

March 5, 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 – Revised January 2020**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed one original and nine copies of the Company's Revised Low-Income Monthly Report for January 2020 in the above-referenced docket.

Per the PUC's request, the Company is providing the revised report for January 2020 to reflect twelve months of data dating back to January 2019. Additionally, the Company has provided the revised report on 11 x 17 paper per the PUC's request.

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  
January 2020  
RIPUC Docket No. 4770  
Page 1 of 3

	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20			
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
<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																											
18	<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																											
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 \$100C																											
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>																											

	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20			
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas		
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 protector																											
27.b	Average balance of of service restorations on accounts WITH a special protector																											
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	Low Income Discount Rate																											
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																											
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	Restorations																											
50	Number of low-income Service Restorations for non-payment																											
51	Average duration of low-income service disconnection for restored accounts																											
52	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																											
56	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																											

	Jan-19		Feb-19		Mar-19		Apr-19		May-19		Jun-19		Jul-19		Aug-19		Sep-19		Oct-19		Nov-19		Dec-19		Jan-20	
	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
60	Total billed to program participants, includes both arrears payment and current bil																									
61	189	126	202	149	235	172	356	270	802	580	435	307	347	215	356	199	313	127	298	146	176	81	128	54	163	81
61.a	Number of newly enrolled customers: not associated with service restorator																									
61.b	Number of newly enrolled customers: associated with service restorator																									
62	327	167	263	143	216	116	240	109	264	147	214	115	294	177	284	182	309	242	400	257	295	183	360	194	285	136
62.a	Number of customers exited the program by default																									
62.b	Number of customers exited the program by cancellation																									
63	12	7	10	7	11	5	5	1	136	85	109	82	70	57	63	27	71	17	84	25	48	16	40	10	35	22
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	0	0	65	112	14	17	43	186	132	84	46	564	50	195	5	3	1	2	9	38	0	5	3	16	39	33
67	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%	0.0%	0.1%	0.3%	2.7%	0.0%	0.4%	0.1%	1.4%	1.9%	3.1%

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

March 5, 2020

Date

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

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