.750	4.042	4 45 4	2.420	4.440	4.670	000	03 90	4 463	040	4 262	622	4 277	F22
41 issuance of a bill 41.a Number of accounts reported above that have an active DPA	1,612 373	105	5 2,111	583	2,262	521	2,308 454	100	1,898 293	722	3,064 260	1,759	1,912 367	1,154 175	2,129 354	1,140 212	-,0.0	996 1,60 141 2:	33 13	1,102		1,262 189	633	1,377 175	523
41.b Number of accounts reported above without an active DPA 41.b Number of accounts reported above without an active DPA	1,239	520	1,529	494		444	1,854	557	1,605	632	2,804	1,607	1,545	979	1,775	928		855 1,3		_		1,073	566	1,202	488
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after	1,233	320	1,323	7,77	1,070		1,054	337	1,003	032	2,004	1,007	1,545	373	1,775	320	1,427	1,5	70 70	1,230	, , , , , , ,	1,075	300	1,202	400
42 issuance of a bill	\$289,223	\$59,566	\$368,888	\$47,036	\$391,755	\$48,077	\$349,622	\$57,189	\$301,815	\$106,256	\$243,814	\$184,793	\$400,417	\$351,183	\$438,575	\$301,716	\$339,734 \$246,	177 \$280,6	64 \$189,35	2 \$232,237	7 \$142,295	\$216,769	\$78,072	\$229,476	\$43,506
42.a Dollar value of accounts reported above that have an active DPA	\$94,901	\$16,175	\$136,913	\$11,178		\$16,341	\$95,141	\$17,555	\$73,691	\$30,020	\$42,204	\$21,049	\$93,470	\$68,963	\$106,277	\$65,415	\$58,447 \$42,		52 \$41,54			\$42,345	\$8,838	\$32,776	\$4,479
42.b Dollar value of accounts reported above without an active DPA	\$194,322	\$43,392	\$231,975	\$35,858	\$251,852	\$31,736	\$254,481	\$39,634	\$228,124	\$76,236	\$201,610	\$163,745	\$306,947	\$282,219	\$332,297	\$236,301	\$281,287 \$203,	906 \$223,8:	12 \$147,81	0 \$186,217	7 \$114,080	\$174,424	\$69,234	\$196,700	\$39,027
Number of low-income delinquent accounts with oldest arrears aged 90+ Days after																									
43 issuance of a bill	9,663	6,337	9,591	6,335	9,718	5,699	10,179	5,279	9,980	5,189	11,687	6,009	10,019	4,853	10,270	4,571	10,536 5,	/-				10,140	5,736	9,774	5,789
43.a Number of accounts reported above that have an active DPA 43.b Number of accounts reported above without an active DPA	4,479 5.184	2,561 3,776	5,039	2,763 3.572	5,092	2,438 3,261	4,679 5,500	1,954 3.325	3,301 6.679	1,275 3.914	3,506 8.181	1,251 4,758	2,834 7.185	897 3.956	2,470 7.800	763 3.808	2,50 1	805 2,34 255 7,93		2,551	,-	2,625 7,515	1,103 4.633	2,102 7.672	952 4.837
Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after	3,104	3,770	4,332	3,372	4,020	3,201	3,500	3,343	0,079	3,314	0,101	4,738	7,103	3,530	7,000	3,008	0,232 4,	233 7,9	JE 4,U8	/,030	, 4,434	7,313	4,055	7,072	4,037
44 issuance of a bill	\$11,534.130	\$6,823.827	\$11.747.762	\$6.638.426	\$11,734,968	\$5,922.534	\$11,737.899	\$5,405.445	\$10,958.401	\$5,298.847	\$11,640,877	\$5,822,248	\$11,916.976	\$6,050.683	\$12,480.099	\$5,930.823	\$12,775,475 \$6,416,	252 \$12,929 3	77 \$6,355,98	3 \$13.649.862	\$6,959,556	\$13,689,776	\$6,940.677	\$13,825.006 \$	6,769.757
44.a Dollar value of accounts reported above that have an active DPA		\$2,371,478					\$4,552,675		\$3,148,868				\$2,856,930		\$2,586,842		\$2,450,713 \$1,095,		61 \$1,071,39		\$1,247,315	\$3,002,172		\$2,479,637 \$	
44.b Dollar value of accounts reported above without an active DPA	\$6,910,959						\$7,185,224		\$7,809,533				\$9,060,046		\$9,893,256		\$10,324,762 \$5,320,				\$5,712,241	\$10,687,605		\$11,345,369 \$	5,686,676
45 Total Number of low-income delinquent accounts	15,172	7,847			-,	7,297	15,958	7,064	14,513	7,207		9,498	15,188	7,564	15,175	6,870		309 14,5				13,859	7,145	14,315	7,180
45.a Number of accounts reported above that have an active DPA	5,112	2,695	- ,			2,565	5,324	2,112	3,739	1,443		1,539	3,456	1,197	2,977	1,081		031 2,7		, , , ,	,	2,944	1,191	2,442	1,007
45.b Number of accounts reported above without an active DPA	10,060	5,152		4,990		4,732	10,634	4,952	10,774	5,764	13,917	7,959	11,732	6,367	12,198	5,789		278 11,8				10,915	5,954	11,873	6,173
46 Total Dollar Value of low-income delinquent accounts		\$6,920,873				\$6,011,839	\$12,285,218		\$11,483,851	\$5,508,187		\$6,201,014		\$6,590,780		\$6,350,912	\$13,336,572 \$6,800,				\$7,158,509	\$14,067,009	\$7,056,883	\$14,291,207 \$	
46.a Dollar value of accounts reported above that have an active DPA	\$4,745,946 \$7,359,599	\$2,389,047	\$5,373,443 \$7.065.170			\$2,219,152	\$4,674,375 \$7,610,843		\$3,251,617 \$8,232,234	\$1,312,940	\$3,235,052 \$8,916,928		\$2,995,755 \$ \$9.612.094 \$		\$2,711,482		\$2,537,280 \$1,162, \$10,799,292 \$5,638,				9 \$1,280,844 7 \$5.877.664	\$3,057,496 \$11,009,513		\$2,538,549 \$ \$11,752,658 \$	
46.b Dollar value of accounts reported above without an active DPA Shut-Offs	\$1,558,558	,4,331,825	\$7,005,170	34,243,471	\$1,032,933	/ 80,721,64	7,010,843	/ / ۱ ۱ روی / ردب	<i>γ</i> ο,∠3∠,∠34	34,135,247	\$0,310,328	4,0,0,544	\$3,U12,U34 \$	5,50∠,584,	Ç10,457,313	,J,Z40,390	J1U,/33,434 \$3,038,	\$1U,/44,U	74,000,4,	, 311,045,037	\$3,677,064	\$11,009,513	,σ,770,707	\$ 800,201,114	0,730,410
47 Number of low-income Accounts Sent Notice of Disconnection	4,235	2,881	4,667	2,763	4,921	2,582	94	61	209	98	436	217	217	388	269	267	0	0	0	0 0) Ո	0	n	0	0
48 Number of low-income Service Disconnections for Non-Payment	367	41	314		259	40	0	0	0	0	0	0	0	0	0	0	0	-	0	0 0		0	0	0	0
Ratio of low-income service disconnections for nonpayment to total low-income					1			J			1		-	Ť	-					Ī			1	v	
49 Residential Customers	1.1%	0.2%	0.9%	0.2%	0.8%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	.0% 0.0	0.09	% 0.0%	6 0.0%	0.0%	0.0%	0.0%	0.0%
Restorations							•																	•	
50 Number of low-income Service Restorations for non-payment	354	31	274	24	224	25	0	0	0	0	0	0	0	0	0	0	0		0	0 0		0	0	0	0
51 Average duration of low-income service disconnection for restored accounts	1	3	1	4	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0 0	0	0	0	0
Write-Off C2 Number of law income accounts Classified as Weitten Off	250					400	212	100	***		212		221		450	0.5	420	104	10 -	2 2		***		400	
52 Number of low-income accounts Classified as Written-Off 53 Dollar Value of low income accounts classified as written-off	250 \$435,958	\$141,494	294 \$471,188		233	182 \$221,797	\$304,633	193 \$186,625	117 \$221,451	\$153,002	212 \$227,619	\$156,739	221 \$352,771	\$171,090	169 \$243,353	96 \$93,228	139 \$167,977 \$122,		13 5 60 \$44,82	2 225 5 \$230,238		116 \$87,763	70 \$76,173	106 \$97,382	\$59.509
53 Dollar Value of low income accounts classified as written-off 54 Dollar Value of low-income write-off recoveries	\$435,958	\$141,494	\$471,188	\$245,063		\$97,086	\$304,633	\$186,625	\$221,451	\$153,002	\$227,619	\$156,739	\$98,214	\$38,330	\$243,353	\$93,228	\$167,977 \$122,					\$61,594	\$76,173	\$97,382	\$19,641
55 Dollar value of NET low-income A/R Write-Offs	\$350,974	\$97,697	\$361,475			\$124,711	\$207,858	\$92,376	\$141,444	\$90,368	\$120,700	\$105,931		\$132,760	\$107,326	\$11,269	\$95,130 \$77,					\$26,169	\$40,532	\$15,575	\$39,868
2 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	+0,5	+3.,037	7.02,3	+=0=,,5,		T 1)1 22	, ,OOO	, . . ,	7-12,117	+ 30,550	,0,, 00	+0,551	T-0.,00.	,,, 00	+,020	+-1,-03	+,0 9///	,550,1.	. 9,,,,		750,202	+10,103	+ .0,002	7-0,0.0	+ = = ,000

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	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Arrearage Management Program																										
Number of Accounts (total enrollees in the program)	2,764	1,686	2,748	1,580	2,593	1,433	2,347	1,261	2,138	1,147	2,011	1,078	1,867	999	1,852	959	1,844	928	1,734	842	1,674	757	1,729	748	1,513	617
Percent of low-income customers enrolled on the AMP	8.3%	7.8%	8.2%	7.4%	7.9%	7.2%	7.2%	6.8%	6.8%	6.4%	6.4%	6.0%	5.6%	5.1%	5.5%	4.7%	5.4%	4.4%	5.1%	4.0%	4.8%	3.5%	5.0%	3.5%	4.5%	2.9%
Total receipts paid by enrollees	\$289,996	\$112,618	\$276,876	\$97,309	\$262,582	\$100,893	\$219,383	\$72,799	\$222,847	\$74,793	\$200,070	\$61,467	\$179,985	\$59,886	\$182,036	\$59,682	\$174,911	\$52,282	\$176,446	\$53,142	\$169,987	\$49,822	\$175,766	\$47,126	\$162,726	\$43,260
Total receipts paid by LIHEAP	\$3,569	\$2,410	\$668	\$1,630	\$6,934	\$29,049	\$0	\$3,709	\$2,110	\$11,530	\$36,213	\$25,870	\$74,091	\$253,815	\$7,121	\$26,905	\$4,584	\$28,185	\$10,793	\$50,571	\$3,575	\$3,715	\$11,284	\$12,390	\$4,936	\$6,198
Total billed to program participants, includes both arrears payment and current bill	\$881,315	\$407,968	\$812,028	\$368,499	\$716,350	\$297,268	\$557,167	\$231,332	\$425,213	\$156,771	\$319,584	\$122,285	\$333,394	\$121,349	\$314,142	\$100,333	\$264,190	\$96,089	\$293,670	\$133,017	\$523,678	\$204,455	\$557,442	\$196,236	\$515,476	\$197,220
Number of newly enrolled customers	356	199	313	127	298	146	176	81	128	54	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49
Number of newly enrolled customers: not associated with service restoration	328	196	287	127	279	146	176	81	128	54	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49
Number of newly enrolled customers: associated with service restoration	28	3	26	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers exited the program	284	182	309	242	400	257	295	183	360	194	285	136	249	102	133	73	41	16	71	26	293	157	104	45	268	156
Number of customers exited the program by default	195	159	222	213	314	230	246	166	309	177	246	123	215	90	103	61	20	10	50	22	261	150	45	25	233	147
Number of customers exited the program by cancellation	89	23	87	29	86	27	49	17	51	17	39	13	34	12	30	12	21	6	21	4	32	7	59	20	35	9
Number of customers successfully completing a 12-month program	63	27	71	17	84	25	48	16	40	10	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31
Number of customers successfully completing a 12-month program with remaining																										
arrears	62	27	71	17	84	25	48	16	40	10	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31
Number of customers that have fully completed the program with full pay-down to zero																										
arrears	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after																										
issuance of a bill	2,290	1,229	2,435	1,210	2,373	1,110	2,240	980	1,823	755	1,875	834	1,586	666	1,587	625	1,526	629	1,439	633	1,420	607	1,473	607	1,222	491
Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$3,507,090	\$1,624,371	\$3,710,347	\$1,600,019	\$3,445,090	\$1,486,300	\$3,146,234	\$1,366,937	\$2,527,992	\$1,140,121	\$2,510,229	\$1,225,429	\$2,264,291	\$1,115,584	\$2,242,512	\$1,014,857	\$2,171,163	\$1,017,078	\$2,061,851	\$964,650	\$2,215,844	\$918,765	\$2,332,116	\$893,786	\$2,040,340	\$746,723
	5	3	1	2	9	38	0	5	3	16	39	33	89	306	9	33	5	34	12	62	4	. 5	13	16	5	8
	0.2%	0.2%	0.0%	0.1%	0.3%	2.7%	0.0%	0.4%	0.1%	1.4%	1.9%	3.1%	4.8%	30.6%	0.5%	3.4%	0.3%	3.7%	0.7%	7.4%	0.2%	0.7%	0.8%	2.1%	0.3%	1.3%
	Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees Total receipts paid by LIHEAP Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers Number of newly enrolled customers: not associated with service restoration Number of newly enrolled customers: associated with service restoration Number of newly enrolled customers: associated with service restoration Number of customers exited the program Number of customers exited the program by default Number of customers exited the program by cancellation Number of customers excessfully completing a 12-month program Number of customers successfully completing a 12-month program with remaining arrears Number of customers that have fully completed the program with full pay-down to zero arrears Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Arrearage Management Program Number of Accounts (total enrollees in the program) Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees Total receipts paid by LIHEAP Total bilde to program participants, includes both arrears payment and current bill Number of newly enrolled customers Sasociated with service restoration 328 Number of newly enrolled customers: not associated with service restoration 328 Number of newly enrolled customers: associated with service restoration 28 Number of customers exited the program Number of customers exited the program by default 195 Number of customers exited the program by cancellation 89 Number of customers exited the program by cancellation 89 Number of customers exited the program by cancellation 89 Number of customers exited the program by cancellation 89 Number of customers successfully completing a 12-month program with remaining arrears 62 Number of customers that have fully completed the program with full pay-down to zero arrears 1 Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill 2,290 Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP program participants receiving LIHEAP 5	Arrearage Management Program Number of Accounts (total enrollees in the program) Percent of low-income customers enrolled on the AMP Rotal receipts paid by enrollees Total receipts paid by LIHEAP Total receipts paid by LIHEAP Sabes Space S	Arrearage Management Program Number of Accounts (total enrollees in the program) Percent of low-income customers enrolled on the AMP Says 7.8% 8.2% Total receipts paid by enrollees Total ireceipts paid by LHEAP Total receipts paid by LHEAP Total lide to program participants, includes both arrears payment and current bill Says 881,315 Says 812,028 Number of newly enrolled customers Number of newly enrolled customers Number of newly enrolled customers: not associated with service restoration Number of newly enrolled customers: associated with service 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51,630 58,934 5716,350 5297,268 Number of newly enrolled customers 3356 199 313 127 298 146 Number of newly enrolled customers: not associated with service restoration 328 196 287 127 279 146 Number of newly enrolled customers: associated with service restoration 28 3 26 0 19 0 Number of customers exited the program by default 195 159 222 213 314 230 Number of customers exited the program by cancellation 889 23 87 29 86 27 Number of customers exited the program by cancellation 89 23 87 29 86 27 Number of customers exited the program with remaining arrears 62 27 71 17 84 25 Number of customers that have fully completing a 12-month program with remaining arrears 1 0 0 0 0 0 0 Number of customers that have fully completed the program with full pay-down to zero 1 2,290 1,229 2,435 1,210 2,373 1,110 Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill 2,290 3,643,747 3,710,347 51,600,019 33,445,090 51,463,00 0 0 0 0 0 0 0 0 0	Selectric Gas Electric Gas Electric Gas Electric Gas Electric Gas Electric	Recarage Management Program 2,764 1,686 2,748 1,580 2,593 1,433 2,347 1,261	Electric Gas Elec	Electric Gas Gas Electric Cas Electric Cas Electric Cas Electric Cas Electric Cas Electric Cas Electric Electric	Electric Gas Electric Cas Elec	Electric Gas Electric Gas	Rectarge Management Program Flectric Gas Electric Electric Gas Electric Electric Gas Electric Electric Gas Electric Elect	Flectric Gas Electric Elect	Plectric Gas Plectric Plect	Arrearage Management Program Number of Accounts (total enrollees in the program) 2,764 1,686 2,748 1,580 2,578 2,787 3,799 2,764 1,686 2,748 1,580 2,5793 1,433 2,347 1,261 2,138 1,147 2,011 1,078 1,087 3,799 1,087 3,799 1,087 3,799 1,087 3,799 1,087 3,799 1,087 1,087 1,087 1,087 1,087 1,087 1,087 1,087 1,087 1,088 1,089 1,088 1,089 1,088 1,089 1,	Arrearage Management Program Number of Accounts (total enrollees in the program) 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1	Arrearage Management Program Number of Accounts (total errolges in the program) 1, 2, 64 1, 65 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 76 1, 2, 77 1, 2,	Flectic Gas Electric Gas Elect	Percent Program Progra	Restrict Section Sec	Restrict Gas Rest	Part First First	Second Floor Seco	Restrict Section Sec

Note: The collection agency referral process is automated. Therefore, agencies continue to receive referrals, but currently make no collection efforts due to COVID-19. For tracking purposes, I have included the number of accounts referred. 1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291

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.

Joanne M. Scanlon

September 24, 2020

Date

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 8/12/2020

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