

November 25, 2019

BY HAND DELIVERY AND ELECTRONIC MAIL

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

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates
Low-Income Monthly Report – October 2019

Dear Ms. Massaro:

On behalf of National Grid, I have enclosed one original and nine copies of the Company's Low-Income Monthly Report for October 2019 pursuant to Article II, Section C.22.f. of the Amended Settlement Agreement dated August 16, 2018 in Docket 4770.

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 Kevin Lynch, Division Jonathan Schrag, 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).

		Jan-1	٥	Feb-	10	Mar	-10	Apr-	-10	May-	.10	Jun-	10	Jul-:	10	Aug	-10	Sep	-10	Oct-	.10
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	General Residential																				
	Number of Residential Accounts, includes discount rate and AMP accounts (Active and																				
1	Final)															1,544,054	673,003	1,556,266	684,193	1,563,810	688,694
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
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	Ć50 557 452	40.542.402	¢55 566 200	F2 2F2 770	¢54 000 204	46 044 544	¢44.604.667	ć24 7 06 424	¢20.054.024	ć20 020 07F	Ć40.000.440	¢42 670 677	Ć55 044 004	ć0 027 402	1,110,159	431,402	1,116,196	434,622	1,123,267	438,470
2	Total Billed, does not include ESCO	\$58,557,153	48,542,102	\$55,566,398	52,252,778	\$51,089,204	46,811,514	\$41,601,667	\$31,706,434	\$39,854,921	\$20,929,975	\$40,888,418	\$12,670,677	\$55,944,884	\$8,837,403	\$70,107,774		\$54,248,607	\$8,895,904	\$41,340,505	· · · · · ·
3	Average active residential account bill (line 2 / line 1.a) Total Receipts	\$25,163,532	¢16 77E 600	\$26,649,529	¢17 766 252	\$28,493,266	¢10 00E E11	\$26,755,659	¢17 927 106	\$22,088,232	\$14,725,488	\$17,602,984	¢11 72E 222	\$19,717,396	¢12 1// 021	\$161.58 \$22,527,664	\$36.18	\$ \$123.27 \$ \$21,689,911	\$35.64 \$14,459,941	\$93.84 \$20,350,515	\$43.72
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	\$23,103,332 0	310,773,000 O	320,049,329 0	317,700,332 N	328,493,200 0	0 110,555,511	320,733,039 N	317,637,100 N	8,160	5,020	8,179	5,034	319,717,390 0	313,144,331 N	6,758	4,258	6,932	4,392	6,898	4,381
6	Number of Standard Accounts Protected	0	0	0	0	0	0	0	0	5,720	3,482	5,744	3,482	0	0	3,783	2,275	3,888	2,360	3,899	2,473
6.a	Elderly									1,972	1,319	2,007	1,350			1,059	733	1,100	761	1,090	764
6.b	Infant									850	644	805	587			311	200	281	194	304	218
6.c	Handicapped									1,487	832	1,491	841			464	227	522	257	482	267
6.d	Welfare									0	1	1,420	695			0	0	0	0	0	0
6.e	Unemployed									21	9	0	1			17		18	5	18	5
6.f	Seriously ill									1,390	677	21	8			1,932	1,110		1,143	2,005	1,219
7	Number of Low-Income Accounts Protected	0	0	0	0	0	0	0	0	2,440	1,538	2,435	1,552	0	0	2,975	1,983	3,044	2,032	2,999	1,908
7.a	Elderly Infant									681 528	416 426	700	441 403			785 414	505 336	800	529 349	778 408	508 332
7.b	Handicapped									760	426 464	494 761	403 467			414	294		349	530	332
7.d	Welfare									760	1	467	237			0		0 0	323 N	0	304 N
7.e	Unemployed									14	4	0	1			3	2	3	2	3	2
7.f	Seriously ill									457	227	13	3			1,279	846	1,300	829	1,280	762
	Delinquency (Includes Active and Pending final accounts)																			,	
	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a																				
8	bill	41,483	27,637	40,932	26,716	41,250	27,875	44,019	27,307	38,185	21,471	34,568	17,489	40,596	18,941	44,083	17,630	46,110	16,909	56,358	24,930
8.a	Number of accounts reported above that have an active DPA	1,272	1,061	1,442	1,134	1,533	1,401	1,507	1,117	1,233	560	1,178	534	1,352	444	1,759	301	2,253	332	1,369	291
8.b	Number of accounts reported above without an active DPA	40,211	26,576	39,490	25,582	39,717	26,474	42,512	26,190	36,952	20,911	33,390	16,955	39,244	18,497	42,324	17,329	43,857	16,577	54,989	24,639
	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance	440.004.460	40.640.006	440 400 640	440 450 764	440 500 405	440 474 545	440 000 000	444 000 400	40.046.000	47.447.044	40.404.000	44 600 070	40 000 507	40 500 050	440 400 500	40.500.474	440.557.050	42.242.664	444.000.445	42 725 252
9	of a bill	\$12,381,169	\$8,649,236	\$13,492,642		\$13,529,105				\$9,946,998	\$7,147,914 \$1,138,851		\$4,603,370	\$9,080,527	\$3,532,979 \$825,258	\$12,130,526	\$2,502,171	\$13,657,269	\$2,242,661 \$509,649	\$14,868,415	\$2,735,952 \$498,633
9.a	Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	\$2,013,179 \$10,367,990	\$1,037,491 \$7,611,745	\$2,249,443 \$11,243,199	\$1,335,474 \$9,124,287	\$2,576,732 \$10,952,373	\$1,945,124	\$2,606,573 \$10,686,513	\$1,990,426 \$9,932,772	\$2,371,015 \$7,575,983	\$6,009,063	\$2,053,553 \$6,128,274	\$1,094,150 \$3,509,220	\$2,090,740 \$6,989,787	\$825,258	\$2,400,333 \$9,730,193		\$2,812,617 \$10,844,651	\$509,649	\$2,668,908 \$12,199,507	\$498,633
5.0	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	\$10,307,990	\$7,011,743	\$11,243,133	33,124,207	\$10,932,373	\$10,225,421	\$10,060,313	33,332,112	\$1,313,363	\$0,009,003	30,126,274	33,30 3 ,220	\$0,565,767	32,101,122	\$9,730,193	\$1,340,430	\$10,644,031	\$1,733,013	\$12,133,307	32,237,313
10	bill	15,754	9,149	16,634	12,085	15,728	11,360	17,120	13,311	17,770	12,604	15,625	9,951	14,240	7,978	15,370	7,863	15,635	6,667	23,791	8,414
10.a	Number of accounts reported above that have an active DPA	1,795	1,045	2,366	1,829	2,512	2,089	2,538	2,279	2,647	1,749	2,309	1,421	2,042	1,000	2,210	737	2,677	571	3,359	537
10.b	Number of accounts reported above without an active DPA	13,959	8,104	14,268	10,256	13,216	9,271	14,582	11,032	15,123	10,855	13,316	8,530	12,198	6,978	13,160	7,126	12,958	6,096	20,432	7,877
	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance																				
11	of a bill	\$5,645,488	\$2,962,450	\$7,176,177	\$5,269,861	\$7,291,028	\$5,765,630	\$7,670,920	\$7,288,436	\$7,100,935	\$6,425,395	\$5,640,056	\$4,927,566	\$4,748,728	\$3,212,244	\$4,772,461		\$5,259,781	\$1,492,539	\$7,883,002	\$1,563,741
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,329,023	\$528,340	\$1,695,290	\$926,808	\$1,961,149	\$1,236,456	\$2,188,536	\$1,698,712	\$2,464,158	\$1,357,967	\$2,038,908	\$1,482,891	\$1,642,758	\$946,421	\$1,600,868	\$641,293	\$1,719,735	\$429,582	\$2,424,288	\$434,421
11.b	Dollar Value of accounts reported above without an active DPA	\$4,316,465	\$2,434,109	\$5,480,887	\$4,343,053	\$5,329,879	\$4,529,174	\$5,482,385	\$5,589,725	\$4,636,777	\$5,067,428	\$3,601,148	\$3,444,675	\$3,105,970	\$2,265,823	\$3,171,593	\$1,566,224	\$3,540,047	\$1,062,957	\$5,458,714	\$1,129,320
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	49.730	26 771	44.450	25.020	42.460	26.616	42 474	20.044	42.642	27.100	42.402	21 575	41 (20	22.162	20 757	24.642	27 714	20.004	40.004	20.500
12.a	Number of accounts reported above that have an active DPA	48,729 10,646	26,771 4,620	9,386	25,039 3,883	43,169 10,302	26,616 4,986	43,174 11,024	28,641 6,100	42,612 14,009	27,186 5,253	42,482 14,579	31,575 9,259	41,638 13,561	32,162 8,923	38,757 12,457	31,643 8,693	37,711 11,898	30,891 8,185	40,081 12,667	30,560 7,908
12.d 12 h	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	38.083	22,151	34,772	21,156	32,867	21,630	32,150	22,541	28,603	21,933	27,903	22,316	28,077	23,239	26,300	22,950	25,813	22,706	27,414	22,652
12.0	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of	30,063	22,131	J7,772	21,130	32,007	21,030	32,130	22,341	20,003	21,333	21,303	22,310	20,011	23,233	20,300	22,330	23,013	22,700	21,414	22,032
13	a bill	\$29,537,181	\$15,939,777	\$29,554,702	\$16,402,510	\$30,344,764	\$18,226,230	\$31,466,497	\$20,516,395	\$31,684,900	\$20,376,601	\$31,628,795	\$23,886,254	\$31,006,715	\$24,576,562	\$28,822,669	\$24,286,818	\$27,555,906	\$23,112,264	\$28,221,551	\$22,077,856
	Dollar value of accounts reported on above that have an active DPA	\$5,325,150	\$2,155,257	\$4,646,992		\$5,268,359		\$6,169,603		\$8,626,579		\$9,017,675	\$5,186,074	\$8,201,647	\$4,975,398	\$7,531,226	\$4,870,813	\$6,954,470		\$7,239,412	
13.b	Dollar value of accounts reported above without an active DPA	\$24,212,031	\$13,784,520	\$24,907,710	\$14,545,722	\$25,076,405	\$15,863,740	\$25,296,895	\$17,449,694	\$23,058,322	\$18,209,372	\$22,611,120	\$18,700,180	\$22,805,068	\$19,601,165	\$21,291,443	\$19,416,005	\$20,601,435	\$18,616,663	\$20,982,140	\$17,752,523
14	Total Number of delinquent accounts	105,966	63,557	101,724	63,840	100,147	65,851	104,313	69,259	98,567	61,261	92,675	59,015	96,474	59,081	98,210	57,136	99,456	54,467	120,230	63,904
14.a	Number of accounts reported above that have an active DPA	13,713	6,726	13,194	6,846	14,347	8,476	15,069	9,496	17,889	7,562	18,066	11,214	16,955	10,367	16,426	9,731	16,828	9,088	17,395	8,736
14.b	Number of accounts reported above without an active DPA	92,253	56,831	88,530	56,994	85,800	57,375	89,244	59,763	80,678	53,699	74,609	47,801	79,519	48,714		47,405		45,379	102,835	55,168
	Total Dollar Value of delinquent accounts	\$47,563,838		\$50,223,521				\$52,430,504		\$48,732,833		\$45,450,679		\$44,835,970				\$46,472,956		\$50,972,969	. , ,
15.a	Dollar Value of accounts reported above that have an active DPA	\$8,667,352		\$8,591,726		\$9,806,240 \$41,358,657		\$10,964,712			\$4,664,049			\$11,935,145		\$11,532,426				\$12,332,608	
15.0	Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts	\$38,896,486		\$41,631,796 \$45,892,074		\$41,358,657	. , ,	\$41,465,792 \$32,841,103		\$35,271,082 \$30,046,363				\$32,900,825 \$42,575,872		\$34,193,230 \$51,485,368				\$38,640,360 \$30,078,857	<u> </u>
17	Total Dollar Value of current accounts Total Active and Pending Final A/R	\$47,191,107 \$94,754,945				\$91,034,497				\$78,779,197				\$87,411,842						\$81,051,825	
1,	Collection Agencies	Ç94,794,943	701,772,137	750,115,555	710,211,331	751,034,437	₹/U,1+J,1U/	703,271,007	701,013,020	ψ10,173,131	7+1,555, 44 1	900,131,702	Y-T-7,1-13,322	707,711,042	730,042,341	757,211,024	730,700,137	\$30,332,173	733,300,637	701,031,023	73 7 ,300,723
18	Number of cases referred to collection agencies	1,915	1,195	1,414	977	1,546	1,019	1,821	1,220	2,014	1,367	2,093	1,128	2,862	1,641	2,474	1,625	2,055	1,329	2,522	1,572
	Payment Plans	2,5 23	2,233	2,127	377	2,5 .0	2,013	1,021	1,220	2,014	2,557	2,033	2,220	2,002	2,0 11	=,	2,023	2,033	1,525	2,022	2,572
19	Number of new payments plans, not including AMP	4,317	2,627	4,167	2,834	5,001	3,784	5,342	4,035	7,750	5,284	5,333	3,378	5,079	2,998	5,391	2,627	5,662	2,235	6,212	2,394
20	Number of payment plans defaulted	4,343	2,372	3,316	1,685	3,011	1,786	3,865	2,432	3,949	2,532	4,274	2,633	5,760	3,298	4,836	2,526	5,074	2,501	4,966	2,297
21	Number of active payment agreements															8,709	4,887	11,048	5,370	12,142	5,338
	Number of Active Step-plan agreements															6,782	4,151		4,515	8,955	4,065
21.b	Number of Company issued non-Step plans															1,446	584		692	2,715	1,122
21.c	Number of regulatory order non-Step plans															203	67	236	86	265	89

		Jan-1	0	Feb-1	0	Mar-1	10	Apr-1	0	May-	10	Jun-1	10	Jul-1	n	A., a.	10	Con	10	Oct-1	10
		Jan-1	Gas	Electric	.9 Gas	Electric	Gas	Apr-1	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Aug-1	Gas	Sep- Electric	Gas	Electric	Gas
21.d	Number of Commission sanctioned "October Rule" payment plans	Licetife	Gus	Licetiie	Gus	Licetiie	Gus	Licetiie	Gus	Licetiie	Gus	Licetife	Gus	Licetiie	Gus	278	85	255	77	207	62
22	Number of new budget plans, not including AMP							1,794	1,218	2,414	1,352					2,075	929	2,021	961	1,937	951
	Shut-Offs Shut-Offs																				
23	Number of Accounts Sent Notice of Disconnection for non-payment	36,723	24,237	25,950	18,197	30,581	22,995	43,335	33,969	46,531	37,843	38,774	31,725	40,510	30,389	40,500	26,909	42,031	23,604	47,744	25,480
24	Number of Service Disconnections for non-payment	1	0	0	0	1	19	705	181	2,657	244	2,701	512	1,571	282	2,470	480	2,394	525	1,522	271
	Number of Service Disconnections for non-payment on accounts with NO special																				
24.a	protection	1	0	0	0	1	19	705	181	2,569	237	2,635	494	1,536	279	2,416	463	2,350	510	1,491	266
	Number of Service Disconnections for non-payment on accounts WITH a special																				
24.b	protection	0	0	0	0	0	0	0	0	88	7	66	18	35	3	54	17	44	15	31	5
24.c	Number of Service Disconnections for non-payment in excess of \$1000	1	0	0	0	1	15	335	92	1,365	139	1,024	273	445	143	585	233	472	231	359	132
24.d	Ratio of service disconnections for nonpayment to total Residential Customers Average balance of Service Disconnections for non-payment	\$2,992	ĊΩ	\$0	ćo	\$1,544	\$1,754	\$1,348	\$1,223	\$1,474	\$1,786	\$1,152	\$1,563	\$933	\$1,428	0.6% \$878	0.2% \$1,463	0.5% \$851	0.2% \$1,357	0.3% \$897	0.1% \$1,497
25	Average balance of Service Disconnections for non-payment Average balance of Service Disconnections for non-payment on accounts with NO	\$2,992	ŞU	ŞU	ŞU	\$1,544	\$1,754	\$1,546	\$1,225	\$1,474	\$1,760	\$1,152	\$1,505	\$955	\$1,420	\$070	\$1,403	\$651	\$1,557	\$097	\$1,497
25.a	special protection	\$2,992	¢Ω	\$0	ĊΩ	\$1,544	\$1,754	\$1,348	\$1,223	\$1,449	\$1,793	\$1,117	\$1,534	\$925	\$1,436	\$857	\$1,436	\$850	\$1,335	\$869	\$1,470
25.0	Average balance of Service Disconnections for non-payment on accounts WITH a special	72,332	γo	70	Şθ	71,544	71,734	71,540	71,223	71,445	71,755	71,117	71,334	7323	71,430	7037	71,430	7 030	71,333	\$605	71,770
25.b	protection	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,209	\$1,557	\$2,559	\$2,346	\$1,307	\$692	\$1,794	\$2,186	\$931	\$2,111	\$2,241	\$2,955
2312	Restorations	γo	γ°	ų o	Ψū	Ψ.	ΨŪ	Ψ.	ΨÜ	Ψ2)203	ψ1,557	\$2,555	ΨΞ/3 .0	Ψ2)507	ψ03 <u>2</u>	Ψ2).3.		γ331	V 2)111	Ψ2)2 · 2	ψ2,555
26	Number of Service Restorations within 7 days of termination	1	0	0	0	1	19	576	92	1,993	179	1,926	211	1,159	116	1,969	285	1,869	267	1,267	157
	Number of Service Restorations within 7 days of termination on accounts with NO									·		,				•				·	-
26.a	special protection	1	0	0	0	1	19	576	92	1,921	173	1,867	199	1,125	113	1,920	274	1,828	254	1,237	152
	Number of Service Restorations within 7 days of termination on accounts WITH a special																				
26.b	protection	0	0	0	0	0	0	0	0	72	6	59	12	34	3	49	11	41	13	30	5
27	Average balance of of service restorations								-												
27.a	Average balance of of service restorations on accounts with NO special protection	2,992	\$0	\$0	\$0	\$0	\$1,718	\$875	\$729	\$813	\$1,512	\$575	\$704	\$481	\$863	\$454	\$974	\$444	\$861	\$628	\$1,141
27.b	Average balance of of service restorations on accounts WITH a special protection	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,978	\$1,521	\$2,112	\$2,415	\$1,438	\$707	\$1,694	\$1,572	\$893	\$2,269	\$2,058	\$2,921
	Average duration of service disconnection for Service Restorations within 7 days of																				!
28	termination							1.2	3.9	3.2	1.0					1.0	2.0	1.0	3.0	1.0	3.0
20	Write-Offs	2.446	1.200	4.650	007	4.407	1.016	4 202	004	4.500	4 024	4 544	4.020	4.040	4.262	2.242	4 204	2.225	4.454	4.055	4.400
29 29.a	Number of Accounts Classified as Written-Off Number of Residential Accounts Classified as Written-Off	2,146	1,360	1,659	997 938	1,407	1,016 954	1,382	904 850	1,568	1,021 951	1,511	1,028	1,818	1,262	2,242	1,281	2,225	1,451 1,365	1,966	1,409 1,335
29.a	Number of Residential Accounts Classified as Written-Off Number of Commercial and Industrisal Classified as Written-Off	1,974 172	1,303	1,552 107	938	1,286 121	954	1,260 122	850	1,430 138	951	1,384 127	967	1,665 153	1,162 100	2,098 144	1,205	2,108 117	1,365	1,845 121	1,335
30	Dollar Value of Accounts Classified as Written-Off	\$1,508,374	\$878,708	\$1,141,556	\$627,546	\$957,312	\$652,544	\$1,122,982	\$601,058	\$1,085,038	\$749,441	\$1,263,403	\$878,526	\$1,409,604	\$987,541		\$1,130,439	\$2,009,551	\$1,334,254		\$1,130,088
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$1,302,041	\$826,143	\$998,790	\$590,597	\$803,188	\$612,857	\$961,612	\$570,666	\$906,437	\$700,072	\$1,075,263	\$805,121	\$1,152,987	\$883,491	\$2,233,917	\$889,526	\$1,802,885	\$1,334,234		\$1,060,197
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$206,334	\$52,565	\$142,765	\$36,950	\$154,124	\$39,687	\$161,370	\$30,392	\$178,600	\$49,369	\$188,140	\$73,405	\$256,617	\$104,051	\$264,725	\$240,913	\$206,666	\$85,718	\$372,105	\$69,891
31	Dollar Value of write-off recoveries	\$390,158	\$333,747	\$415,231	\$325,365	\$534,372	\$431,617	\$524,942	\$386,486	\$518,936	\$294,437	\$414,792	\$327,924	\$411,641	\$286,597	\$416,925	\$256,141	\$401,997	\$264,193	\$645,154	\$517,277
31.a	Dollar Value of Residential write-off recoveries	\$367,875	\$303,268	\$386,037	\$316,488	\$508,935	\$423,035	\$500,532	\$371,211	\$486,959	\$282,683	\$345,083	\$301,788	\$389,608	\$273,748	\$393,104	\$237,181	\$384,221	\$248,339	\$568,922	\$479,747
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	\$22,283	\$30,479	\$29,194	\$8,876	\$25,437	\$8,583	\$24,411	\$15,276	\$31,977	\$11,754	\$69,709	\$26,136	\$22,034	\$12,850	\$23,821	\$18,959	\$17,776	\$15,854	\$76,231	\$37,530
32	Dollar value of NET A/R Write-Offs	\$1,118,217	\$544,961	\$726,325	\$302,182	\$422,940	\$220,927	\$598,040	\$214,571	\$566,102	\$455,004	\$848,611	\$550,602	\$997,963	\$700,944	\$2,081,716	\$874,299	\$1,607,554	\$1,070,061	\$974,693	\$612,811
32.a	Dollar Value of Residential NET A/R Write-Offs	\$934,166	\$522,875	\$612,753	\$274,108	\$294,253	\$189,822	\$461,080	\$199,455	\$419,478	\$417,389	\$730,180	\$503,333	\$763,380	\$609,743	\$1,840,812	\$652,345	\$1,418,664	\$1,000,197	\$678,819	\$580,450
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$184,051	\$22,086	\$113,572	\$28,073	\$128,687	\$31,104	\$136,960	\$15,116	\$146,624	\$37,615	\$118,431	\$47,269	\$234,583	\$91,201	\$240,904	\$221,954	\$188,890	\$69,864	\$295,874	\$32,361
	Low Income Discount Rate																				
33	Number of Low-Income Accounts									35,187	21,380	34,515	21,583			33,443	21,543	33,451	21,466	32,811	19,815
33.a	Number of Accounts (no rider)									32,106	19,071	31,348	19,227			29,887	18,997	29,671	18,783	29,022	17,171
33.b	Number of Accounts (with rider)									3,081	2,309	3,167	2,356			3,556	2,546	3,780	2,683	3,789	2,644
34 25	Percent of customers on the low-income discount Total receipts							\$3,706,622	¢2 406 460	\$3,448,967	¢1 602 040	¢2 E20 240	¢2 650 447			7.7%	8.9% \$568,822	7.6% \$2,885,340	8.6%	7.4% \$2,693,917	7.9%
36	Total receipts Total receipts paid by LIHEAP	\$0	¢Λ	\$300,213	\$841,538	\$140,411	\$638,944	\$3,706,622	\$3,406,169		\$1,692,048 \$1,908,175	\$2,529,219 \$131,420				\$2,939,615 \$3,369	\$568,822	\$2,885,340	\$531,532 \$10,565	\$2,693,917	\$559,320 \$53,059
36.2	Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	ŲÇ	Ųζ	J300,213	,υ+1,J36	7140,411	JUJ0,744	7270,111	4,531ر45 اړ	7302,030	71,000,1/3	7131,420	74,100,472			\$3,309	\$10,995	\$1,820	\$8,650	\$9,940	\$53,039
36.h	Total receipts paid by Crisis LIHEAP															\$1,320	\$10,993	\$3,621	\$1,915	\$1,494	\$32,270
37	Total number of customers receiving a LIHEAP payment for the month	0	0	926	2,325	378	1,596	956	2,012	1,348	4,664	395	5,603	370	1,679	10	27	17	26	35	143
38	Total billed	\$2,835,702	\$2,811,756	\$2,879,168		\$2,777,740		\$2,277,486		\$2,121,753		\$2,093,141		\$2,732,952	\$626,936	\$3,408,078	\$625,646	\$2,586,311	\$637,525	\$2,063,353	\$747,412
	Delinquency			,				· · · · · · · · · · · · · · · · · · ·													
	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
39.a	Number of accounts reported above that have an active DPA															260	29	358	51	257	50
39.b	Number of accounts reported above without an active DPA															3,637	856	3,748	924	3,421	1,027
	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days																				
40	after issuance of a bill															\$282,191	\$37,480		\$34,682	\$281,187	\$41,228
	Dollar value of accounts reported above that have an active DPA															\$27,873	\$1,395	\$36,621	\$6,350	\$39,426	\$9,845
40.b	Dollar value of accounts reported above without an active DPA															\$254,318	\$36,085	\$285,341	\$28,332	\$241,761	\$31,383
44	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after							26	2.00	4.000	4 2 4 5	4 700	4 00-			4.515		2.11		2.252	
41	issuance of a bill							2,644	2,004	1,926	1,342	1,796	1,087			1,612	625	2,111	583	2,262	52:
	Number of accounts reported above that have an active DPA															373	105	582	89	586	77
41.b	Number of accounts reported above without an active DPA															1,239	520	1,529	494	1,676	444
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill							¢967.611	¢000.464	¢500.027	\$424.240	¢441 441	\$3E0.004			¢200.222	ĆEO ECC	\$260,000	¢47.026	\$201.755	¢40.07
42	arter issuance UL a DIII							\$867,611	3009,401	\$509,837	\$434,248	Ş441,44 <u>1</u>	\$259,991			\$289,223	\$59,566	\$368,888	\$47,036	\$391,755	\$48,07

		Jan-1	n T	Feb-1	n I	Mar-1	0	Apr-1	0	May-	10	lum 1	n T	Jul-1	n	A.1.0	10	Çon.	10	Oct-	10
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Jun-19 Electric	Gas	Electric	Gas	Aug- Electric	-19 Gas	Sep Electric	-19 Gas	Electric	Gas
42.a	Dollar value of accounts reported above that have an active DPA	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	\$94,901	\$16,175	\$136,913	\$11,178	\$139,903	\$16,341
42.b	Dollar value of accounts reported above without an active DPA															\$194,322	\$43,392	\$231,975	\$35,858	\$251,852	\$31,736
42.0	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after															\$154,322	\$45,552	\$231,973	222,020	\$231,832	\$31,730
43	issuance of a bill							13.503	9.227	10.824	7.350	10.589	6.363			9.663	6.337	9.591	6.335	9.718	5.699
43.a	Number of accounts reported above that have an active DPA							13,303	3,227	10,624	7,330	10,369	0,303			4.479	2,561	5,039	2,763	5,092	2,438
43.b	Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA															5,184	3,776	4,552	3,572	4,626	3,261
43.0	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after															3,164	3,770	4,332	3,372	4,020	3,201
44	issuance of a bill							¢17.6E7.200 (¢12 760 102	¢14 001 EE0	¢0.766.220	\$13,504,944	\$7.00E.010			\$11,534,130	¢6 022 027	\$11,747,762	¢6 620 126	\$11,734,968	\$5,922,534
44.a	Dollar value of accounts reported above that have an active DPA							\$17,037,336	712,709,103	\$14,081,338	\$3,700,330	\$13,304,344	\$7,985,918			\$4.623.171	\$2,371,478	\$5.199.909	\$2,459,145	\$5,195,649	\$2,192,966
44.a	Dollar value of accounts reported above without an active DPA															\$6,910,959	\$4,452,349	\$6,547,854	\$4,179,281	\$6,539,319	\$3,729,568
45	Total Number of low-income delinquent accounts							20.301	13.424	15,902	10,087	15,061	8.396			15,172	7,847	15,808	7,893	15,658	7,297
45.a	Number of accounts reported above that have an active DPA							20,301	13,424	13,302	10,087	13,001	8,390			5,112	2,695	5,979	2,903	5,935	2,565
45.b	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA															10,060	5,152	9,829	4,990	9,723	4,732
46	Total Dollar Value of low-income delinguent accounts							\$10.272 E00. 9	¢1/1 222 NEE	¢1E 07/ 720	\$10 AE1 746	\$14,349,798	¢0 262 002			\$12,105,545	\$6,920,873	\$12,438,613	\$6,720,144	\$12,407,910	\$6,011,839
46.a	Dollar value of accounts reported above that have an active DPA							Ψ19,373,300 ;	714,233,033	713,074,720	710,431,740	714,343,730	20,303,303			\$4,745,946	\$2,389,047	\$5,373,443	. , , ,	\$5,374,978	\$2,219,152
	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA															\$7,359,599		\$7,065,170			
46.b	Shut-Offs															\$1,559,559	\$4,551,8 <u>2</u> 5	\$7,005,170	\$4,245,4/ <u>1</u>	\$7,032,933	\$3,192,087
47	Number of low-income Accounts Sent Notice of Disconnection							5.673	4.834	E 010	5.066	4.023	3.621			4,235	2,881	4.667	2,763	4.021	2,582
19	Number of low-income Accounts Sent Notice of Disconnection Number of low-income Service Disconnections for Non-Payment							31	4,034	5,919 511	2,000	4,023	3,021			4,235 367	2,081	314	2,703	4,921 259	2,362
40	,							31	4	311	33	403	37			307	41	314	32	239	40
40	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers									1.5%	0.2%	1.3%	0.2%			1.1%	0.2%	0.9%	0.2%	0.8%	0.2%
49										1.5%	0.2%	1.5%	0.2%			1.170	0.2%	0.9%	0.2%	0.8%	0.2%
FO	Restorations Number of low-income Service Restorations for non-payment							30	1	511	27	736	F2			354	21	274	24	224	25
50	1 /							30	4	511	27	/30	52			354	31	1		1	
51	Average duration of low-income service disconnection for restored accounts Write-Off															1	3	1	4		4
E2	Number of low-income accounts Classified as Written-Off	261	159	193	106	161	98	158	170	172	108	190	125	178	00	250	114	294	158	239	182
52	Dollar Value of low income accounts classified as written-off	\$340,428	\$185,480	\$223,569	\$110,467	\$171,480	\$124,884	\$217,242	\$132,883	\$212,332	\$125,113	\$256,799	\$185,581	\$203,458	\$116,414	\$435,958	\$141,494	\$471,188	\$245,063	\$314,161	\$221,797
55	Dollar Value of low-income write-off recoveries	\$97,525	\$63,520	\$108,660	\$59,536	\$171,480	\$98,883	\$110,866	\$132,863	\$134,578	\$62,268	\$77,581	\$165,561	\$203,438	\$57,881	\$435,936	\$43,797	\$109,712	\$42,305	\$126,105	\$97,086
54	Dollar value of NET low-income A/R Write-Offs	\$242,903	\$121,959	\$108,000	\$59,536	\$52,353	\$26,002	\$110,866	\$60,941	\$134,376	\$62,845	\$179,218	\$111,434	\$104,477	\$58,533	\$350,974	\$43,797	\$361,475	\$42,303	\$126,105	\$124,711
55	,	\$242,903	\$121,959	\$114,909	\$50,951	\$52,555	\$20,002	\$100,370	\$60,941	\$77,754	\$02,645	\$1/9,216	\$111,434	\$90,962	چەر,ەد <u>د</u>	\$550,974	\$97,697	\$301,475	\$202,757	\$100,050	\$124,711
E.G.	Arrearage Management Program Number of Accounts (total enrollees in the program)	2,037	1,102	1,984	1,115	1,997	1,158	2,138	1,322	2,598	1,685	2,697	1,761	2,746	1,748	2,764	1,686	2,748	1,580	2,593	1,433
50	Percent of low-income customers enrolled on the AMP	2,037	1,102	1,964	1,115	1,997	1,136	2,130	1,322	7.4%	7.9%	7.8%	8.2%	2,740	1,746	8.3%	7.8%	8.2%	7.4%	7.9%	7.2%
57		\$230,339	\$83,114	\$217,233	\$79,335	\$229,161	\$95,243	\$227,349	\$106,699	\$280,657	\$113,855	\$168,156	\$118,481	\$303,196	\$133,745	\$289,996	\$112,618	\$276,876	\$97,309	\$262,582	\$100,893
50	Total receipts paid by enrollees		303,114 ¢0	\$50,261	\$86,674	\$11,026	\$12,905		\$100,099	\$102,149	\$66,851		\$463,190		\$153,743	\$3,569	\$2,410	\$668	\$1,630	\$6,934	\$29,049
60	Total receipts paid by LIHEAP	\$0	Ş U	\$50,201	\$80,074	\$11,020	\$12,905	\$32,047	\$155,191	\$102,149	\$00,651	\$37,028	\$403,190	\$37,897	\$154,106	\$881,315	\$407,968	\$812,028	\$368,499	\$716,350	\$297,268
61	Total billed to program participants, includes both arrears payment and current bill	189	126	202	149	235	172	356	270	802	580	435	307	347	215	356	3407,908 199	313		298	3297,208 146
61.2	Number of newly enrolled customers Number of newly enrolled customers: not associated with service restoration	169	120	202	149	255	1/2	330	270	802	360	433	307	347	215	328	199	287	127 127	279	146
61.d	· · · · · · · · · · · · · · · · · · ·															28	190	267	127	19	140
61.b 62	Number of newly enrolled customers: associated with service restoration Number of customers exited the program	327	167	263	143	216	116	240	109	264	147	214	115	294	177	284	182	309	242		25.7
62.a	- 0	291	151	235	131	177	102	189	109	197	147	142	115	294	151	195	159	222	242 213	314	257 230
62.b	Number of customers exited the program by default Number of customers exited the program by cancellation	36	151	235	131	39	102	51	13	67	124	72	93	205 89	121	89	159	87	213	86	230
63	, ,	12	16	10	7	39 11	14		13	136	23 85	109	82		20		23	71	17	86	27
03	Number of customers successfully completing a 12-month program	12	/	10		11	5	5	1	136	85	109	82	70	5/	63	27	/1	17	84	25
63.a	Number of customers successfully completing a 12-month program with remaining															62	27	71	17	84	25
03.a	arrears															02	27	/1	17	04	25
C2 h	Number of customers that have fully completed the program with full pay-down to zero															1	0	0	0	0	
63.b	arrears															1	0	0	0	<u>_</u>	
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after							2 202	1 207	2.452	1 535	2 472	1 420			2 200	1 220	2.425	4 240	2 272	1 110
04	issuance of a bill							2,283	1,387	2,453	1,525	2,473	1,428			2,290	1,229	2,435	1,210	2,373	1,110
c E	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days							¢2 E2C CCC	¢2.005.200	¢2.702.675	ć2 244 400	¢2 772 440	¢1 067 130			¢2 E07 000	¢1 624 274	62 740 247	¢1 600 010	62.445.000	¢1 40C 300
66	Number of ANAD programs monthly make appoints - LUITAD	•		CF	112	1.0	47	\$3,526,666	\$2,U95,396		\$2,244,409			F0	105	\$3,507,090	\$1,024,3/1	\$3,710,347	\$1,600,019	\$3,445,090	\$1,48b,300
65	Number of AMP program participants receiving LIHEAP	0	0.004	65	112	14	1/	43	186	132	5 004	46	564	50	195	5	3	1	2	2.224	38
6/	Percent of AMP customers receiving LIHEAP payments	0.0%	0.0%	3.3%	10.0%	0.7%	1.5%	2.0%	14.1%	5.1%	5.0%	1.7%	32.0%	1.8%	11.2%	0.2%	0.2%	0.0%	0.1%	0.3%	2.7%

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

November 25, 2019
Date

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 9/24/2019

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