

March 23, 2020

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 – February 2020

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed one original and nine copies of the Company's Revised Low-Income Monthly Report for February 2020 in the above-referenced docket.

Per the PUC's request, the Company is providing the attached report on 11 x 17 paper.

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 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).

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	Feb-19 Electric Gas	Mar-19 Electric Gas	Apr-19 Electric Gas	May-19 Electric	Gas E	Jun-19 Electric Gas	Jul-19 Electric Gas	Aug-19 Electric	Gas	Sep-19 Electric Gas		Oct-19 Gas	Nov-19 Electric Gas	Dec-19 Electric Gas	Jan-20 Electric Gas	Feb-20 Electric Gas
General Residential																
Number of Residential Accounts, includes discount rate and AMP accounts (Active and																
Final) Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts								1,544,054 433,895	673,003 241,601	1,556,266 684 440,070 249			4 1,570,469 693,003 4 441,292 251,208		,,	1,586,643 702,363 442,291 252,069
Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts Number of FINAL Residential Accounts, includes discount rate and AMP accounts								1,110,159	431,402	1,116,196 434						3 1,144,352 450,294
2 Total Billed, does not include ESCO	\$55,566,398 52,252	,778 \$51,089,204 46,811,5	14 \$41,601,667 \$31,706,434	\$39,854,921 \$20,	,929,975 \$4	0,888,418 \$12,670,677	\$55,944,884 \$8,837,403			\$54,248,607 \$8,895				8 \$50,576,624 \$35,571,07	\$60,515,378 \$46,331,683	\$48,129,743 \$38,915,396
3 Average active residential account bill (line 2 / line 1.a)								\$161.58	\$36.18	\$123.27 \$3			2 \$93.78 \$78.30	6 \$114.48 \$141.23	\$136.89 \$183.88	\$108.82 \$154.38
4 Total Receipts	\$26,649,529 \$17,766			\$22,088,232 \$14,		7,602,984 \$11,735,323	\$19,717,396 \$13,144,933			\$21,689,911 \$14,459			0 \$17,089,396 \$11,392,93	1 \$21,102,488 \$14,068,325		\$25,677,600 \$18,918,400
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS 6 Number of Standard Accounts Protected	0	0 0	0 0 0	8,160 5,720	5,020 3,482	8,179 5,034 5,744 3,482	0 0	6,758	4,258 2,275			398 4,38 399 2,47				6,706 4,249 3,875 2,468
6.a Elderly	3	0		1,972	1,319	2,007 1,350	J ,	1,059	733	,		090 76	4 1,092 79:	1 1,029 733		1,012 711
6.b Infant				850	644	805 587		311	200			304 21	8 307 234	4 325 224	329 222	307 216
6.c Handicapped				1,487	832	1,491 841		464 0	227	522 0	257	182 26	7 496 283 0 0 0	2 287 157	7 287 165	293 175
6.d Welfare 6.e Unemployed				0 21	9	1,420 695 0 1		17	5	18	5	18	5 14 4	4 13 5	5 13 5	13 5
6.f Seriously ill				1,390	677	21 8		1,932	1,110			005 1,21				2,250 1,361
7 Number of Low-Income Accounts Protected	0	0 0	0 0 0	2,440	1,538	2,435 1,552	0 (2,975	1,983	3,044 2	.032 2,9	999 1,90	8 3,021 1,82	1 2,728 1,718	3 2,723 1,714	2,831 1,781
7.a Elderly				681	416	700 441		785	505			778 50	8 794 489	9 714 453		764 496
7.b Infant 7.c Handicapped				528 760	426 464	494 403 761 467		414 494	336 294	422 519		408 33 530 30	2 409 31° 4 547 30°	7 349 286 2 307 166	326 272 319 168	325 261 347 177
7.d Welfare		+		0	1	467 237		0	0	0	0	0	0 0 0	0 0 0	0 0	0 0
7.e Unemployed			<u> </u>	14	4	0 1		3	2	3	2	3	2 3	1 2 1	1 1	1 1
7.f Seriously ill				457	227	13 3		1,279	846	1,300	829 1,2	280 76	2 1,268 71	2 1,356 814	1,350 810	1,394 846
Delinquency (Includes Active and Pending final accounts)																
Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	40,932 26	,716 41,250 27,8	75 44,019 27,307	38,185	21,471	34,568 17,489	40,596 18,941	44.083	17,630	46,110 16	,909 56,3	358 24,93	0 44,178 22,60	6 56,469 33,969	9 36,027 23,553	43.126 26.761
8.a Number of accounts reported above that have an active DPA	-,	,134 1,533 1,40		1,233	560	1,178 534	1,352 444		301	•		369 29	1 888 36	1 727 468	30,027 23,333	1,367 1,003
8.b Number of accounts reported above without an active DPA	39,490 25	, ,		36,952	20,911	33,390 16,955	39,244 18,497	42,324	17,329	43,857 16					,	41,759 25,758
Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance	440,400,612,412		440 000 00 - 4	40.046			40.000.000	440.40		410.553.053.45			440.005.05		444 460 306 45 15	440.004.040
9 of a bill 9.a Dollar Value of accounts reported above that have an active DPA	\$13,492,642 \$10,459 \$2,249,443 \$1,335	, - , -, -, -, , , , , , , , , , , , ,		\$9,946,998 \$7, \$2,371,015 \$1,		8,181,828 \$4,603,370 2,053,553 \$1,094,150				\$13,657,269 \$2,242 \$2,812,617 \$509		415 \$2,735,95 908 \$498,63				
9.b Dollar Value of accounts reported above without an active DPA 9.b Dollar Value of accounts reported above without an active DPA	\$1,243,199 \$9,124		1 //- 1 //	\$7,575,983 \$6,		6.128.274 \$3.509.220	\$6,989,787 \$2,707,722			\$10,844,651 \$1,733		508 \$498,63 507 \$2,237,31				\$11,096,562 \$8,134,406
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	ψ11,2 13,133	(10)332)373 (10)223) II	ψ10,000,515 ψ3,552,772	\$7,575,505 \$0,	,003,003 \$	0,120,271	\$0,505,707 \$2,707,722	,) 1,5 10, 150 Ç	ψ10,0 · 1,031	ψ12,133).	,	y 0,570,011	\$10,013,711 \$3,500,10	,	\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
10 bill	16,634 12	,085 15,728 11,30	60 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 8,41	4 20,046 8,068	8 21,424 10,025		14,835 9,692
10.a Number of accounts reported above that have an active DPA		,829 2,512 2,08		2,647	1,749	2,309 1,421	2,042 1,000		737	2,677		359 53	,	0 1,480 558		1,973 1,354
10.b Number of accounts reported above without an active DPA	14,268 10	,256 13,216 9,2	71 14,582 11,032	15,123	10,855	13,316 8,530	12,198 6,978	13,160	7,126	12,958 6	.096 20,4	432 7,87	7 17,696 7,48	8 19,944 9,467	7 12,935 7,340	12,862 8,338
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$7,176,177 \$5,269	,861 \$7,291,028 \$5,765,6	30 \$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	\$2,207,517	\$5,259,781 \$1,492	.539 \$7.883.0	002 \$1,563,74	1 \$6,756,471 \$1,505,31	.1 \$6,552,839 \$2,007,103	\$5,360,947 \$2,682,279	\$6,269,076 \$4,060,081
11.a Dollar Value of accounts reported above that have an active DPA	\$1,695,290 \$926					2,038,908 \$1,482,891	\$1,642,758 \$946,421	\$1,600,868	\$641,293	\$1,719,735 \$429				6 \$1,655,276 \$404,978	\$1,275,983 \$474,936	\$1,493,685 \$711,974
11.b Dollar Value of accounts reported above without an active DPA	\$5,480,887 \$4,343	,053 \$5,329,879 \$4,529,1	74 \$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 \$1,129,32	0 \$4,765,225 \$1,161,29	4 \$4,897,563 \$1,602,125	\$4,084,964 \$2,207,343	\$4,775,391 \$3,348,106
Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	44450 25	020 42.460 26.66	10 42 474 20 644	42.542	27.400	42 402 24 575	44 620 22 46	20.757	24.642	27.744 20	004	20.50	0 42.520 20.05	40.222 20.020	45.754 26.074	42.000 22.042
12.a Number of accounts reported above that have an active DPA	,	,039 43,169 26,65 ,883 10,302 4,98		42,612 14,009	27,186 5,253	42,482 31,575 14,579 9,259	41,638 32,162 13,561 8,923	38,757 12,457	31,643 8,693	37,711 30 11,898 8	.891 40,0 .185 12,0		0 43,538 28,05° 8 12,288 6,144		3 45,751 26,073 5 9,990 4,210	42,900 23,843 9,372 3,851
12.b Number of accounts reported above without an active DPA	34,772 21	<u> </u>		28,603	21,933	27,903 22,316	28,077 23,239	26,300	22,950	25,813 22						33,528 19,992
Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of																
13 a bill	\$29,554,702 \$16,402			\$31,684,900 \$20,		1,628,795 \$23,886,254				\$27,555,906 \$23,112		551 \$22,077,85				\$31,632,079 \$17,944,625
13.a Dollar value of accounts reported on above that have an active DPA 13.b Dollar value of accounts reported above without an active DPA	\$4,646,992 \$1,856 \$24,907,710 \$14,545			\$8,626,579 \$2, \$23,058,322 \$18,		9,017,675 \$5,186,074 2,611,120 \$18,700,180	\$8,201,647 \$4,975,398 \$22,805,068 \$19,601,165	\$7,531,226 \$ \$21,291,443 \$1		\$6,954,470 \$4,495 \$20,601,435 \$18,616		412 \$4,325,33 140 \$17,752,52		.1 \$6,898,206 \$3,314,300 3 \$25,888,850 \$16,785,583		\$\\$4,990,057 \\$2,177,028 \$\\$26,642,022 \\$15,767,598
14 Total Number of delinquent accounts	101,724 63			98,567	61,261	92,675 59,015	96,474 59,081	98,210	57,136	99,456 54			4 107,762 58,73	1 127,115 72,822		100,861 60,296
14.a Number of accounts reported above that have an active DPA	13,194 6	,846 14,347 8,4	76 15,069 9,496	17,889	7,562	18,066 11,214	16,955 10,367	16,426	9,731	16,828 9	.088 17,3	395 8,73	6 15,526 7,08	5 14,330 6,602	2 12,757 5,958	12,712 6,208
14.b Number of accounts reported above without an active DPA	88,530 56				53,699	74,609 47,801	79,519 48,714	81,784	47,405	82,628 45			8 92,236 51,640	6 112,785 66,220		. 88,149 54,088
15 Total Dollar Value of delinquent accounts 15 a Dollar Value of accounts reported above that have an active DRA	\$50,223,521 \$32,132 \$8,591,726 \$4,119		06 \$52,430,504 \$39,728,030 71 \$10,964,712 \$6,755,839	\$48,732,833 \$33, \$13,461,751 \$4,		5,450,679 \$33,417,190 3,110,136 \$7,763,115	\$44,835,970 \$31,321,785 \$11,935,145 \$6,747,076		28,996,506 \$ 6,065,781 \$	\$46,472,956 \$26,847 \$11,486,822 \$5,434		969 \$26,377,54 508 \$5,258,38		0 \$52,015,153 \$28,333,112 9 \$10,379,030 \$4,365,300	2 \$48,922,014 \$29,261,326 \$8,558,610 \$3,919,269	\$ \$51,262,666 \$31,323,544 \$ \$8,748,691 \$4,073,434
15.a Dollar Value of accounts reported above that have an active DPA 15.b Dollar Value of accounts reported above without an active DPA	\$8,591,726 \$4,119		71 \$10,964,712 \$6,755,839 35 \$41,465,792 \$32,972,190	\$13,461,751 \$4,		2,340,543 \$25,654,075	\$11,935,145 \$6,747,076	9 \$34,193,230 \$2		\$11,486,822 \$5,434 \$34,986,133 \$21,412		360 \$21,119,16		1 \$41.636.124 \$23.967.81	\$8,558,610 \$3,919,265 2 \$40,363,405 \$25,342,05	\$8,748,691 \$4,073,434
16 Total Dollar Value of current accounts	\$45,892,074 \$38,085		02 \$32,841,103 \$21,887,596	\$30,046,363 \$13,	,,	4,681,023 \$10,726,333	\$42,575,872 \$7,520,756			\$43,859,217 \$8,453		857 \$7,983,18		5 \$35,498,526 \$21,049,779	9 \$46,247,554 \$31,961,594	\$39,209,892 \$28,386,478
17 Total Active and Pending Final A/R	\$96,115,595 \$70,217	,931 \$91,034,497 \$70,145,1		\$78,779,197 \$47,		0,131,702 \$44,143,522				\$90,332,173 \$35,300	897 \$81,051,	325 \$34,360,72	9 \$80,490,691 \$41,513,73		\$95,169,569 \$61,222,920	\$90,472,558 \$59,710,022
Collection Agencies 18 Number of cases referred to collection agencies	1 /14	977 1.546 1.0	10 1921 1220	2.014	1,367	2.002 1.120	2 862 4 644	2 474	1 625	2.055 1	220 2	522 1,57	2 224 125	2 120 1 22	3 1,770 1,099	1.405 1.035
18 Number of cases referred to collection agencies Payment Plans	1,414	977 1,546 1,0	19 1,821 1,220	2,014	1,30/	2,093 1,128	2,862 1,641	2,474	1,625	2,055 1	.329 2,5	522 1,57	2 2,214 1,35:	1 2,138 1,333	1,770 1,099	1,495 1,035
19 Number of new payments plans, not including AMP	4,167 2	,834 5,001 3,78	5,342 4,035	7,750	5,284	5,333 3,378	5,079 2,998	5,391	2,627	5,662 2	.235 6,3	212 2,39	4 3,831 1,62	8 3,644 1,834	4,149 2,429	3,579 2,326
20 Number of payment plans defaulted	3,316 1	,685 3,011 1,78	3,865 2,432	3,949	2,532	4,274 2,633	5,760 3,298		2,526			966 2,29				
21 Number of active payment agreements 21.a Number of Active Step-plan agreements			1					8,709 6,783	4,887		370 12,	-,			-, ,	
21.a Number of Active Step-plan agreements 21.b Number of Company issued non-Step plans			1					6,782 1,446	4,151 584			955 4,06 715 1,12	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	
21.c Number of company issued non-step plans 21.c Number of regulatory order non-Step plans			1					203	67	236		265 8	9 222 69	5 158 50	142 43	142 46
21.d Number of Commission sanctioned "October Rule" payment plans								278	85	255	77	207 6	2 128 40	6 27 13	3 21 10	14 8
22 Number of new budget plans, not including AMP			1,794 1,218	2,414	1,352			2,075	929	2,021	961 1,9	937 95	1 1,225 68	7 1,389 1,007	1,842 1,258	1,380 883
Shut-Offs 23 Number of Accounts Sent Notice of Disconnection for non-payment	25,950 18	,197 30,581 22,99	95 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 25,48	0 26,772 14,763	3 31,872 18,915	35,614 24,060	25,445 18,962
24 Number of Service Disconnection for non-payment 24 Number of Service Disconnections for non-payment	23,930 18	0 1	95 43,335 33,965 19 705 181	2,657	244	2,701 512	1,571 282	· · · · · · · · · · · · · · · · · · ·	480			744 25,48 522 27	1 2 14,76	1 0 (0 0 (10 52
Number of Service Disconnections for non-payment on accounts with NO special				İ		·	,	,		·	1,5					. 32
24.a protection	0	0 1	19 705 181	2,569	237	2,635 494	1,536 279	2,416	463	2,350	510 1,4	491 26	6 2 :	1 0 (0 (10 52
Number of Service Disconnections for non-payment on accounts WITH a special	_				_[25			4.	45	24				
24.b protection 24.c Number of Service Disconnections for non-payment in excess of \$1000	0	0 0	0 0 0 15 335 92	88 1,365	120	66 18 1,024 273	35 3 445 143	54 585	17 233	44 472		31 359 13	5 0 (2 0 (0 0 0	0 0	0 0
24.d Ratio of service disconnections for non-payment in excess of \$1000 24.d Ratio of service disconnections for nonpayment to total Residential Customers	U	<u> </u>	333 92	1,303	133	1,02→ 2/3	440 143	0.6%	0.2%			3% 0.19		% 0.0% 0.0%		0.0% 0.0%
25 Average balance of Service Disconnections for non-payment	\$0	\$0 \$1,544 \$1,7	54 \$1,348 \$1,223	\$1,474	\$1,786	\$1,152 \$1,563	\$933 \$1,428		\$1,463	\$851 \$1		897 \$1,49			\$0 \$0	\$1,864 \$1,747
Average balance of Service Disconnections for non-payment on accounts with NO special																
25.a protection	\$0	\$0 \$1,544 \$1,75	54 \$1,348 \$1,223	\$1,449	\$1,793	\$1,117 \$1,534	\$925 \$1,436	\$857	\$1,436	\$850 \$1	.335 \$8	869 \$1,47	0 \$588 \$67	1 \$0 \$0	\$0 \$0	\$1,864 \$1,747
Average balance of Service Disconnections for non-payment on accounts WITH a special 25.b protection	\$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 \$2,95	5 \$0 \$0	0 \$0 \$0	\$0 \$0	\$0 \$0
25.0 protection	ŞU	90 90 S	20 30 \$0	74,403	150,15	۶۷,340 ودر _ا عب	71,307 \$094	1,/34	72,10U	24 دود	,111 32,	34,95	اخ ب	اخ ب	اد بر	0 کو کا

ſ	Feb-19	Mar-19	Apr-19	May-19		Jun-19	1 1	ıl-19	Aug-1	9	Sep-19	Ī	Oct-19		Nov-19	9	Dec-19	Jan-2	20	Feb-20
	Electric Gas	Electric Gas	Electric Gas		Gas	Electric Gas	Electric	Gas	Electric	Gas		Gas	Electric	Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas
Restorations Number of Service Restorations within 7 days of termination	0	0 1 1	19 576 92	1,993	170	1,926	211 1,15	2 11/	1,969	285	1,869	267	1,267	157	7 1	1	0	0 0	0	0 0
Number of Service Restorations within 7 days of termination Number of Service Restorations within 7 days of termination on accounts with NO	U	0 1	19 5/6 92	1,993	179	1,920	211 1,15	9 116	1,969	283	1,809	207	1,207	15/	1	1	. 0	0 0	U	0 0
26.a special protection	0	0 1 1	19 576 92	1,921	173	1,867	199 1,12	5 113	1,920	274	1,828	254	1,237	152	2 1	1	. 0	0 0	0	8 36
Number of Service Restorations within 7 days of termination on accounts WITH a special	_																_		_	
26.b protection 27 Average balance of of service restorations	0	0 0	0 0 0	72	6	59	12 3	4 :	3 49	11	41	13	30	5	0	0	0	0 0	0	0 0
27.a Average balance of of service restorations on accounts with NO special protection	\$0	\$0 \$0 \$1,71	18 \$875 \$729	\$813	\$1,512	\$575 \$	704 \$48	1 \$863	\$454	\$974	\$444	\$861	\$628	\$1,141	1 \$610	\$604	\$0	\$0 \$0	\$0	\$977 \$1,442
27.b Average balance of of service restorations on accounts WITH a special protection	\$0	\$0 \$0 \$	\$0 \$0 \$0	\$1,978	\$1,521	\$2,112 \$2,	415 \$1,43	3 \$70	7 \$1,694	\$1,572	\$893	\$2,269	\$2,058	\$2,921	1 \$0	\$0	\$0	\$0 \$0	\$0	\$0 \$0
Average duration of service disconnection for Service Restorations within 7 days of					4.0															
28 termination Write-Offs			1.2 3.9	3.2	1.0				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
29 Number of Accounts Classified as Written-Off	1,659	997 1,407 1,01	1,382 904	1,568	1,021	1,511 1,	028 1,81	3 1,262	2,242	1,281	2,225	1,451	1,966	1,409	1,728	1,086	1,927 1,	238 2,148	1,319	1,738 1,102
29.a Number of Residential Accounts Classified as Written-Off	1,552	938 1,286 95	1,260 850	1,430	951	1,384	967 1,66			1,205	2,108	1,365	1,845	1,335	1,605	1,040	, , , , , , , , , , , , , , , , , , ,	188 2,008	1,250	1,550 1,040
29.b Number of Commercial and Industrisal Classified as Written-Off 30 Dollar Value of Accounts Classified as Written-Off	107 \$1.141.556 \$627	59 121 6	52 122 54 44 \$1.122.982 \$601.058	138 \$1.085.038	70	127 \$1.263.403 \$878.	61 15 526 \$1,409.60			76 \$1.130.439	117 \$2.009.551 \$	86	\$1.619.847	74	123 8 \$1.380.296	46 \$944.854	116 \$1.186.764 \$876.	50 140 905 \$1,404,211	69 \$907.733	188 62 \$1.566.865 \$874.146
30 Dollar Value of Accounts Classified as Written-Off 30.a Dollar Value of Residential Accounts Classified as Written-Off	\$1,141,556 \$627,			1 //	\$749,441 \$700,072	\$1,263,403 \$878, \$1,075,263 \$805,	. , , , , , , , , , , , , , , , , , , ,	1 ,-		\$889,526	\$1,802,885 \$, , .	\$1,019,847 \$,,	7 \$1,253,999	\$849,237	\$1,186,764 \$876,		\$838.478	\$1,500,865 \$874,140
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$142,765 \$36,			\$178,600	\$49,369	\$188,140 \$73,			1 \$264,725	\$240,913		\$85,718	\$372,105	\$69,891	1 \$126,298	\$95,617	\$127,869 \$52,		\$69,255	\$289,197 \$69,034
31 Dollar Value of write-off recoveries	\$415,231 \$325,		17 \$524,942 \$386,486		\$294,437	\$414,792 \$327,			\$416,925	\$256,141		\$264,193	\$645,154	\$517,277	5585,178	\$485,529	\$434,688 \$357,		\$280,127	\$505,076 \$315,250
31.a Dollar Value of Residential write-off recoveries 31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$386,037 \$316, \$29,194 \$8,		35 \$500,532 \$371,211 33 \$24,411 \$15,276	\$486,959 \$31,977	\$282,683 \$11,754	\$345,083 \$301, \$69,709 \$26,			\$ \$393,104 \$23,821	\$237,181 \$18.959	\$384,221 \$17,776	\$248,339 \$15,854	\$568,922 \$76,231	\$479,747	7 \$450,483 5134.696	\$430,670 \$54.858	\$403,868 \$340, \$30.820 \$16.	. , ,	\$268,097 \$12,031	\$473,991 \$294,045 \$31,084 \$21,204
32 Dollar value of NET A/R Write-Offs	\$726,325 \$302	1 -7 - 1 -7 -			\$455,004	\$848,611 \$550,	. , ,	1 ,	\$23,821 4 \$2,081,716	\$18,959		1,070,061	\$974,693	\$612,811	1 \$795,118	\$459,325	\$752,076 \$519,	, ,	\$627,606	\$1,061,789 \$558,896
32.a Dollar Value of Residential NET A/R Write-Offs	\$612,753 \$274	108 \$294,253 \$189,82	22 \$461,080 \$199,455	\$419,478	\$417,389	\$730,180 \$503,	333 \$763,38	\$609,743	\$1,840,812	\$652,345	\$1,418,664 \$	1,000,197	\$678,819	\$580,450	\$803,516	\$418,567	\$655,028 \$484,	067 \$795,338	\$570,382	\$803,676 \$511,067
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$113,572 \$28,	073 \$128,687 \$31,10	04 \$136,960 \$15,116	\$146,624	\$37,615	\$118,431 \$47,	269 \$234,58	3 \$91,20	\$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
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	32,808	18,424	31,253 17,	947 31,501	17,884	33,157 19,425
33.a Number of Accounts (no rider)				32,106	19,071	31,348 19,			29,887	18,997	29,671	18,783	29,022	17,171	1 28,852	15,729	27,243 15,		15,197	28,899 16,591
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	3,956	2,695	4,010 2,		2,687	4,258 2,834
34 Percent of customers on the low-income discount			\$3,706,622 \$3,406,169	\$3,448,967 \$	1 602 040	\$2,529,219 \$2,650,	417		7.7% \$2,939,615	8.9% \$568,822	7.6% \$2,885,340	8.6% \$531,532	7.4% \$2,693,917	7.9%	7.4% 51,957,859	7.3% \$411,379	7.1% 7 \$2,058,310 \$620,	.1% 7.1% 588 \$2,734,193	7.1%	7.5% 7.7% \$2,850,175 \$2,975,964
35 Total receipts 36 Total receipts paid by LIHEAP	\$300,213 \$841	538 \$140,411 \$638,94		\$3,448,967 \$		\$2,529,219 \$2,650, \$131,420 \$2,168,			\$2,939,615	\$11,088	\$2,885,340	\$10,565	\$2,693,917	\$53,059	9 \$0	\$411,379	\$ \$2,058,310 \$620,		\$1,207,038 \$0	\$469,602 \$2,975,964
36.a Total receipts paid by Regular LIHEAP	\$500,215 \$0.11,	9110,111 \$030,5	V270,111	,	1,500,175	ψ131,120 ψ2,100,	.,,_		\$1,520	\$10,995	\$1,820	\$8,650	\$9,940	\$52,270	\$0	\$6,520	\$7,535 \$76,		\$0	\$350,386 \$2,050,830
36.b Total receipts paid by Crisis LIHEAP									\$1,849	\$93	\$3,621	\$1,915	\$1,494	\$789	\$0	\$1,529	\$2,874 \$1,		\$0	\$119,216 \$106,654
37 Total number of customers receiving a LIHEAP payment for the month	926 2, \$2,879,168 \$3,162		96 956 2,012 75 \$2,277,486 \$2,066,762	1,348	4,664	395 5,		_,-,		\$625,646	17	26	35	143	0 62.424.205 6	21	42 \$2,666,588 \$1,035,	205 133	ć2 FCZ 2F2	1,750 7,903
38 Total billed Delinquency	\$2,879,108 \$3,102,	137 \$2,777,740 \$2,943,87	75 \$2,277,486 \$2,066,762	\$2,121,753 \$	1,398,096	\$2,093,141 \$878,	134 \$2,732,95	2 \$626,936	\$3,408,078	\$025,040	\$2,586,311	\$637,525	\$2,063,353	\$747,412	2 \$2,134,285	\$1,173,074	\$2,666,588 \$1,035,	848 \$3,011,570	\$2,507,352	\$2,507,299 \$2,168,793
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		296 3,184	1,730	3,257 1,557
39.a Number of accounts reported above that have an active DPA 39.b Number of accounts reported above without an active DPA									260 3.637	29 856	358 3,748	924	257 3,421	1,027	7 191 7 3,280	1,070	145 2,490 1,	78 252 218 2,932	136 1.594	255 125 3,002 1,432
Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days									3,037	830	3,748	324	3,421	1,027	3,280	1,070	2,430 1,	2,932	1,334	3,002 1,432
40 after issuance of a bill									\$282,191	\$37,480	\$321,962	\$34,682	\$281,187	\$41,228	\$197,697	\$61,585	\$223,635 \$103,		\$193,973	\$290,456 \$188,915
40.a Dollar value of accounts reported above that have an active DPA									\$27,873	\$1,395	\$36,621	\$6,350	\$39,426	\$9,845	\$26,559	\$9,971	\$29,058 \$8,	. , ,	\$19,609	\$45,354 \$20,052
40.b Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after									\$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
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	521	2,308	657	1,898	722 3,064	1,759	1,912 1,154
41.a Number of accounts reported above that have an active DPA									373	105	582	89	586	77	7 454	100	293	90 260	152	367 175
41.b Number of accounts reported above without an active DPA									1,239	520	1,529	494	1,676	444	1,854	557	1,605	632 2,804	1,607	1,545 979
Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days 42 after issuance of a bill			\$867,611 \$889,461	\$509,837	\$434,248	\$441,441 \$259,	991		\$289,223	\$59,566	\$368,888	\$47,036	\$391,755	\$48,077	7 \$349,622	\$57,189	\$301,815 \$106,	256 \$243,814	\$184,793	\$400,417 \$351,183
42.a Dollar value of accounts reported above that have an active DPA									\$94,901	\$16,175	\$136,913	\$11,178	\$139,903	\$16,341	\$95,141	\$17,555	\$73,691 \$30,		\$21,049	\$93,470 \$68,963
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
Number of low-income delinquent accounts with oldest arrears aged 90+ Days after 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	10.179	5.279	9.980 5.	189 11.687	6.009	10.019 4.853
43.a Number of accounts reported above that have an active DPA			25,505 9,221	20,024	,,550				4,479	2,561	5,039	2,763	5,092	2,438	4,679	1,954	-,	275 3,506	1,251	2,834 897
43.b Number of accounts reported above without an active DPA									5,184	3,776	4,552	3,572	4,626	3,261	5,500	3,325	6,679 3,	914 8,181	4,758	7,185 3,956
Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill			\$17,657,398 \$12,769,183	\$14.081.550 6	0 766 220	\$12 504 044 \$7 005	019		\$11 524 120	\$6 922 927	\$11 747 762 ¢	6 639 436	\$11 724 060	\$5 022 F24	1 \$11 727 900	\$5.40F.44F	\$10.058.401 \$5.300	847 \$11 640 977	\$5 922 240	\$11,916,976 \$6,050,683
44.a Dollar value of accounts reported above that have an active DPA			\$17,057,356 \$12,709,185	\$14,U01,338 \$	55,700,330	\$13,304,344 \$7,985,	910		\$11,534,130				\$5,195,649							\$2,856,930 \$1,199,382
44.b 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	8 \$7,185,224 \$	\$3,617,829	\$7,809,533 \$4,024,	803 \$8,490,067	\$4,538,436	\$9,060,046 \$4,851,301
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		7,064	14,513 7,		9,498	15,188 7,564
45.a Number of accounts reported above that have an active DPA 45.b Number of accounts reported above without an active DPA		+	+	 					5,112 10,060	2,695 5,152	5,979 9,829	2,903 4,990	5,935 9,723	2,565 4,732	5 5,324 2 10,634	2,112 4,952			1,539 7,959	3,456 1,197 11,732 6,367
46 Total Dollar Value of low-income delinquent accounts			\$19,373,500 \$14,233,055	\$15,074,728 \$1	.0,451,746	\$14,349,798 \$8,363,	903		\$12,105,545		\$12,438,613 \$		\$12,407,910							\$12,607,849 \$6,590,780
46.a Dollar value of accounts reported above that have an active DPA									\$4,745,946	\$2,389,047	\$5,373,443 \$	2,476,673	\$5,374,978	, -, -	2 \$4,674,375 \$	\$1,815,142	\$3,251,617 \$1,312,	940 \$3,235,052	\$1,324,470	\$2,995,755 \$1,288,396
46.b Dollar value of accounts reported above without an active DPA									\$7,359,599	\$4,531,825	\$7,065,170 \$	4,243,471	\$7,032,933	3,792,687	7 \$7,610,843 \$	\$3,709,077	\$8,232,234 \$4,195,	247 \$8,916,928	\$4,876,544	\$9,612,094 \$5,302,384
Shut-Offs 47 Number of low-income Accounts Sent Notice of Disconnection			5,673 4,834	5,919	5,066	4,023 3,	621		4,235	2,881	4,667	2,763	4,921	2,582	2 94	61	. 209	98 436	217	217 388
48 Number of low-income Service Disconnections for Non-Payment			31 4	511	33	463	37		367	41	314	52	259	40	0 0	0	0	0 0	0	0 0
Ratio of low-income service disconnections for nonpayment to total low-income																	0.000			
49 Residential Customers				1.5%	0.2%	1.3% 0	.2%		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%
Restorations Number of low-income Service Restorations for non-payment			30 4	511	27	736	52		354	31	274	24	224	25	5 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	1 0	0	0	0 0	0	0 0
Write-Off	400	400	20 452 :=:	170	100	400	125		250		20.4	185	222		210		46-	66		224
52 Number of low-income accounts Classified as Written-Off 53 Dollar Value of low income accounts classified as written-off	193 \$223,569 \$110,	106 161 9 467 \$171,480 \$124,88	98 158 170 34 \$217,242 \$132,883	172 \$ \$212,332	108 \$125,113	190 \$256,799 \$185,	125 17 581 \$203,45		9 250 4 \$435,958	114 \$141,494	294 \$471,188	158 \$245,063	239 \$314,161	\$221,797	2 210 7 \$304,633	193 \$186,625	117 \$221,451 \$153,	66 212 002 \$227,619	149 \$156,739	221 141 \$352,771 \$171,090
54 Dollar Value of low-income accounts classified as written-on	\$108,660 \$59			\$134,578	\$62,268	\$77,581 \$74,				\$43,797	\$109,712	\$42,305	\$126,105	\$97,086	\$96,776	\$94,249	\$80,007 \$62,		\$50,808	\$98,214 \$38,330
55 Dollar value of NET low-income A/R Write-Offs	\$114,909 \$50			\$77,754	\$62,845	\$179,218 \$111,				\$97,697		\$202,757	\$188,056	\$124,711		\$92,376			\$105,931	\$254,557 \$132,760
			· ·																	

Monthly Utility Credit and Collections February 2020 RIPUC Docket No. 4770 Page 3 of 3

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		Feb-1		Mar-1	-	Apr-		May-		Jun-1	-	Jul-1		Aug-1		Sep-1		Oct-1	-	Nov-1	-	Dec-	-	Jan-2	-	Feb-2	
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	1,984	1,115	1,997	1,158	2,138	1,322	2,598	1,685	2,697	1,761	2,746	1,748	_,	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
57	Percent of low-income customers enrolled on the AMP							7.4%	7.9%	7.8%	8.2%			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%
58	Total receipts paid by enrollees	\$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	\$219,383	\$72,799	\$222,847	\$74,793	\$200,070	\$61,467	\$179,985	\$59,886
59	Total receipts paid by LIHEAP	\$50,261	\$86,674	\$11,026	\$12,905	\$32,047	\$133,191	\$102,149	\$66,851	\$37,028	\$463,190	\$37,897	\$154,168	\$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
60	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
61	Number of newly enrolled customers	202	149	235	172	356	270	802	580	435	307	347	215	356	199	313	127	298	146	176	81	128	54	163	81	164	7?
61.a	Number of newly enrolled customers: not associated with service restoration													328	196	287	127	279	146	176	81	128	54	163	81	164	73
61.b	Number of newly enrolled customers: associated with service restoration													28	3	26	0	19	0	0	0	0	0	0	0	0	(
62	Number of customers exited the program	263	143	216	116	240	109	264	147	214	115	294	177	284	182	309	242	400	257	295	183	360	194	285	136	249	107
62.a	Number of customers exited the program by default	235	131	177	102	189	96	197	124	142	93	205	151	195	159	222	213	314	230	246	166	309	177	246	123	215	90
62.b	Number of customers exited the program by cancellation	28	12	39	14	51	13	67	23	72	22	89	26	89	23	87	29	86	27	49	17	51	17	39	13	34	17
63	Number of customers successfully completing a 12-month program	10	7	11	5	5	1	136	85	109	82	70	57	63	27	71	17	84	25	48	16	40	10	35	22	41	34
	Number of customers successfully completing a 12-month program with remaining																									1	
63.a	arrears													62	27	71	17	84	25	48	16	40	10	35	22	41	34
	Number of customers that have fully completed the program with full pay-down to zero																									1	
63.b	arrears													1	0	0	0	0	0	0	0	0	0	0	0	0	C
	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after																										
64	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	2,240	980	1,823	755	1,875	834	1,586	66F
																										1	
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days					\$3,526,666	\$2,095,396	\$3,793,675	\$2,244,409	\$3,773,419	\$1,967,130			\$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	\$1,115,58/
66	Number of AMP program participants receiving LIHEAP	65	112	14	17	43	186	132	84	46	564	50	195	5	3	1	2	9	38	0	5	3	16	39	33	89	306
67	Percent of AMP customers receiving LIHEAP payments	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%	0.0%	0.4%	0.1%	1.4%	1.9%	3.1%	4.8%	30.69

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

March 23, 2020 Date

National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 3/12/2020

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