

December 20, 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 – November 2019**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed one original and nine copies of the Company's Low-Income Monthly Report for November 2019 pursuant to Article II, Section C.22.f. of the Amended Settlement Agreement dated August 16, 2018 in Docket 4770.

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

Very truly yours,



Raquel J. Webster

Enclosure

cc: Docket 4770 Service List  
Kevin Lynch, Division  
Jonathan Schrag, Division  
John Bell, Division  
Al Mancini, Division  
Christy Hetherington, Esq.  
Leo Wold, Esq.

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

Monthly Utility Credit and Collections  
November 2019  
RIPUC Docket No. 4770  
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	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19	
	Electric	Gas	Electric	Gas	Electric	Gas	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.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts																					
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts																					
2	Total Billed, does not include ESCO																					
3	Average active residential account bill ( line 2 / line 1.a)																					
4	Total Receipts																					
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS																					
6	Number of Standard Accounts Protected																					
6.a	Elderly																					
6.b	Infant																					
6.c	Handicapped																					
6.d	Welfare																					
6.e	Unemployed																					
6.f	Seriously ill																					
7	Number of Low-Income Accounts Protected																					
7.a	Elderly																					
7.b	Infant																					
7.c	Handicapped																					
7.d	Welfare																					
7.e	Unemployed																					
7.f	Seriously ill																					
<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																					
8.a	Number of accounts reported above that have an active DPA																					
8.b	Number of accounts reported above without an active DPA																					
9	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																					
9.a	Dollar Value of accounts reported above that have an active DPA																					
9.b	Dollar Value of accounts reported above without an active DPA																					
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																					
10.a	Number of accounts reported above that have an active DPA																					
10.b	Number of accounts reported above without an active DPA																					
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																					
11.a	Dollar Value of accounts reported above that have an active DPA																					
11.b	Dollar Value of accounts reported above without an active DPA																					
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																					
12.a	Number of accounts reported above that have an active DPA																					
12.b	Number of accounts reported above without an active DPA																					
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																					
13.a	Dollar value of accounts reported on above that have an active DPA																					
13.b	Dollar value of accounts reported above without an active DPA																					
14	Total Number of delinquent accounts																					
14.a	Number of accounts reported above that have an active DPA																					
14.b	Number of accounts reported above without an active DPA																					
15	Total Dollar Value of delinquent accounts																					
15.a	Dollar Value of accounts reported above that have an active DPA																					
15.b	Dollar Value of accounts reported above without an active DPA																					
16	Total Dollar Value of current accounts																					
17	Total Active and Pending Final A/R																					
<b>Collection Agencies</b>																						
18	Number of cases referred to collection agencies																					
<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																					

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	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
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																					
26	Restorations																					
26.a	Number of Service Restorations within 7 days of termination																					
26.b	Number of Service Restorations within 7 days of termination on accounts with NO special protection																					
26.c	Number of Service Restorations within 7 days of termination on accounts WITH a special protection																					
27	Average balance of service restorations																					
27.a	Average balance of service restorations on accounts with NO special protection																					
27.b	Average balance of service restorations on accounts WITH a special protection																					
28	Average duration of service disconnection for Service Restorations within 7 days of termination																					
29	Write-Offs																					
29.a	Number of Accounts Classified as Written-Off																					
29.b	Number of Residential Accounts Classified as Written-Off																					
29.c	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																					
33	<b>Low Income Discount Rate</b>																					
33.a	Number of Low-Income Accounts																					
33.b	Number of Accounts (no rider)																					
33.c	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																					
39	Delinquency																					
39.a	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																					
39.b	Number of accounts reported above that have an active DPA																					
39.c	Number of accounts reported above without an active DPA																					
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																					
40.a	Dollar value of accounts reported above that have an active DPA																					
40.b	Dollar value of accounts reported above without an active DPA																					
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																					
41.a	Number of accounts reported above that have an active DPA																					
41.b	Number of accounts reported above without an active DPA																					
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																					
42.a	Dollar value of accounts reported above that have an active DPA																					
42.b	Dollar value of accounts reported above without an active DPA																					
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																					
43.a	Number of accounts reported above that have an active DPA																					
43.b	Number of accounts reported above without an active DPA																					
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																					

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	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
44.a	Dollar value of accounts reported above that have an active DPA																					
44.b	Dollar value of accounts reported above without an active DPA																					
45	Total Number of low-income delinquent accounts																					
45.a	Number of accounts reported above that have an active DPA																					
45.b	Number of accounts reported above without an active DPA																					
46	Total Dollar Value of low-income delinquent accounts																					
46.a	Dollar value of accounts reported above that have an active DPA																					
46.b	Dollar value of accounts reported above without an active DPA																					
Shut-Offs																						
47	Number of low-income Accounts Sent Notice of Disconnection																					
48	Number of low-income Service Disconnections for Non-Payment																					
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers																					
Restorations																						
50	Number of low-income Service Restorations for non-payment																					
51	Average duration of low-income service disconnection for restored accounts																					
Write-Off																						
52	Number of low-income accounts Classified as Written-Off																					
53	Dollar Value of low income accounts classified as written-off																					
54	Dollar Value of low-income write-off recoveries																					
55	Dollar value of NET low-income A/R Write-Offs																					
<b>Arrearage Management Program</b>																						
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																					

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

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

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Joanne M. Scanlon

December 20, 2019

Date

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

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