

November 25, 2019

BY HAND DELIVERY AND ELECTRONIC MAIL

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

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

Dear Ms. Massaro:

On behalf of National Grid¹, I have enclosed one original and nine copies of the Company's Low-Income Monthly Report for October 2019 pursuant to Article II, Section C.22.f. of the Amended Settlement Agreement dated August 16, 2018 in Docket 4770.

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

Very truly yours,



Raquel J. Webster

Enclosure

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

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

Monthly Utility Credit and Collections

October 2019

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	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19	
	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)																			
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	\$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	\$54,248,607	\$8,895,904	\$41,340,505	\$10,939,481
3	Average active residential account bill (line 2 / line 1.a)																			
4	\$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	\$21,689,911	\$14,459,941	\$20,350,515	\$13,567,010
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																			
Delinquency (Includes Active and Pending final accounts)																				
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																			
Collection Agencies																				
18	Number of cases referred to collection agencies																			
Payment Plans																				
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																			

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		Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19	
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
21.d	Number of Commission sanctioned "October Rule" payment plans																				
22	Number of new budget plans, not including AMP							1,794	1,218	2,414	1,352					2,075	929	2,021	961	1,937	951
	Shut-Offs																				
23	Number of Accounts Sent Notice of Disconnection for non-payment	36,723	24,237	25,950	18,197	30,581	22,995	43,335	33,969	46,531	37,843	38,774	31,725	40,510	30,389	40,500	26,909	42,031	23,604	47,744	25,480
24	Number of Service Disconnections for non-payment	1	0	0	0	1	19	705	181	2,657	244	2,701	512	1,571	282	2,470	480	2,394	525	1,522	271
24.a	Number of Service Disconnections for non-payment on accounts with NO special protection	1	0	0	0	1	19	705	181	2,569	237	2,635	494	1,536	279	2,416	463	2,350	510	1,491	266
24.b	Number of Service Disconnections for non-payment on accounts WITH a special protection	0	0	0	0	0	0	0	0	88	7	66	18	35	3	54	17	44	15	31	5
24.c	Number of Service Disconnections for non-payment in excess of \$1000	1	0	0	0	1	15	335	92	1,365	139	1,024	273	445	143	585	233	472	231	359	132
24.d	Ratio of service disconnections for nonpayment to total Residential Customers															0.6%	0.2%	0.5%	0.2%	0.3%	0.1%
25	Average balance of Service Disconnections for non-payment	\$2,992	\$0	\$0	\$0	\$1,544	\$1,754	\$1,348	\$1,223	\$1,474	\$1,786	\$1,152	\$1,563	\$933	\$1,428	\$878	\$1,463	\$851	\$1,357	\$897	\$1,497
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$2,992	\$0	\$0	\$0	\$1,544	\$1,754	\$1,348	\$1,223	\$1,449	\$1,793	\$1,117	\$1,534	\$925	\$1,436	\$857	\$1,436	\$850	\$1,335	\$869	\$1,470
25.b	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,209	\$1,557	\$2,559	\$2,346	\$1,307	\$692	\$1,794	\$2,186	\$931	\$2,111	\$2,241	\$2,955
26	Number of Service Restorations within 7 days of termination	1	0	0	0	1	19	576	92	1,993	179	1,926	211	1,159	116	1,969	285	1,869	267	1,267	157
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection	1	0	0	0	1	19	576	92	1,921	173	1,867	199	1,125	113	1,920	274	1,828	254	1,237	152
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	0	0	0	0	0	0	0	72	6	59	12	34	3	49	11	41	13	30	5
27	Average balance of of service restorations																				
27.a	Average balance of of service restorations on accounts with NO special protection	2,992	\$0	\$0	\$0	\$0	\$1,718	\$875	\$729	\$813	\$1,512	\$575	\$704	\$481	\$863	\$454	\$974	\$444	\$861	\$628	\$1,141
27.b	Average balance of of service restorations on accounts WITH a special protection	0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,978	\$1,521	\$2,112	\$2,415	\$1,438	\$707	\$1,694	\$1,572	\$893	\$2,269	\$2,058	\$2,921
28	Average duration of service disconnection for Service Restorations within 7 days of termination							1.2	3.9	3.2	1.0					1.0	2.0	1.0	3.0	1.0	3.0
	Write-Offs																				
29	Number of Accounts Classified as Written-Off	2,146	1,360	1,659	997	1,407	1,016	1,382	904	1,568	1,021	1,511	1,028	1,818	1,262	2,242	1,281	2,225	1,451	1,966	1,409
29.a	Number of Residential Accounts Classified as Written-Off	1,974	1,303	1,552	938	1,286	954	1,260	850	1,430	951	1,384	967	1,665	1,162	2,098	1,205	2,108	1,365	1,845	1,335
29.b	Number of Commercial and Industrial Classified as Written-Off	172	57	107	59	121	62	122	54	138	70	127	61	153	100	144	76	117	86	121	74
30	Dollar Value of Accounts Classified as Written-Off	\$1,508,374	\$878,708	\$1,141,556	\$627,546	\$957,312	\$652,544	\$1,122,982	\$601,058	\$1,085,038	\$749,441	\$1,263,403	\$878,526	\$1,409,604	\$987,541	\$2,498,642	\$1,130,439	\$2,009,551	\$1,334,254	\$1,619,847	\$1,130,088
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$1,302,041	\$826,143	\$998,790	\$590,597	\$803,188	\$612,857	\$961,612	\$570,666	\$906,437	\$700,072	\$1,075,263	\$805,121	\$1,152,987	\$883,491	\$2,233,917	\$889,526	\$1,802,885	\$1,248,536	\$1,247,742	\$1,060,197
30.b	Dollar Value of Commercial and Industrial Classified as Written-Off	\$206,334	\$52,565	\$142,765	\$36,950	\$154,124	\$39,687	\$161,370	\$30,392	\$178,600	\$49,369	\$188,140	\$73,405	\$256,617	\$104,051	\$264,725	\$240,913	\$206,666	\$85,718	\$372,105	\$69,891
31	Dollar Value of write-off recoveries	\$390,158	\$333,747	\$415,231	\$325,365	\$534,372	\$431,617	\$524,942	\$386,486	\$518,936	\$294,437	\$414,792	\$327,924	\$411,641	\$286,597	\$416,925	\$256,141	\$401,997	\$264,193	\$645,154	\$517,277
31.a	Dollar Value of Residential write-off recoveries	\$367,875	\$303,268	\$386,037	\$316,488	\$508,935	\$423,035	\$500,532	\$371,211	\$486,959	\$282,683	\$345,083	\$301,788	\$389,608	\$273,748	\$393,104	\$237,181	\$384,221	\$248,339	\$568,922	\$479,747
31.b	Dollar Value of Commercial and Industrial write-off recoveries	\$22,283	\$30,479	\$29,194	\$8,876	\$25,437	\$8,583	\$24,411	\$15,276	\$31,977	\$11,754	\$69,709	\$26,136	\$22,034	\$12,850	\$23,821	\$18,959	\$17,776	\$15,854	\$76,231	\$37,530
32	Dollar value of NET A/R Write-Offs	\$1,118,217	\$544,961	\$726,325	\$302,182	\$422,940	\$220,927	\$598,040	\$214,571	\$566,102	\$455,004	\$848,611	\$550,602	\$997,963	\$700,944	\$2,081,716	\$874,299	\$1,607,554	\$1,070,061	\$974,693	\$612,811
32.a	Dollar Value of Residential NET A/R Write-Offs	\$934,166	\$522,875	\$612,753	\$274,108	\$294,253	\$189,822	\$461,080	\$199,455	\$419,478	\$417,389	\$730,180	\$503,333	\$763,380	\$609,743	\$1,840,812	\$652,345	\$1,418,664	\$1,000,197	\$678,819	\$580,450
32.b	Dollar Value of Commercial and Industrial NET A/R Write-Offs	\$184,051	\$22,086	\$113,572	\$28,073	\$128,687	\$31,104	\$136,960	\$15,116	\$146,624	\$37,615	\$118,431	\$47,269	\$234,583	\$91,201	\$240,904	\$221,954	\$188,890	\$69,864	\$295,874	\$32,361
	Low Income Discount Rate																				
33	Number of Low-Income Accounts									35,187	21,380	34,515	21,583			33,443	21,543	33,451	21,466	32,811	19,815
33.a	Number of Accounts (no rider)									32,106	19,071	31,348	19,227			29,887	18,997	29,671	18,783	29,022	17,171
33.b	Number of Accounts (with rider)									3,081	2,309	3,167	2,356			3,556	2,546	3,780	2,683	3,789	2,644
34	Percent of customers on the low-income discount															7.7%	8.9%	7.6%	8.6%	7.4%	7.9%
35	Total receipts							\$3,706,622	\$3,406,169	\$3,448,967	\$1,692,048	\$2,529,219	\$2,650,417			\$2,939,615	\$568,822	\$2,885,340	\$531,532	\$2,693,917	\$559,320
36	Total receipts paid by LIHEAP	\$0	\$0	\$300,213	\$841,538	\$140,411	\$638,944	\$276,111	\$794,351	\$382,890	\$1,908,175	\$131,420	\$2,168,472			\$3,369	\$11,088	\$5,441	\$10,565	\$11,434	\$53,059
36.a	Total receipts paid by Regular LIHEAP															\$1,520	\$10,995	\$1,820	\$8,650	\$9,940	\$52,270
36.b	Total receipts paid by Crisis LIHEAP															\$1,849	\$93	\$3,621	\$1,915	\$1,494	\$789
37	Total number of customers receiving a LIHEAP payment for the month	0	0	926	2,325	378	1,596	956	2,012	1,348	4,664	395	5,603	370	1,679	10	27	17	26	35	143
38	Total billed	\$2,835,702	\$2,811,756	\$2,879,168	\$3,162,137	\$2,777,740	\$2,943,875	\$2,277,486	\$2,066,762	\$2,121,753	\$1,398,096	\$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
	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
39.a	Number of accounts reported above that have an active DPA															260	29	358	51	257	50
39.b	Number of accounts reported above without an active DPA															3,637	856	3,748	924	3,421	1,027
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
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
40.b	Dollar value of accounts reported above without an active DPA															\$254,318	\$36,085	\$285,341	\$28,332	\$241,761	\$31,383
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	2,111	583	2,262	521
41.a	Number of accounts reported above that have an active DPA															373	105	582	89	586	77
41.b	Number of accounts reported above without an active DPA															1,239	520	1,529	494	1,676	444
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill							\$867,611	\$889,461	\$509,837	\$434,248	\$441,441	\$259,991			\$289,223	\$59,566	\$368,888	\$47,036	\$391,755	\$48,077

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	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
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																			
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																			
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																			
50	Number of low-income Service Restorations for non-payment																			
51	Average duration of low-income service disconnection for restored accounts																			
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																			
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																			

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

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

Joanne M. Scanlon

November 25, 2019

Date

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

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