

January 27, 2020

**BY HAND DELIVERY AND ELECTRONIC MAIL**

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

**RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid  
for Approval of a Change in Electric and Gas Base Distribution Rates  
Low-Income Monthly Report – December 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 December 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  
December 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		Dec-19	
	Electric	Gas	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																							
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																							
21.d	Number of Commission sanctioned "October Rule" payment plans																							
22	Number of new budget plans, not including AMP																							
Shut-Offs																								
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																							

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		Sep-19		Oct-19		Nov-19		Dec-19	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
24.d	Ratio of service disconnections for nonpayment to total Residential Customers																							
25	\$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		\$588 \$671		\$0 \$0	
25.a	\$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		\$588 \$671		\$0 \$0	
25.b	\$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		\$0 \$0		\$0 \$0	
26	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		1 1		0 0	
26.a	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		1 1		0 0	
26.b	0 0		0 0		0 0		0 0		72 6		59 12		34 3		49 11		41 13		30 5		0 0		0 0	
27	Average balance of of service restorations																							
27.a	2,992 \$0		\$0 \$0		\$0 \$1,718		\$875 \$729		\$813 \$1,512		\$575 \$704		\$481 \$863		\$454 \$974		\$444 \$861		\$628 \$1,141		\$610 \$604		\$0 \$0	
27.b	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		\$0 \$0		\$0 \$0	
28	Average duration of service disconnection for Service Restorations within 7 days of termination																							
28							1.2 3.9		3.2 1.0						1.0 2.0		1.0 3.0		1.0 3.0		1.0 1.0		0.0 0.0	
29	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		1,728 1,086		1,927 1,238	
29.a	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		1,605 1,040		1,811 1,188	
29.b	172 57		107 59		121 62		122 54		138 70		127 61		153 100		144 76		117 86		121 74		123 46		116 50	
30	\$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		\$1,380,296 \$944,854		\$1,186,764 \$876,905	
30.a	\$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		\$1,253,999 \$849,237		\$1,058,895 \$824,588	
30.b	\$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		\$126,298 \$95,617		\$127,869 \$52,317	
31	Dollar Value of write-off recoveries																							
31.a	\$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		\$585,178 \$485,529		\$434,688 \$357,372	
31.b	\$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		\$450,483 \$430,670		\$403,868 \$340,521	
32	Dollar value of NET A/R Write-Offs																							
32.a	\$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		\$795,118 \$459,325		\$752,076 \$519,533	
32.b	\$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		\$803,516 \$418,567		\$655,028 \$484,067	
32.b	\$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		-\$8,398 \$40,759		\$97,049 \$35,465	
33	Number of Low-Income Accounts																							
33.a									35,187 21,380		34,515 21,583				33,443 21,543		33,451 21,466		32,811 19,815		32,808 18,424		31,253 17,947	
33.b									32,106 19,071		31,348 19,227				29,887 18,997		29,671 18,783		29,022 17,171		28,852 15,729		27,243 15,256	
34									3,081 2,309		3,167 2,356				3,556 2,546		3,780 2,683		3,789 2,644		3,956 2,695		4,010 2,691	
35	Total receipts																							
35							\$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		\$1,957,859 \$411,379		\$2,058,310 \$620,588	
36	\$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		\$0 \$8,049		\$10,409 \$77,683	
36.a															\$1,520 \$10,995		\$1,820 \$6,650		\$9,940 \$52,270		\$0 \$6,520		\$7,535 \$76,085	
36.b															\$1,849 \$93		\$3,621 \$1,915		\$1,494 \$789		\$0 \$1,529		\$2,874 \$1,598	
37	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		0 21		42 205	
38	\$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		\$2,134,285 \$1,173,074		\$2,666,588 \$1,035,848	
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																							
39.a															3,897 885		4,106 975		3,678 1,077		3,471 1,128		2,635 1,296	
39.b															260 29		358 51		257 50		191 58		145 78	
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																							
40.a															\$282,191 \$37,480		\$321,962 \$34,682		\$281,187 \$41,228		\$197,697 \$61,585		\$223,635 \$103,085	
40.b															\$27,873 \$1,395		\$36,621 \$6,350		\$39,426 \$9,845		\$26,559 \$9,971		\$29,058 \$8,876	
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																							
41.a							2,644 2,004		1,926 1,342		1,796 1,087				1,612 625		2,111 583		2,262 521		2,308 657		1,898 722	
41.b															373 105		582 89		586 77		454 100		293 90	
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill																							
42.a							\$867,611 \$889,461		\$509,837 \$434,248		\$441,441 \$259,991				\$289,223 \$59,566		\$368,888 \$47,036		\$391,755 \$48,077		\$349,622 \$57,189		\$301,815 \$106,256	
42.b															\$94,901 \$16,175		\$136,913 \$11,178		\$139,903 \$16,341		\$95,141 \$17,555		\$73,691 \$30,020	
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																							
43.a							13,503 9,227		10,824 7,350		10,589 6,363				9,663 6,337		9,591 6,335		9,718 5,699		10,179 5,279		9,980 5,189	
43.b															4,479 2,561		5,039 2,763		5,092 2,438		4,679 1,954		3,301 1,275	
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill																							
44.a							\$17,657,398 \$12,769,183		\$14,081,558 \$9,766,330		\$13,504,944 \$7,985,918				\$11,534,130 \$6,823,827		\$11,747,762 \$6,638,426		\$11,734,968 \$5,922,534		\$11,737,899 \$5,405,445		\$10,958,401 \$5,298,847	
44.b															\$4,623,171 \$2,371,478		\$5,199,909 \$2,459,145		\$5,195,649 \$2,192,966		\$4,552,675 \$1,787,616		\$3,148,868 \$1,274,044	
45	Total Number of low-income delinquent accounts																							
45.a							20,301 13,424		15,902 10,087		15,061 8,396				15,172 7,847		15,808 7,893		15,658 7,297		15,958 7,064		14,513 7,207	
46	Total Dollar Value of low-income delinquent accounts																							
46.a							\$19,373,500 \$14,233,055		\$15,074,728 \$10,451,746		\$14,349,798 \$8,363,903				\$12,105,545 \$6,920,873		\$12,438,613 \$6,720,144		\$12,407,910 \$6,011,839		\$12,285,218 \$5,524,219		\$11,483,851 \$5,508,187	
46.b															\$4,745,946 \$2,389,047		\$5,373,443 \$2,476,673		\$5,374,978 \$2,219,152		\$4,674,375 \$1,815,142		\$3,251,617 \$1,312,940	
47	Number of low-income Accounts Sent Notice of Disconnection																							
47							5,673 4,834		5,919 5,066		4,023 3,621				4,235 2,881		4,667 2,763		4,921 2,582		94 61		209 98	
48	Number of low-income Service Disconnections for Non-Payment																							
48							31 4		511 33		463 37				367 41		314 52		259 40		0 0		0 0	

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		Sep-19		Oct-19		Nov-19		Dec-19	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
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.

\_\_\_\_\_  
Joanne M. Scanlon

January 27, 2020

Date

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

<b>Docket No. 4770 Name/Address</b>	<b>E-mail Distribution List</b>	<b>Phone</b>
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<a href="mailto:Courtney.Lane@nationalgrid.com">Courtney.Lane@nationalgrid.com</a> ;		
<a href="mailto:Jason.Small@nationalgrid.com">Jason.Small@nationalgrid.com</a> ;		
Adam Ramos, Esq. Hinckley Allen Hinckley Allen 100 Westminster Street, Suite 1500 Providence, RI 02903-2319	<a href="mailto:aramos@hinckleyallen.com">aramos@hinckleyallen.com</a> ;	401-457-5164
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Jonathan Schrag, Deputy Administrator Division of Public Utilities and Carriers 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:Jonathan.Schrag@dpuc.ri.gov">Jonathan.Schrag@dpuc.ri.gov</a> ;	401-780-2140
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	<a href="mailto:John.bell@dpuc.ri.gov">John.bell@dpuc.ri.gov</a> ;	
	<a href="mailto:Ronald.Gerwatowski@dpuc.ri.gov">Ronald.Gerwatowski@dpuc.ri.gov</a> ;	
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