

September 30, 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 – August 2019**

Dear Ms. Massaro:

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

Please note that certain rows in the enclosed report are blank. The Company was unable to locate all the missing data points for the missing data in the enclosed report. The Company will include any additional information it is able to confirm when it files the next report.

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.

Monthly Utility Credit and Collections  
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|   |  | Jan-19       |              | Feb-19       |              | Mar-19       |              | Apr-19       |              | May-19       |              | Jun-19       |              | Jul-19       |              | Aug-19       |              |
|---|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|   |  | Electric     | Gas          | Electric     | Gas          | Electric     | Gas          | Electric     | Gas          | Electric     | Gas          | Electric     | Gas          | Electric     | Gas          | Electric     | Gas          |
| <b>General Residential</b>                                      |  |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |
| 1   | Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)       |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 1,544,054    | 673,003      |
| 1.a   | Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts                   |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 433,895      | 241,601      |
| 1.b   | Number of FINAL Residential Accounts, includes discount rate and AMP accounts                    |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 1,110,159    | 431,402      |
| 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 | \$8,740,623  |
| 3   | Average active residential account bill ( line 2 / line 1)                                       |              |              |              |              |              |              |              |              |              |              |              |              |              |              | \$45.41      | \$12.99      |
| 4   | Total Receipts   | \$25,163,532 | \$16,775,688 | \$26,649,529 | \$17,766,352 | \$28,493,266 | \$18,995,511 | \$26,755,659 | \$17,837,106 | \$22,088,232 | \$14,725,488 | \$17,602,984 | \$11,735,323 | \$19,717,396 | \$13,144,931 | \$22,527,664 | \$15,018,443 |
| 5   | Total Number of Accounts Protected through SPECIAL PROTECTIONS                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 8,160        | 5,020        | 8,179        | 5,034        | 0            | 0            | 6,758        | 4,258        |
| 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        |
| 6.a   | Elderly  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 1,059        | 733          |
| 6.b   | Infant   |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 311          | 200          |
| 6.c   | Handicapped  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 464          | 227          |
| 6.d   | Welfare  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 0            | 0            |
| 6.e   | Unemployed   |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 17           | 5            |
| 6.f   | Seriously ill  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 1,932        | 1,110        |
| 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        |
| 7.a   | Elderly  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 785          | 505          |
| 7.b   | Infant   |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 414          | 336          |
| 7.c   | Handicapped  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 494          | 294          |
| 7.d   | Welfare  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 0            | 0            |
| 7.e   | Unemployed   |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 3            | 2            |
| 7.f   | Seriously ill  |              |              |              |              |              |              |              |              |              |              |              |              |              |              | 1,279        | 846          |
| <b>Delinquency (Includes Active and Pending final accounts)</b> |  |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |
| 8   | Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a 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       |
| 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          |
| 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       |
| 9   | Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill | \$12,381,169 | \$8,649,236  | \$13,492,642 | \$10,459,761 | \$13,529,105 | \$12,174,545 | \$13,293,086 | \$11,923,198 | \$9,946,998  | \$7,147,914  | \$8,181,828  | \$4,603,370  | \$9,080,527  | \$3,532,979  | \$12,130,526 | \$2,502,171  |
| 9.a   | Dollar Value of accounts reported above that have an active DPA                                  | \$2,013,179  | \$1,037,491  | \$2,249,443  | \$1,335,474  | \$2,576,732  | \$1,945,124  | \$2,606,573  | \$1,990,426  | \$2,371,015  | \$1,138,851  | \$2,053,553  | \$1,094,150  | \$2,090,740  | \$825,258    | \$2,400,333  | \$553,675    |
| 9.b   | Dollar Value of accounts reported above without an active DPA                                    | \$10,367,990 | \$7,611,745  | \$11,243,199 | \$9,124,287  | \$10,952,373 | \$10,229,421 | \$10,686,513 | \$9,932,772  | \$7,575,983  | \$6,009,063  | \$6,128,274  | \$3,509,220  | \$6,989,787  | \$2,707,722  | \$9,730,193  | \$1,948,496  |
| 10  | Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a 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        |
| 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          |
| 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        |
| 11  | Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance 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  | \$2,207,517  |
| 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    |
| 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  |
| 12  | Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill         | 48,729       | 26,771       | 44,158       | 25,039       | 43,169       | 26,616       | 43,174       | 28,641       | 42,612       | 27,186       | 42,482       | 31,575       | 41,638       | 32,162       | 38,757       | 31,643       |
| 12.a  | Number of accounts reported above that have an active DPA  | 10,646       | 4,620        | 9,386        | 3,883        | 10,302       | 4,986        | 11,024       | 6,100        | 14,009       | 5,253        | 14,579       | 9,259        | 13,561       | 8,923        | 12,457       | 8,693        |
| 12.b  | 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       |
| 13  | Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of 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 |
| 13.a  | Dollar value of accounts reported on above that have an active DPA                               | \$5,325,150  | \$2,155,257  | \$4,646,992  | \$1,856,788  | \$5,268,359  | \$2,362,491  | \$6,169,603  | \$3,066,701  | \$8,626,579  | \$2,167,230  | \$9,017,675  | \$5,186,074  | \$8,201,647  | \$4,975,398  | \$7,531,226  | \$4,870,813  |
| 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 |
| 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       |
| 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        |
| 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       | 81,784       | 47,405       |
| 15  | Total Dollar Value of delinquent accounts  | \$47,563,838 | \$27,551,462 | \$50,223,521 | \$32,132,132 | \$51,164,897 | \$36,166,406 | \$52,430,504 | \$39,728,030 | \$48,732,833 | \$33,949,911 | \$45,450,679 | \$33,417,190 | \$44,835,970 | \$31,321,785 | \$45,725,656 | \$28,996,506 |
| 15.a  | Dollar Value of accounts reported above that have an active DPA                                  | \$8,667,352  | \$3,721,088  | \$8,591,726  | \$4,119,071  | \$9,806,240  | \$5,544,071  | \$10,964,712 | \$6,755,839  | \$13,461,751 | \$4,664,049  | \$13,110,136 | \$7,763,115  | \$11,935,145 | \$6,747,076  | \$11,532,426 | \$6,065,781  |
| 15.b  | Dollar Value of accounts reported above without an active DPA                                    | \$38,896,486 | \$23,830,374 | \$41,631,796 | \$28,013,062 | \$41,358,657 | \$30,622,335 | \$41,465,792 | \$32,972,190 | \$35,271,082 | \$29,285,863 | \$32,340,543 | \$25,654,075 | \$32,900,825 | \$24,574,709 | \$34,193,230 | \$22,930,725 |
| 16  | Total Dollar Value of current accounts   | \$47,191,107 | \$33,920,735 | \$45,892,074 | \$38,085,798 | \$39,869,600 | \$33,978,702 | \$32,841,103 | \$21,887,596 | \$30,046,363 | \$13,989,536 | \$34,681,023 | \$10,726,333 | \$42,575,872 | \$7,520,756  | \$51,485,368 | \$7,791,631  |
| 17  | Total Active and Pending Final A/R   | \$94,754,945 | \$61,472,197 | \$96,115,595 | \$70,217,931 | \$91,034,497 | \$70,145,107 | \$85,271,607 | \$61,615,626 | \$78,779,197 | \$47,939,447 | \$80,131,702 | \$44,143,522 | \$87,411,842 | \$38,842,541 | \$97,211,024 | \$36,788,137 |
| <b>Collection Agencies</b>                                      |  |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |
| 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        |

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|                                 | Jan-19   |     | Feb-19   |     | Mar-19   |     | Apr-19   |     | May-19   |     | Jun-19   |     | Jul-19   |     | Aug-19   |     |
|---------------------------------|--|-----|----------|-----|----------|-----|----------|-----|----------|-----|----------|-----|----------|-----|----------|-----|
|                                 | Electric   | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas |
| <b>Payment Plans</b>            |  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 19                              | Number of new payments plans, not including AMP  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 20                              | Number of payment plans defaulted  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 21                              | Number of active payment agreements  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 21.a                            | Number of Active Step-plan agreements  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 21.b                            | Number of Company issued non-Step plans  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 21.c                            | Number of regulatory order non-Step plans  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 21.d                            | Number of Commission sanctioned "October Rule" payment plans                                       |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 22                              | Number of new budget plans, not including AMP  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| <b>Shut-Offs</b>                |  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 23                              | Number of Accounts Sent Notice of Disconnection for non-payment                                    |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 24                              | Number of Service Disconnections for non-payment   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 24.a                            | Number of Service Disconnections for non-payment on accounts with NO special protection            |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 24.b                            | Number of Service Disconnections for non-payment on accounts WITH a special protection             |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 24.c                            | Number of Service Disconnections for non-payment in excess of \$1000                               |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 24.d                            | Ratio of service disconnections for nonpayment to total Residential Customers                      |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 25                              | Average balance of Service Disconnections for non-payment  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 25.a                            | Average balance of Service Disconnections for non-payment on accounts with NO special protection   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 25.b                            | Average balance of Service Disconnections for non-payment on accounts WITH a special protection    |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| <b>Restorations</b>             |  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 26                              | Number of Service Restorations within 7 days of termination  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 26.a                            | Number of Service Restorations within 7 days of termination on accounts with NO special protection |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 26.b                            | Number of Service Restorations within 7 days of termination on accounts WITH a special protection  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 27                              | Average balance of of service restorations   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 27.a                            | Average balance of of service restorations on accounts with NO special protection                  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 27.b                            | Average balance of of service restorations on accounts WITH a special protection                   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 28                              | Average duration of service disconnection for Service Restorations within 7 days of termination    |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| <b>Write-Offs</b>               |  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 29                              | Number of Accounts Classified as Written-Off   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 29.a                            | Number of Residential Accounts Classified as Written-Off   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 29.b                            | Number of Commercial and Industrial Classified as Written-Off                                      |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 30                              | Dollar Value of Accounts Classified as Written-Off   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 30.a                            | Dollar Value of Residential Accounts Classified as Written-Off                                     |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 30.b                            | Dollar Value of Commercial and Industrial Classified as Written-Off                                |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 31                              | Dollar Value of write-off recoveries   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 31.a                            | Dollar Value of Residential write-off recoveries   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 31.b                            | Dollar Value of Commercial and Industrial write-off recoveries                                     |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 32                              | Dollar value of NET A/R Write-Offs   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 32.a                            | Dollar Value of Residential NET A/R Write-Offs   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 32.b                            | Dollar Value of Commercial and Industrial NET A/R Write-Offs                                       |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| <b>Low Income Discount Rate</b> |  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 33                              | Number of Low-Income Accounts  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 33.a                            | Number of Accounts (no rider)  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 33.b                            | Number of Accounts (with rider)  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 34                              | Percent of customers on the low-income discount  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 35                              | Total receipts   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 36                              | Total receipts paid by LIHEAP  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 36.a                            | Total receipts paid by Regular LIHEAP  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 36.b                            | Total receipts paid by Crisis LIHEAP   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 37                              | Total number of customers receiving a LIHEAP payment for the month                                 |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |
| 38                              | Total billed   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |     |

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|                                     | Jan-19  |     | Feb-19   |     | Mar-19   |     | Apr-19   |     | May-19   |     | Jun-19   |     | Jul-19   |     | Aug-19   |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
|-------------------------------------|---|-----|----------|-----|----------|-----|----------|-----|----------|-----|----------|-----|----------|-----|----------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-----------|-----------|-----------|-----------|-------------|-------------|-----------|----|---|
|                                     | Electric  | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas | Electric | Gas          |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| <b>Delinquency</b>                  |   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 39                                  | Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill       |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 3,897        | 885          |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 39.a                                | Number of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 260          | 29           |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 39.b                                | Number of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 3,637        | 856          |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 40                                  | Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$282,191    | \$37,480     |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 40.a                                | Dollar value of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$27,873     | \$1,395      |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 40.b                                | Dollar value of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$254,318    | \$36,085     |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 41                                  | Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill       |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 2,644        | 2,004        | 1,926        | 1,342        | 1,796        | 1,087       | 1,612        | 625         |             |             |           |           |           |           |             |             |           |    |   |
| 41.a                                | Number of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 373          | 105         |             |             |           |           |           |           |             |             |           |    |   |
| 41.b                                | Number of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 1,239        | 520         |             |             |           |           |           |           |             |             |           |    |   |
| 42                                  | Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$867,611    | \$889,461    | \$509,837    | \$434,248    | \$441,441    | \$259,991   | \$289,223    | \$59,566    |             |             |           |           |           |           |             |             |           |    |   |
| 42.a                                | Dollar value of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | \$94,901     | \$16,175    |             |             |           |           |           |           |             |             |           |    |   |
| 42.b                                | Dollar value of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | \$194,322    | \$43,392    |             |             |           |           |           |           |             |             |           |    |   |
| 43                                  | Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill         |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 13,503       | 9,227        | 10,824       | 7,350        | 10,589       | 6,363       | 9,663        | 6,337       |             |             |           |           |           |           |             |             |           |    |   |
| 43.a                                | Number of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 4,479        | 2,561       |             |             |           |           |           |           |             |             |           |    |   |
| 43.b                                | Number of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 5,184        | 3,776       |             |             |           |           |           |           |             |             |           |    |   |
| 44                                  | Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$17,657,398 | \$12,769,183 | \$14,081,558 | \$9,766,330  | \$13,504,944 | \$7,985,918 | \$11,534,130 | \$6,823,827 |             |             |           |           |           |           |             |             |           |    |   |
| 44.a                                | Dollar value of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | \$4,623,171  | \$2,371,478 |             |             |           |           |           |           |             |             |           |    |   |
| 44.b                                | Dollar value of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | \$6,910,959  | \$4,452,349 |             |             |           |           |           |           |             |             |           |    |   |
| 45                                  | Total Number of low-income delinquent accounts  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 20,301       | 13,424       | 15,902       | 10,087       | 15,061       | 8,396       | 15,172       | 7,847       |             |             |           |           |           |           |             |             |           |    |   |
| 45.a                                | Number of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 5,112        | 2,695       |             |             |           |           |           |           |             |             |           |    |   |
| 45.b                                | Number of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 10,060       | 5,152       |             |             |           |           |           |           |             |             |           |    |   |
| 46                                  | Total Dollar Value of low-income delinquent accounts  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$19,373,500 | \$14,233,055 | \$15,074,728 | \$10,451,746 | \$14,349,798 | \$8,363,903 | \$12,105,545 | \$6,920,873 |             |             |           |           |           |           |             |             |           |    |   |
| 46.a                                | Dollar value of accounts reported above that have an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | \$4,745,946  | \$2,389,047 |             |             |           |           |           |           |             |             |           |    |   |
| 46.b                                | Dollar value of accounts reported above without an active DPA   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | \$7,359,599  | \$4,531,825 |             |             |           |           |           |           |             |             |           |    |   |
| <b>Shut-Offs</b>                    |   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 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       |             |             |           |           |           |           |             |             |           |    |   |
| 48                                  | Number of low-income Service Disconnections for Non-Payment   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 31           | 4            | 511          | 33           | 463          | 37          | 367          | 41          |             |             |           |           |           |           |             |             |           |    |   |
| 49                                  | Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers         |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 0.1%         | 0.0%         | 1.5%         | 0.2%         | 1.3%         | 0.2%        | 1.1%         | 0.2%        |             |             |           |           |           |           |             |             |           |    |   |
| <b>Restorations</b>                 |   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 50                                  | Number of low-income Service Restorations for non-payment   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 30           | 4            | 511          | 27           | 736          | 52          | 354          | 31          |             |             |           |           |           |           |             |             |           |    |   |
| 51                                  | Average duration of low-income service disconnection for restored accounts                                  |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             | 1            | 3           |             |             |           |           |           |           |             |             |           |    |   |
| <b>Write-Off</b>                    |   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 52                                  | Number of low-income accounts Classified as Written-Off   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 261          | 159          | 193          | 106          | 161          | 98          | 158          | 170         | 172         | 108         | 190       | 125       | 178       | 99        | 250         | 114         |           |    |   |
| 53                                  | 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   |           |    |   |
| 54                                  | Dollar Value of low-income write-off recoveries   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$97,525     | \$63,520     | \$108,660    | \$59,536     | \$119,127    | \$98,883    | \$110,866    | \$71,942    | \$134,578   | \$62,268    | \$77,581  | \$74,147  | \$104,477 | \$57,881  | \$84,984    | \$43,797    |           |    |   |
| 55                                  | Dollar value of NET low-income A/R Write-Offs   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$242,903    | \$121,959    | \$114,909    | \$50,931     | \$52,353     | \$26,002    | \$106,376    | \$60,941    | \$77,754    | \$62,845    | \$179,218 | \$111,434 | \$98,982  | \$58,533  | \$350,974   | \$97,697    |           |    |   |
| <b>Arrearage Management Program</b> |   |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           |    |   |
| 56                                  | 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       |           |    |   |
| 57                                  | Percent of low-income customers enrolled on the AMP   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 6.5%         | 6.0%         | 6.0%         | 5.8%         | 5.9%         | 5.9%        | 5.1%         | 5.3%        | 8.1%        | 8.8%        | 8.6%      | 9.2%      | 9.2%      | 9.2%      | 9.2%        | 8.9%        |           |    |   |
| 58                                  | Total receipts paid by enrollees  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$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   |           |    |   |
| 59                                  | Total receipts paid by LIHEAP   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | \$0          | \$0          | \$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     |           |    |   |
| 60                                  | Total billed to program participants, includes both arrears payment and current bill                        |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             | \$881,315   | \$407,968 |    |   |
| 61                                  | Number of newly enrolled customers  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 189          | 126          | 202          | 149          | 235          | 172         | 356          | 270         | 802         | 580         | 435       | 307       | 347       | 215       | 356         | 199         |           |    |   |
| 61.a                                | Number of newly enrolled customers: not associated with service restoration                                 |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             | 328         | 196       |    |   |
| 61.b                                | Number of newly enrolled customers: associated with service restoration                                     |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             | 28          | 3         |    |   |
| 62                                  | Number of customers exited the program  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 327          | 167          | 263          | 143          | 216          | 116         | 240          | 109         | 264         | 147         | 214       | 115       | 294       | 177       | 284         | 182         |           |    |   |
| 62.a                                | Number of customers exited the program by default   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 291          | 151          | 235          | 131          | 177          | 102         | 189          | 96          | 197         | 124         | 142       | 93        | 205       | 151       | 195         | 159         |           |    |   |
| 62.b                                | Number of customers exited the program by cancellation  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 36           | 16           | 28           | 12           | 39           | 14          | 51           | 13          | 67          | 23          | 72        | 22        | 89        | 26        | 89          | 23          |           |    |   |
| 63                                  | Number of customers successfully completing a 12-month program  |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 12           | 7            | 10           | 7            | 11           | 5           | 5            | 1           | 136         | 85          | 109       | 82        | 70        | 57        | 63          | 27          |           |    |   |
| 63.a                                | Number of customers successfully completing a 12-month program with remaining arrears                       |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             | 62        | 27 |   |
| 63.b                                | Number of customers that have fully completed the program with full pay-down to zero arrears                |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              |              |             |              |             |             |             |           |           |           |           |             |             |           | 1  | 0 |
| 64                                  | Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill       |     |          |     |          |     |          |     |          |     |          |     |          |     |          |              |              |              |              | 2,283        | 1,387       | 2,453        | 1,525       | 2,473       | 1,428       |           |           |           |           | 2,290       | 1,229       |           |    |   |
| 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 |           |    |   |
| 66                                  | Number of AMP program participants receiving LIHEAP   |     |          |     |          |     |          |     |          |     |          |     |          |     |          | 0            | 0            | 65           | 112          | 14           | 17          | 43           | 186         | 132         | 84          | 46        | 564       | 50        | 195       | 5           | 3           |           |    |   |
| 67                                  | 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%        |           |    |   |

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.

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Joanne M. Scanlon

September 30, 2019  
Date

**Docket No. 4770 - National Grid – Rate Application**  
**Service list updated 6/26/2019**

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