

July 27, 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
Low-Income Monthly Report – June 2020**

Dear Ms. Massaro:

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

Monthly Utility Credit and Collections Reporting

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

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

	Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20		Feb-20		Mar-20		Apr-20		May-20		Jun-20			
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
General Residential																												
1 Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)					444,682	247,759	451,227	255,850	449,745	255,322	451,474	256,915	462,854	263,296	450,512	257,018	450,309	256,801	450,316	256,771	450,501	256,688	450,479	256,473	450,469	256,122		
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	251,875	442,083	251,969	442,291	252,069	442,301	251,897	442,478	251,834	442,464	251,599	442,454	251,248		
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	11,421	8,429	5,049	8,018	4,732	8,015	4,874	8,023	4,854	8,015	4,874	8,015	4,874		
2 Total Billed, does not include ESCO	\$40,888,418	\$12,670,677	\$55,944,884	\$8,837,403	\$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	\$35,571,073	\$60,515,378	\$46,331,683	\$48,129,743	\$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		
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	\$141.23	\$136.89	\$183.88	\$108.82	\$154.38	\$110.67	\$143.56	\$104.53	\$119.35	\$98.15	\$99.73	\$104.53	\$119.35	\$98.15	\$99.73	\$101.64	\$46.59		
4 Total Receipts	\$17,602,984	\$11,735,323	\$19,717,396	\$13,144,931	\$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	\$14,068,325	\$24,069,568	\$16,046,379	\$25,677,600	\$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		
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	8,179	5,034	0	0	6,758	4,258	6,932	4,392	6,898	4,381	6,932	4,404	6,698	4,253	6,731	4,283	6,706	4,249	6,773	4,298	6,790	4,296	6,745	4,260	6,773	4,250		
6 Number of Standard Accounts Protected	5,744	3,482	0	0	3,783	2,275	3,888	2,360	3,899	2,473	3,911	2,583	3,970	2,535	4,008	2,569	3,875	2,468	3,942	2,478	3,974	2,484	3,949	2,477	3,884	2,412		
6.a Elderly	2,007	1,350			1,059	733	1,100	761	1,090	764	1,092	791	1,029	733	1,060	753	1,012	711	1,057	745	1,057	742	1,050	744	1,045	725		
6.b Infant	805	587			311	200	281	194	304	218	307	234	325	224	329	222	307	216	297	198	297	198	303	196	278	178		
6.c Handicapped	1,491	841			464	227	522	257	482	267	496	282	287	157	287	165	293	175	283	151	304	163	309	178	297	163		
6.d Welfare	1,420	695			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
6.e Unemployed	0	1			17	5	18	5	18	5	14	4	13	5	13	5	13	5	19	9	41	20	51	28	62	36		
6.f Seriously ill	21	8			1,932	1,110	1,967	1,143	2,005	1,219	2,002	1,272	2,316	1,416	2,319	1,424	2,250	1,361	2,286	1,375	2,275	1,361	2,236	1,330	2,202	1,309		
7 Number of Low-Income Accounts Protected	2,435	1,552	0	0	2,975	1,983	3,044	2,032	2,999	1,908	3,021	1,821	2,728	1,718	2,723	1,714	2,831	1,781	2,831	1,820	2,816	1,812	2,796	1,783	2,889	1,838		
7.a Elderly	700	441			785	505	800	529	778	508	794	489	714	451	727	463	764	496	783	517	780	512	783	509	790	518		
7.b Infant	494	403			414	336	422	349	408	332	409	317	349	286	326	272	325	261	291	241	296	241	286	234	306	244		
7.c Handicapped	761	467			494	294	519	323	530	304	547	302	307	166	319	168	347	177	309	177	319	187	324	198	328	190		
7.d Welfare	467	237			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	0	1			3	2	3	2	3	2	3	1	2	1	1	1	2	1	2	2	5	2	10	2	14	4		
7.f Seriously ill	13	3			1,279	846	1,300	829	1,280	762	1,268	712	1,356	814	1,350	810	1,394	846	1,446	883	1,416	870	1,393	840	1,451	882		
Delinquency (Includes Active and Pending final accounts)																												
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	34,568	17,489	40,596	18,941	44,083	17,630	46,110	16,900	56,358	24,930	44,178	22,606	56,469	33,969	36,027	23,551	43,126	26,761	40,244	24,810	33,613	20,124	29,030	16,427	31,190	17,175		
8.a Number of accounts reported above that have an active DPA	1,178	534	1,352	444	1,759	301	2,253	332	1,369	291	888	361	727	468	1,163	901	1,367	1,003	983	704	760	487	667	379	633	301		
8.b Number of accounts reported above without an active DPA	33,390	16,955	39,244	18,497	42,324	17,329	43,857	16,577	54,989	24,639	43,290	22,245	55,742	33,501	34,864	22,650	41,759	25,758	39,261	24,106	32,853	19,637	28,363	16,048	30,557	16,874		
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$8,181,828	\$4,603,370	\$9,080,527	\$3,532,979	\$12,130,526	\$2,502,171	\$13,657,269	\$2,242,661	\$14,868,415	\$2,735,952	\$10,335,975	\$3,075,285	\$12,675,258	\$6,226,127	\$11,168,730	\$7,488,350	\$13,361,510	\$9,318,838	\$12,446,164	\$9,242,991	\$11,588,256	\$8,293,736	\$10,809,510	\$7,066,576	\$10,127,918	\$6,021,336		
9.a Dollar Value of accounts reported above that have an active DPA	\$2,053,553	\$1,094,150	\$2,090,740	\$825,258	\$2,400,333	\$553,675	\$2,812,617	\$509,649	\$2,668,908	\$498,633	\$1,957,334	\$469,971	\$1,825,547	\$646,023	\$1,872,662	\$898,110	\$2,264,948	\$1,184,432	\$1,846,778	\$1,076,772	\$1,177,428	\$665,341	\$1,104,655	\$598,070	\$1,135,033	\$568,614		
9.b Dollar Value of accounts reported above without an active DPA	\$6,128,274	\$3,509,220	\$6,989,787	\$2,707,722	\$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	\$5,580,104	\$9,296,069	\$6,590,240	\$11,096,562	\$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		
10 Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	15,625	9,951	14,240	7,978	15,370	7,863	15,635	6,667	23,791	8,414	20,046	8,068	21,424	10,025	14,539	8,187	14,835	9,692	19,293	12,567	19,942	13,564	16,291	10,714	13,600	8,516		
10.a Number of accounts reported above that have an active DPA	2,309	1,421	2,042	1,000	2,210	737	2,677	571	3,359	537	2,350	580	1,480	558	1,604	847	1,973	1,354	2,084	1,523	1,203	883	1,053	698	954	567		
10.b Number of accounts reported above without an active DPA	13,316	8,530	12,198	6,978	13,160	7,126	12,958	6,096	20,432	7,877	17,696	7,488	19,944	9,467	12,935	7,340	12,862	8,338	17,209	11,044	18,739	12,681	15,238	10,016	12,646	7,949		
11 Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$5,640,056	\$4,927,566	\$4,748,728	\$3,212,244	\$4,772,461	\$2,207,517	\$5,259,781	\$1,492,539	\$7,883,002	\$1,563,741	\$6,756,471	\$1,505,311	\$6,552,839	\$2,007,103	\$5,360,947	\$2,682,279	\$6,269,076	\$4,060,081	\$7,932,080	\$5,515,932	\$8,037,428	\$6,259,422	\$7,448,856	\$5,542,921	\$7,134,979	\$4,937,694		
11.a Dollar Value of accounts reported above that have an active DPA	\$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	\$1,991,246	\$344,016	\$1,655,276	\$404,978	\$1,275,983	\$474,936	\$1,493,685	\$711,974	\$1,699,767	\$882,187	\$996,693	\$599,415	\$930,370	\$554,762	\$983,842	\$564,952		
11.b Dollar Value of accounts reported above without an active DPA	\$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	\$4,765,225	\$1,161,294	\$4,897,563	\$1,602,125	\$4,084,964	\$2,207,343	\$4,775,391	\$3,348,106	\$6,232,313	\$4,633,745	\$7,040,734	\$5,660,007	\$6,518,485	\$4,988,159	\$6,151,137	\$4,372,743		
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	42,482	31,575	41,638	32,162	38,757	31,643	37,711	30,891	40,081	30,560	43,538	28,057	49,222	28,828	45,751	26,071	42,900	23,843	43,679	25,491	50,138	30,686	53,165	33,997	52,257	34,954		
12.a Number of accounts reported above that have an active DPA	14,579	9,259	13,561	8,923	12,457	8,693	11,898	8,185	12,667	7,908	12,288	6,144	12,123	5,576	9,990	4,210	9,372	3,851	8,667	3,811	6,287	2,873	6,087	3,090	6,619	3,615		
12.b Number of accounts reported above without an active DPA	27,903	22,316	28,077	23,239	26,300	22,950	25,813	22,706	27,414	22,652	31,250	21,913	37,099	23,252	35,761	21,861	33,528	19,992	35,012	21,680	43,851	27,813	47,078	30,907	45,638	31,339		
13 Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$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	\$30,109,208	\$20,492,994	\$32,787,057	\$20,099,883	\$32,392,338	\$19,090,697	\$31,632,079	\$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		
13.a Dollar value of accounts reported on above that have an active DPA	\$9,017,675	\$5,186,074																										

	Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20		Feb-20		Mar-20		Apr-20		May-20		Jun-20			
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas		
Restorations																												
26	Number of Service Restorations within 7 days of termination	1,926	211	1,159	116	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	
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection	1,867	199	1,125	113	1,920	274	1,828	254	1,237	152	1	1	0	0	0	0	8	36	8	29	0	0	0	0	0		
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	59	12	34	3	49	11	41	13	30	5	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	\$575	\$704	\$481	\$863	\$454	\$974	\$444	\$861	\$628	\$1,141	\$610	\$604	\$0	\$0	\$0	\$0	\$977	\$1,442	\$633	\$2,154	\$0	\$0	\$0	\$0	\$0		
27.b	Average balance of of service restorations on accounts WITH a special protection	\$2,112	\$2,415	\$1,438	\$707	\$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		
28	Average duration of service disconnection for Service Restorations within 7 days of 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		
Write-Offs																												
29	Number of Accounts Classified as Written-Off	1,511	1,028	1,818	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	1,479	854	1,572	1,169	1,132	733	2,643	1,733	
29.a	Number of Residential Accounts Classified as Written-Off	1,384	967	1,665	1,162	2,098	1,205	2,108	1,365	1,845	1,335	1,605	1,040	1,811	1,188	2,008	1,250	1,550	1,040	1,275	788	1,391	1,099	1,015	673	2,395	1,598	
29.b	Number of Commercial and Industrial Classified as Written-Off	127	61	153	100	144	76	117	86	121	74	123	46	116	50	140	69	188	62	204	66	181	70	117	60	248	135	
30	Dollar Value of Accounts Classified as Written-Off	\$1,263,403	\$878,526	\$1,409,604	\$987,541	\$2,498,642	\$1,130,439	\$2,009,551	\$1,334,254	\$1,619,847	\$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	\$832,185	\$731,439	\$469,103	\$1,567,556	\$1,192,575	
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$1,075,263	\$805,121	\$1,152,987	\$883,491	\$2,233,917	\$889,526	\$1,802,885	\$1,248,536	\$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	\$791,167	\$560,979	\$423,782	\$1,345,311	\$1,102,646	
30.b	Dollar Value of Commercial and Industrial Classified as Written-Off	\$188,140	\$73,405	\$256,617	\$104,051	\$264,725	\$240,913	\$206,666	\$85,718	\$372,105	\$69,891	\$126,298	\$95,617	\$127,869	\$52,317	\$250,157	\$69,034	\$289,197	\$69,034	\$288,926	\$71,783	\$180,335	\$41,018	\$170,460	\$45,321	\$222,245	\$89,929	
31	Dollar Value of write-off recoveries	\$414,792	\$327,924	\$411,641	\$286,597	\$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	\$466,034	\$326,993	\$392,156	\$274,979	
31.a	Dollar Value of Residential write-off recoveries	\$345,083	\$301,788	\$389,608	\$273,748	\$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	\$431,793	\$320,811	\$383,253	\$271,256	
31.b	Dollar Value of Commercial and Industrial write-off recoveries	\$69,709	\$26,136	\$22,034	\$12,850	\$23,821	\$18,959	\$17,776	\$15,854	\$76,231	\$37,530	\$134,696	\$54,858	\$30,820	\$16,852	\$28,893	\$12,031	\$31,084	\$21,204	\$38,143	\$6,004	\$14,028	\$6,664	\$34,241	\$6,182	\$9,663	\$3,723	
32	Dollar value of NET A/R Write-Offs	\$848,611	\$550,602	\$997,963	\$700,944	\$2,081,716	\$874,299	\$1,607,554	\$1,070,061	\$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	\$522,796	\$265,405	\$142,110	\$1,174,640	\$917,595	
32.a	Dollar Value of Residential NET A/R Write-Offs	\$730,180	\$503,333	\$763,380	\$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	\$209,295	\$143,091	\$420,203	\$488,442	\$129,186	\$102,971	\$962,057	\$831,390	
32.b	Dollar Value of Commercial and Industrial NET A/R Write-Offs	\$118,431	\$47,269	\$234,583	\$91,201	\$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	\$136,219	\$39,139	\$212,582	\$86,205	
Low Income Discount Rate																												
33	Number of Low-income Accounts	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	33,935	20,538	34,195	21,092	34,194	21,110	34,854	21,498	
33.a	Number of Accounts (no rider)	31,348	19,227			29,887	18,997	29,671	18,783	29,022	17,171	17,171	15,256	27,466	15,197	28,899	16,591	29,520	17,608	29,601	18,083	29,602	18,101	30,252	18,101	30,252	18,486	
33.b	Number of Accounts (with rider)	3,167	2,356			3,556	2,546	3,780	2,683	3,789	2,644	2,644	2,695	4,010	2,691	4,035	2,697	4,258	2,834	4,415	2,930	4,594	3,009	4,592	3,009	4,602	3,012	
34	Percent of customers on the low-income discount					7.7%	8.9%	7.6%	8.6%	7.4%	7.9%	7.4%	7.3%	7.1%	7.1%	7.1%	7.1%	7.5%	7.7%	7.7%	7.7%	8.2%	7.7%	8.4%	7.7%	8.4%	7.9%	8.6%
35	Total receipts	\$2,529,219	\$2,650,417			\$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	\$2,411,400	\$1,060,288	\$2,421,779	\$682,793	
36	Total receipts paid by LIHEAP	\$131,420	\$2,168,472			\$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	\$70,629	\$427,398	\$36,228	\$81,579	
36.a	Total receipts paid by Regular LIHEAP					\$1,520	\$10,995	\$1,820	\$8,650	\$9,940	\$52,270	\$0	\$6,520	\$7,535	\$76,085	\$37,712	\$0	\$350,386	\$2,050,830	\$50,925	\$365,245	\$50,072	\$264,525	\$54,535	\$406,785	\$27,664	\$78,573	
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	\$16,595	\$16,094	\$20,613	\$8,564	\$3,006	
37	Total number of customers receiving a LIHEAP payment for the month	395	5,603	370	1,679	10	27	17	26	35	143	0	21	42	205	133	0	1,750	7,903	226	1,382	219	1,011	305	1,550	107	305	
38	Total billed	\$2,093,141	\$878,134	\$2,732,952	\$626,936	\$3,408,078	\$625,646	\$2,586,311	\$637,525	\$2,063,353	\$747,412	\$2,134,285	\$1,173,074	\$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	\$1,987,731	\$2,338,159	\$1,665,886	\$2,320,559	\$787,016	
Delinquency																												
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after 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	2,664	1,092	2,475	910	
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	85	136	68	118	33	
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	2,623	1,168	2,528	1,024	2,357	877	
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after 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	\$138,536	\$165,173	\$76,500	\$167,307	\$56,658	
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	\$8,876	\$42,039	\$19,609	\$45,354	\$20,052	\$18,362	\$12,685	\$28,120	\$24,137	\$14,857	\$8,423	\$13,440	\$5,314	
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	\$150,316	\$68,078	\$153,867	\$51,343	
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	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	2,129	1,140	1,679	996	1,603	906	1,462	848	
41.a	Number of accounts reported above that have an active DPA					373	105	582	89	586	77	454	100	293	90	260	152	367	175	354	212	252	141	233	139	224	121	
41.b	Number of accounts reported above without an active DPA					1,239																						

	Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20		Feb-20		Mar-20		Apr-20		May-20		Jun-20	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)																									
57	Percent of low-income customers enrolled on the AMP																									
58	Total receipts paid by enrollees																									
59	Total receipts paid by LIHEAP																									
60	Total billed to program participants, includes both arrears payment and current bill																									
61	Number of newly enrolled customers																									
61.a	Number of newly enrolled customers: not associated with service restoration																									
61.b	Number of newly enrolled customers: associated with service restoration																									
62	Number of customers exited the program																									
62.a	Number of customers exited the program by default																									
62.b	Number of customers exited the program by cancellation																									
63	Number of customers successfully completing a 12-month program																									
63.a	Number of customers successfully completing a 12-month program with remaining arrears																									
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears																									
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill																									
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days																									
66	Number of AMP program participants receiving LIHEAP																									
67	Percent of AMP customers receiving LIHEAP payments																									

Note: The collection agency referral process is automated. Therefore, agencies 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**

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

July 27, 2020

Date

**National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST)
Combined Service list updated 7/8/2020**

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