

September 29, 2020

BY ELECTRONIC MAIL

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

RE: Docket 5022 - Suspension of Service Terminations and Certain Collections Activities
During the COVID-19 Emergency
Response to PUC's Weekly Data Request

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed the Company's response to the PUC's Weekly Data Request in the above-referenced matter.

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

Sincerely,

Raquel J. Webster

Enclosure

cc: Docket 5022 Service List Jon Hagopian, Esq. John Bell, Division Linda George, Division

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

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 5022 COVID -19 Emergency Responses to Commission's Recurring Weekly Data Requests Issued June 4, 2020

PUC 1-1

Request:

Please provide the following information on a weekly basis for the period commencing March 2020 (Please provide in the format provided to the Massachusetts Department of Public Utilities – referenced in Cargill Hearing Officer Memorandum dated April 9, 2020).

- Total Number of Customers
- Revenues (\$)
- Sales (kWh Electric/Therms Gas)
- Age Arrearages/Unpaid Bills
 - o Arrears 30 Days 60 Days
 - o Arrears 60 Days 90 Days
 - o Arrears 90 Days >
- Number of Customers Eligible for Termination of Service (Shut-Off) Unpaid Bill
- Number of Customers on Arrearage Management Plan
- Number of Customers on Payment Plan
- Uncollected Accounts/Arrearages
- Sort by Rate Class:
 - o Residential
 - o Residential Low-Income
 - o Small Commercial and Industrial ("C&I")
 - o Medium C&I
 - o Large C&I
- Historic Comparisons -12 Months' Historic Data
 - Variance in dollars
 - Variance percentage

Response:

Per the PUC's request, the Company is providing a PDF version of Attachment PUC 1-1. The Company has also provided the Excel document attached as Attachment PUC 1-1.

ELECTRIC

 Company:
 Narragansett Electric Company (Electric Business)

 Tab:
 ELECTRIC

 Date:
 9/26/2020

2000	9/26/2020										
	20	19	2020	2019 / 2020 Variance (Percent Change)	2019 / 2020 Variance (Amount Change)						
# - f C t	Mar Apr May Jun July Aug	Sep Oct Nov Dec Jan Feb	Mar Apr May Jun Jul Aug <mark>9/26/2020</mark>	Mar Apr May Jun Jul Aug Sep	Mar Apr May Jun Jul Aug Sep						
# of Customers Residential	402,439 402,660 402,309 402,127 402,402 402,537	402,999 1 403,444 1 404,678 406,006 405,968 406,644 33,713 33,759 33,874 33,949 33,948 33,981 51,491 51,581 51,829 52,070 52,138 52,326		1.2% 1.4% 1.5% 1.6% 1.4% 1.7% 0.8% 0.8% 1.6% 1.5% 2.2% 0.6%	5,017 _ 5,785 _ 5,835 6,240 5,670 6,768						
Low Income Residential	$\begin{bmatrix} -33,730 \\ 50,972 \end{bmatrix} = \begin{bmatrix} 33,723 \\ 51,024 \end{bmatrix} = \begin{bmatrix} 33,714 \\ 51,082 \end{bmatrix} = \begin{bmatrix} 33,684 \\ 51,217 \end{bmatrix} = \begin{bmatrix} 33,697 \\ 51,283 \end{bmatrix} = \begin{bmatrix} 33,700 \\ 51,370 \end{bmatrix}$	$-\frac{33,713}{51,491} + \frac{33,759}{51,581} + \frac{33,874}{51,829} + \frac{33,949}{52,070} + \frac{33,948}{52,138} + \frac{33,981}{52,326}$	$-\frac{33,994}{52,454}$ $-\frac{33,998}{52,639}$ $-\frac{34,243}{52,655}$ $+\frac{34,191}{52,675}$ $+\frac{34,453}{52,739}$ $+\frac{33,499}{52,722}$ $-\frac{33,286}{52,718}$		264 275 529 507 756 (201)						
Small C&I Medium C&I	8,072 8,078 8,081 8,094 8,108 8,110		8,195 8,201 8,199 8,185 8,189 8,185 8,189 8,185	1.5% 1.5% 1.5% 1.1% 1.0% 0.9%	1,482 1,615 1,573 1,458 1,456 1,352 1,23 1,23 1,23 1,23 1,23 1,23 1,2 1,2 1,2 1,2 1,2 1,2 1,2 1,2 1,2 1,2						
Large C&I		1,049 1,049 1,050 1,052 1,052 1,052 1,052 1,053 497,373 497,959 499,574 501,239 501,271 502,189	52,434 52,639 52,655 52,675 52,739 52,722 52,718 8,195 8,201 8,199 8,185 8,189 8,189 8,185 8,161 1,054 1,056 1,055 1,055 1,052 1,055		12 13 11 10 7 4 6,898 7,811 8,066 8,306 7,970 7,998						
# of Customers w/ Arrears		 									
Low Income Residential	61,152 65,215 61,544 60,130 65,491 67,412 13,608 13,421 13,907 13,210 13,108 13,421 13,647	71,579 72,123 79,745 75,462 73,196 78,962 14,469 1 14,687 1 15,405 1 15,530 1 15,576 1 15,259	82,598 85,457 80,380 82,261 77,379 83,247 90,003 15,198 15,053 14,160 14,150 13,771 14,122 14,564 11,923 11,724 10,277 9,918 9,448 9,275 8,744	35.1% 31.0% 30.6% 36.8% 18.2% 23.5% 1 11.7% 22.5% 1 7.2% 7.2% 2.6% 35.5% 1	21,446 20,242 18,836 22,131 11,888 15,835 1 1,590 1,146 950 1,042 330 475						
Small C&I	$-\frac{7,753}{4000}$ $-\frac{9,118}{4000}$ $-\frac{9,642}{4000}$ $-\frac{7,240}{600}$ $-\frac{9,665}{4000}$ $-\frac{7,968}{4000}$	9,866 /,965 9,951 9,516 9,44/ 9,022		$ - \frac{53.8\%}{50.4\%} - \frac{28.6\%}{40.2\%} - \frac{6.6\%}{10.2\%} - \frac{37.0\%}{40.2\%} - \frac{-2.2\%}{10.2\%} + - \frac{16.4\%}{10.2\%} + $	4,170 - 2,606 - 635 - 2,678 - (217) - 1,307						
Large C&I		$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	11,923	- 50.4% - 42.6% - 9.0% - 40.3% - 15.0% T 26.0% T	$\frac{1}{2} = \frac{327}{51} = \frac{360}{38} = \frac{117}{51} = \frac{380}{34} = \frac{119}{27} = \frac{138}{27} = \frac{138}$						
Total		97,275 95,920 106,504 101,994 99,541 104,520	135 155 136 130 119 131 101 111,427 114,256 106,369 107,803 101,955 107,860 114,616	33.2% 27.4% 23.9% 32.2% 13.3% 19.7%	27,784 24,592 20,543 26,271 21,981 27,782						
Total # of Customers w/ Arrears Residential Low Income Residential Small C&l Medium C&l Large C&l Total # Arrears 30-60 Residential Low Income Residential Small C&l Medium C&l Low Income Residential F Arrears 60-90 Residential Low Income Residential Small C&l Medium C&l Large C&l Total # Arrears 60-90 Residential Low Income Residential Low Income Residential Low Income Residential	30,533 33,483 29,585 28,261 35,046 36,480	39,238 36,004 38,115 33,378 29,837 37,829 4,273 3,740 3,554 3,381 3,047 3,335 5,526 5,102 5,143 9,3 74 75 117 78 72	36,001 32,194 26,510 31,015 27,525 33,483 37,692	17.9%3.8%10.4%9.7%21.5% + -8.2% +	5,468 (1,289) (3,075) 2,754 (7,521) (2,997) (2,997)						
Low Income Residential Small C&I	3,095 3,303 3,064 2,994 3,580 3,803 3,803 4,316 5,722 5,876 3,606 6,095 4,312		35,001 32,194 26,510 31,015 27,525 33,483 37,592 2,944 7 2,738 7 2,738 7 2,739 7 2,416 7 3,083 3,558 7,092 4,970 1 3,862 1 4,086 1 3,987 1 4,128 3,922 1 1,082 1 1,028 1 2,028 1 2,038	-4.9% -17.1% -22.7% -7.8% -32.5% -18.9% -64.3% -13.1% -34.3% -34.6% -4.3% -4.3%							
Medium C&I		830 637 845 903 728 809		72.0% 13.1%25.7% 19.7%28.9%9.5%	453 119 (226) 113 (249) (62)						
Total	$\begin{bmatrix} - & -57 & -88 & -99 & -65 & -114 & -72 \\ 38,630 & -43,505 & -39,505 & -35,500 & -45,697 & -45,317 \end{bmatrix}$	93 74 75 117 78 72 50,511 44,524 48,617 43,305 38,792 47,188	107 104 88 83 74 87 70 47,226 41,034 33,483 36,630 34,615 41,369 45,927	$ - \frac{87.7\%}{22.3\%} - \frac{18.2\%}{-5.7\%} - \frac{-11.1\%}{-15.2\%} - \frac{27.7\%}{8.8\%} - \frac{-35.1\%}{-24.3\%} - \frac{20.8\%}{-8.7\%} $	$\begin{array}{cccccccccccccccccccccccccccccccccccc$						
# Arrears 60-90											
Low Income Residential	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	12,994 16,004 16,275 14,504 14,302 13,253 1,908 2,266 2,327 2,123 2,026 1,939 1,745 1,752 1,693 1,755 1,933 1,552 2,44 1, 224 1, 233 222 1,256 1,257 1,603 1,755 1,000 1	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \frac{54.7\%}{14.0\%} \frac{50.1\%}{-4.2\%} \frac{17.2\%}{-11.8\%} \frac{5.8\%}{-13.9\%} - \frac{14.2\%}{-10.7\%} + - \frac{-5.7\%}{-18.6\%} +$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$						
Low Income Residential Small C&I Medium C&I	1,753 1 1,614 1 1,961 1 1,640 1 1,512 1 1,716 241 241 206 1 246 1 204 206 1 240	1,745 1,752 1,693 1,755 1,933 1,552	2,196 3,173 1,787 1,334 1,250 1,121 1,181	25.3% 96.6% -8.9% -18.7% -17.3% -34.7% -10.8% -17.3% -17.3% -34.7% -17.3%	443 1,559 (174) (306) (262) (595) (73) (73)						
Large C&I		$\begin{bmatrix} - & 244 \end{bmatrix}$ $\begin{bmatrix} 224 \end{bmatrix}$ $\begin{bmatrix} 235 \end{bmatrix}$ $\begin{bmatrix} 222 \end{bmatrix}$ $\begin{bmatrix} 236 \end{bmatrix}$ $\begin{bmatrix} 1/6 \end{bmatrix}$ $\begin{bmatrix} 1/6 \end{bmatrix}$ $\begin{bmatrix} 11 \end{bmatrix}$ $\begin{bmatrix} 20 \end{bmatrix}$ $\begin{bmatrix} 14 \end{bmatrix}$ $\begin{bmatrix} 13 \end{bmatrix}$ $\begin{bmatrix} 30 \end{bmatrix}$ $\begin{bmatrix} 11 \end{bmatrix}$		10.8% 130.4% 10.7% -0.4% -11.7% -30.4% - 6.7% -10.0% -29.4% - 6.7% -10.7% - 10.0% - 10.7%	$\begin{bmatrix} 26 \\ 1 \end{bmatrix} = \begin{bmatrix} 279 \\ 1 \end{bmatrix} = \begin{bmatrix} 41 \\ 1 \end{bmatrix} = \begin{bmatrix} 131 \\ 1 \end{bmatrix} = \begin{bmatrix} 241 \\ 2 \end{bmatrix} = \begin{bmatrix} 131 \\ 2 \end{bmatrix} = \begin{bmatrix} $						
Total	15,100 '15,849 '16,572 '15,016 '13,352 '15,152	16,902 20,460 20,542 18,617 18,547 16,931	21,965 23,692 18,394 15,137 14,365 13,525 16,815	45.5% 49.5% 11.0% 0.8% 7.6% 10.7%	- 1 - 18 - 12 - 5 - 6 - 6 - 6 - 6 - 7,843 - 1,822 - 121 1,013 1,627						
Large C&I Total # Arrears 90> Residential	19,416 19,623 19,427 20,354 20,256 19,361	19,347 20,115 25,355 27,580 29,057 27,880		50.7% 78.8% 101.7% 91.9% 88.7% 100.7%	9,848 15,464 19,753 18,713 17,963 19,487						
Low Income Residential Small C&I	$\left \frac{8,625}{1,684} \right \frac{8,706}{1,782} \left \frac{8,325}{1,805} \right \frac{8,471}{1,994} \left \frac{8,406}{2.058} \right \frac{8,236}{1,940}$	$+ - \frac{8,288}{2,044} + - \frac{8,487}{2,144} + - \frac{9,524}{2,230} + - \frac{10,026}{2,235} + - \frac{10,503}{2,412} + - \frac{9,985}{2,377}$	$-\frac{10,101}{2,635}$ $-\frac{10,497}{3,581}$ $-\frac{10,186}{4,628}$ $-\frac{9,977}{4,498}$ $-\frac{10,073}{4,211}$ $-\frac{9,730}{4,026}$ $-\frac{9,371}{3,641}$	$\frac{17.1\%}{56.5\%} \frac{20.6\%}{101.0\%} \frac{22.4\%}{156.4\%} \frac{17.8\%}{125.6\%} \frac{19.8\%}{104.6\%} \frac{18.1\%}{107.5\%} $	$-\frac{1,476}{951}$ $-\frac{1,791}{1,799}$ $-\frac{1,861}{2,823}$ $-\frac{1,506}{2,504}$ $-\frac{1,667}{2.153}$ $-\frac{1,494}{2.086}$ $-\frac{1}{2}$						
Medium C&I	176 1 184 1 172 1 180 1 189 1 157	165 T 177 223 217 218 194	224 346 474 466 443 430 371	27.3% 88.0% 175.6% 158.9% 134.4% 1773.9%	48 162 302 286 254 273						
Low Income Residential Small C&I Medium C&I Large C&I Total	121520171615 29,91330,31029,74931,01630,92529,709	165 177 223 217 218 194 18 13 13 14 12 15 29,862 30,936 37,345 40,072 42,202 40,401	29.264 35.087 39.180 39.067 38.219 38.848 38.465 10.101 10.497 10.186 9.977 10.073 9.730 9.371 2.635 3.581 4.628 4.498 4.211 4.026 3.641 346 7.224 346 7.47 7.466 7.424 343 7.430 371 12 19 24 1.28 1.29 1.32 1.2 2.3 2.2 2.2 3.2 2.2 3.2 2.2 3.2 2.2 3.2 2.2 3.2 2.2 3.2 3	27.3% 134.4% 17.3% 136.9% 134.4% 17.39% 141.2% 13.3% 113.3% 141.2% 63.4% 83.2% 74.2% 71.3% 78.6%	$\begin{array}{cccccccccccccccccccccccccccccccccccc$						
SArrears 30-60 Residential Low Income Residential Small C&I Medium C&I Large C&I Total Total Sarrears 60-90 Residential Low Income Residential											
Low Income Residential	\$8,657,784	\$1,803,909 \$1,596,835 \$1,381,152 \$1,421,638 \$1,526,356 \$1.827.968	\$1,620,197 \$1,463,095 \$1,343,069 \$1,336,715 \$1,213,728 \$1,698,234 \$2,081,193		\$1,987,219						
Small C&I	\$1,566,811 \$1,706,753 \$1,439,271 \$1,084,968 \$1,514,614 \$1,473,868	\$1,799,604 \$1,494,683 \$1,544,251 \$1,457,699 \$1,526,528 \$1,727,451	\$2,096,008 \$2,534,705 \$1,743,751 \$1,496,658 \$1,466,495 \$1,823,458 \$2,032,482	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	\$529,197 827,952 304,480 411,691 (48,119) 349,590						
Large C&I	\$8,438,345 \$8,657,784 \$6,848,514 \$5,808,898 \$7,096,342 \$9,466,796 \$1,724,403 \$1,668,605 \$1,339,642 \$1,139,013 \$1,278,865 \$1,520,501 \$1,566,811 \$1,706,753 \$1,439,271 \$1,084,968 \$1,514,614 \$1,473,868 \$1,963,397 \$2,200,862 \$1,564,576 \$1,342,715 \$1,944,172 \$1,568,200 \$1,765,305 \$2,086,877 \$1,421,078 \$1,217,107 \$1,785,334 \$933,926 \$15,488,861 \$16,320,880 \$12,613,081 \$10,592,700 \$13,619,928 \$14,963,291	\$10,947,284	\$10,425,564 \$\ \begin{array}{c c c c c c c c c c c c c c c c c c c	23.1% 60.4% 54.9% 54.9% 54.9% 741.6%	5453,447 1,326,964 766,575 737,675 57,152 548,941 5546,064 123,617 476,263 787,902 742,609 1,315,381 34,11,720 53,566,850 54,012,484 55,688,760 52,342,849 56,230,069 [
Total S Arrears 60-90	\$15,458,861 \$16,320,880 \$12,613,081 \$10,592,700 \$13,619,928 \$14,963,291	\$18,732,085 \$14,845,695 \$14,603,189 \$14,638,886 \$14,987,678 \$17,752,811	\$18,870,582 \$19,887,730 \$16,625,565 \$16,281,460 \$15,962,777 \$21,194,360 \$25,338,654	22.1% 21.9% 31.8% 53.7% 17.2% 41.6%							
Residential	\$3,983,391 \$4,184,425 \$3,988,314 \$3,215,924 \$2,661,183 \$2,929,874	\$3,670,916 \$4,855,581 \$4,791,956 \$4,301,964 \$4,469,100 \$4,999,163	\$6,369,550 \$6,680,835 \$6,392,718 \$5,096,180 \$5,357,437 \$5,376,794 \$7,643,274	59.9%	\$2,386,159 2,496,410 2,404,405 2,880,256 2,696,254 2,446,920						
Low Income Residential	\$3,983,391	\$1,085,119 \$1,376,427 \$1,277,240 \$1,177,433 \$1,245,935 \$1,347,464 \$1,548,413 \$1,560,603 \$1,557,608	\$1,538,095 \$1,360,415 \$1,229,740 \$1,157,721 \$1,045,499 \$1,001,269 \$1,288,769 \$844,165 \$1,212,397 \$1,237,416 \$933,410 \$761,726 \$725,641 \$843,151	11.9% -1.3% -1.7% 13.6% 21.9% 12.2% -1.2%	\$163,768 \ (17,239) \ (21,841) \ 138,952 \ 188,078 \ 109,009 \ \ \$322,210 \ 695,597 \ 692,590 \ 472,420 \ 378,459 \ 291,698 \ \ 291,698 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \						
Medium C&I	\$403,232 \$480,764 \$469,207 \$345,141 \$358,638 \$386,214	\$372,763 \$404,441 \$469,360 \$421,878 \$415,520 \$414,927	\$648,991 \$1,187,224 \$1,150,504 \$897,821 \$748,775 \$725,078 \$773,168	60.9% 146.9% 145.2% 160.1% 108.8% 87.7% 1	\$245,758 706,461 681,297 552,680 390,137 338,864						
Low Income Residential Small C&I Medium C&I Large C&I Total Surger Solution Residential	\$\begin{array}{cccccccccccccccccccccccccccccccccccc	\$372,763 \$404,441 \$469,360 \$421,878 \$415,520 \$414,927 \$178,120 \$214,896 \$144,897 \$170,691 \$531,332 \$136,972 \$5,805,331 \$7,451,947 \$7,281,316 \$6,885,671 \$7,230,193 \$7,476,134	\$63.69,550 \$6.680,835 \$6.392,718 \$6.096,180 \$5.357,475 \$5.376,794 \$7.632,74 \$51,538,095 \$1,360,415 \$1.222,740 \$1.157,721 \$1.055,499 \$1.5100,1269 \$1.282,769 \$844,165 \$1.212,397 \$1.237,415 \$933,410 \$761,726 \$1.572,641 \$843,151 \$648,991 \$1.012,827 \$1.55,504 \$893,821 \$783,765 \$773,168 \$568,996 \$560,196 \$505,775 \$356,994 \$806,279 \$1.152,308 \$373,167 \$9.909,767 \$11,001,067 \$10,516,153 \$59,442,116 \$8,719,716 \$1,88,981,090 \$10,926,509 \$1.000,266,500 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,509 \$1.000,266,500 \$1.000,266,500 \$1.000,266,500 \$1.000,266,500 \$1.000,266,500 \$1.000,266,500 \$1.000,266,500 \$1.000,266,500 \$1.0000,266,500 \$1.0000,266,500 \$1.0000,266,500 \$1.0000	$-\frac{39.8\%}{49.1\%} - \frac{61.6\%}{59.3\%} - \frac{101.7\%}{61.7\%} - \frac{64.4\%}{79.6\%} - \frac{350.4\%}{96.4\%} - \frac{439.2\%}{84.9\%}$	\$163,768 17,239 (21,641) 138,952 188,078 109,009						
\$ Arrears 90>	 	\$12,356,057 \ \$12,847,938 \ \$15,321,242 \ \$16,611,302 \ \$18,122,115 \ \$18,638,211									
Low Income Residential	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	512,356,057 + 512,847,938 + 515,321,242 516,611,302 518,122,115 518,638,211 57,875,741 \$8,048,384 \$8,829,441 \$9,191,522 \$9,683,333 \$9,572,895	\$25,035,874 \$25,317,811 \$26,153,505 \$27,606,534 \$29,423,017 \$31,367,617 \$32,812,687 \$9,974,117 \$10,605,684 \$10,914,927 \$11,134,624 \$11,838,454 \$11,842,524 \$11,601,575	$- \frac{73.8\%}{33.9\%} - \frac{93.7\%}{36.0\%} - \frac{116.4\%}{41.5\%} - \frac{120.4\%}{41.0\%} - \frac{135.3\%}{50.3\%} + - \frac{155.2\%}{51.5\%} +$	\$2,526,868 2,806,376 3,200,133 3,237,667 3,963,303 4,023,152						
Low Income Residential Small C&I Medium C&I Large C&I Total Stotal Arrears	\$7,447,249 \$7,799,308 \$7,747,794 \$7,895,957 \$7,875,151 \$7,819,372 \$979,966 \$1,032,111 \$51,064,351 \$1,024,510 \$1,024,622 \$998,125 \$636,363 \$1,034,515 \$1,024,510 \$1,024,622 \$998,125 \$1,024,510 \$1,024,622 \$998,125 \$1,024,510 \$1,024,622 \$1,024,62	131,230,027 21,267,259 231,231,244 21,001,1264 2	\$\frac{59.974,177}{51,465,271}\$\$\frac{510,605,684}{510,914,927}\$\$\frac{511,134,624}{511,838,454}\$\$\frac{511,842,524}{511,838,454}\$\$\frac{511,842,524}{511,601,575}\$\$\frac{51,465,271}{546,95,271}\$\$\frac{52,053,134}{52,069,760}\$\$\frac{53,040,236}{53,260,236}\$\$\frac{53,261,585}{53,261,585}\$\$\frac{53,361,351}{53,361,351}\$\$\frac{53,280,573}{53,280,573}\$\$\frac{5485,772}{5176,188}\$\$\frac{5174,739}{5176,188}\$\$\frac{527,765}{532,167,669}\$\$\frac{540,775}{532,167,669}\$\$\frac{543,790,975}{541,550,415}\$\$\frac{543,940,975}{543,940,975}\$\$\frac{546,965,472}{546,965,472}\$\$\frac{549,109,923}{549,109,923}\$\$\frac{540,015,048}{50,015,048}\$\$\end{tabular}	52.6% 98.9% 153.7% 196.8% 2218.3% 236.8% 2	\$\frac{52,526,868}{2,806,376} \frac{2,0013}{3,203,162} \frac{3,263,303}{3,237,667} \frac{3,963,303}{3,333} \frac{4,023,152}{4,023,152} \\ \text{\$\si1,5305} \text{\$\si1,02,1023} \text{\$\si2,163,409} \text{\$\si2,163,266} \text{\$\si2,163,266} \\ \text{\$\si2,15,86} \text{\$\si6,099} \text{\$\si2,147,128} \text{\$\si2,145,663} \text{\$\si2,163,262} \\ \text{\$\si2,2488} \text{\$\si2,1419} \text{\$\si2,25478} \text{\$\si2,97,495} \text{\$\si2,988,744} \text{\$\si2,7357,867} \\ \text{\$\si2,1685,906} \text{\$\si2,163,63,831} \text{\$\si2,0215,2678} \text{\$\si2,1997,495} \text{\$\si2,498,744} \text{\$\si2,737,867} \\ \text{\$\si2,1685,906} \text{\$\si2,163,63,831} \text{\$\si2,0215,2678} \text{\$\si2,1997,495} \text{\$\si2,498,744} \text{\$\si2,7357,867} \\ \text{\$\si2,163,163,163} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0215,263,831} \text{\$\si2,0357,867} \\ \text{\$\si2,0357,867} \text{\$\si2,0357,867} \text{\$\si2,0357,867} \\ \text{\$\si2,0357,867} \text{\$\si2,0357,867} \text{\$\si2,0357,867} \\ \text{\$\si2,0357,867} \text{\$\si2,0357,867} \text{\$\si2,0357,867} \\ \text{\$\si2,0357,867} \text{\$\si2,0357,867} \text{\$\si2,0357,867} \text{\$\si2,0357,867} \\ \text{\$\si2,0357,867} \$\si2						
Large C&I	\$163,690 \$188,858 \$252,994 \$187,879 \$237,619 \$315,486	\$332,470 \$333,728 \$3434,889 \$444,889 \$444,889 \$428,783 \$428,783 \$270,757 \$274,485 \$216,615 \$249,689 \$173,240 \$148,714	\$176,188 \$174,739 \$287,765 \$402,456 \$454,747 \$543,075 \$485,776	33.4% 181.5% 362.5% 47.24% 491.5% 307.7% 7.6% 7.5% 13.7% 114.2% 91.4% 72.1% 72.1% 72.1% 73.2% 33.9% 100.2% 113.7% 125.8%	\$12,498 (14,119) 34,771 214,577 217,128 227,589						
Total Arrears	\$20,481,763 \$21,370,111 \$21,424,937 \$21,943,480 \$21,976,728 \$21,752,056	\$21,884,025 \$22,582,467 \$25,952,652 \$27,733,825 \$29,718,740 \$30,094,697	\$32,167,669 \$37,033,942 \$41,550,415 \$43,940,975 \$46,965,472 \$49,109,923 \$50,015,048	<u>57.1%</u> <u>73.3%</u> <u>93.9%</u> <u>100.2%</u> <u>113.7%</u> <u>125.8%</u>	\$11,685,906 \$15,663,831 \$20,125,478 \$21,997,495 \$24,988,744 \$27,357,867						
Residential	\$23,049,050 L \$24,979,539 L \$23,040,905 L \$24,554,097 L \$23,250,905 L \$24,597,200	\$26,974,257 \$27,019,706 \$28,393,160 \$28,669,787 \$30,785,289 \$34,386,707	\$36,831,989 \$40,148,256 \$41,856,476 4306540200% \$43,533,141 \$50,050,631 \$57,408,358	53.8% 61.4% 82.6% 99.8% 95.6% 102.7%	\$12,883,029 15,269,728 18,936,580 21,513,415 21,272,335 25,363,241						
Low Income Residential Small C&I	\$\frac{\$10,545,980}{\$3,068,732}\$\$ \$\frac{\$10,845,567}{\$3,255,663}\$\$ \$\frac{\$10,306,016}{\$3,048,448}\$\$ \$\frac{\$10,054,739}{\$2,570,468}\$\$ \$\frac{\$10,011,438}{\$2,922,503}\$\$ \$\frac{\$10,232,133}{\$2,905,936}\$\$	\[\frac{\\$10,764,770}{\\$3,287,017} \frac{\\$11,021,645}{\\$3,143,218} \frac{\\$11,487,833}{\\$3,295,758} \frac{\\$11,790,592}{\\$3,217,827} \frac{\\$12,455,624}{\\$3,390,223} \frac{\\$12,748,327}{\\$3,611,153} \]	\$13,132,409	$-\frac{24.5\%}{44.5\%}$ $-\frac{23.8\%}{78.2\%}$ $-\frac{30.9\%}{86.4\%}$ $-\frac{35.5\%}{112.8\%}$ $-\frac{40.8\%}{87.8\%}$ + $-\frac{42.1\%}{103.4\%}$ + $-\frac{-}{-}$	\$2,586,430						
Residential Low Income Residential Small C&I Medium C&I Large C&I	\$\sigma_2,730,862 \$\sigma_2,995,141 \$\sigma_2,343,514 \$\sigma_1,994,825 \$\sigma_2,638,865 \$\sigma_2,282,767 \$\sigma_2,292,945 \$\sigma_2,622,382 \$\sigma_1,924,770 \$\sigma_1,622,151 \$\sigma_2,202,563 \$\sigma_1,463,115	\$3,87,017 \$3,143,218 \$3,295,788 \$3,217,827 \$3,390,223 \$3,611,153 \$ \$2,278,787 \$2,351,0747 \$2,816,810 \$2,651,679 \$2,536,874 \$2,732,070 \$2,256,610 \$1,344,64 \$1,843,596 \$3,262,497 \$2,768,601 \$1,845,885	\$4.25,443	30.1% 87.0% 112.3% 137.4% 79.5% 111.9% 30.7% 30.7% 12.3% 39.8% 70.4% 72.1% 169.6% 30.7%	\$1,366,711						
TOTAL	\$25,945,960 \$10,845,567 \$10,306,016 \$10,067,739 \$10,11,438 \$10,232,133 \$3,068,732 \$3,255,663 \$3,048,448 \$52,570,468 \$2,922,503 \$2,905,936 \$2,730,862 \$2,995,414 \$3,243,245 \$10,243,245 \$2,243,514 \$10,232,133 \$3,268,732 \$3,255,663 \$3,048,448 \$52,570,468 \$2,922,503 \$2,905,936 \$2,270,862 \$2,995,414 \$2,243,245 \$1,994,825 \$2,638,865 \$2,282,767 \$2,292,945 \$2,622,382 \$1,924,770 \$1,622,151 \$2,202,563 \$14,631,555 \$42,587,479 \$44,597,280 \$40,542,643 \$37,794,170 \$40,036,174 \$41,571,341	\$2,788.787 \$2.351.074 \$2,816.810 \$2,551.679 \$2,536.874 \$2,732.070 \$2,56.610 \$1,344.464 \$1,843.561 \$2,628.497 \$2,758.601 \$1,845,385 \$46,421.441 \$44,880,109 \$47,837,158 \$48,958,382 \$51,936,611 \$55,323,642	33,315,03	30.7% 12.3% 39.8% 70.4% 72.1% 169.6%	\$18,360,540 \$23,325,460 \$28,149,492 \$31,870,381 \$31,611,792 \$37,714,031						
Billed Sales kWh or therms Residential	<u>219,736,184</u> <u>183,753,979</u> <u>185,764,185</u> <u>191,785,656</u> <u>270,542,849</u> <u>344,045,731</u>	261 815 047 185 762 701 176 457 939 218 680 024 262 620 380 206 990 343	202 833 419 205 503 448 201 016 204 210 448 899 316 255 729 382 026 612 N/4		(16,902,765) \$21,839,469 \$15,252,019 \$18,663,243 \$45,712,880 \$37,980,881						
Low Income Residential	18,355,960 15,649,880 15,401,111 15,247,635 20,211,493 25,407,523	18,833,878 13,864,421 13,701,980 17,303,240 19,548,134 16,158,060	16,532,919 16,772,046 16,426,723 16,372,521 23,097,518 29,029,822 N/A	9.9% 7.2% 6.7% 7.4% 14.3% 14.3% 1	(1,823,041) \$1,122,166 \$1,025,612 \$1,124,886 \$2,886,025 \$3,622,299						
Small C&I Medium C&I	56,132,333	59,479,002 50,199,478 45,663,614 52,483,273 61,534,981 53,902,635 115,103,865 99,469,750 90,847,607 100,320,108 114,468,573 98,574,412	55,649,222 50,309,117 77,525,067 48,592,143 59,189,208 76,084,617 77,000 N/A 97,883,566 90,268,378 80,854,270 87,178,918 107,114,514 124,902,250 N/A	$-\frac{-0.9\%}{-3.3\%}$ $-\frac{-4.7\%}{-4.6\%}$ $-\frac{-5.3\%}{-18.2\%}$ $-\frac{-8.1\%}{-12.2\%}$ $-\frac{-1.0\%}{-6.9\%}$ $+\frac{-2.9\%}{-5.5\%}$ $-\frac{-2.9\%}{-5.5\%}$	(483,111) (\$2,465,234) (\$2,685,537) (\$4,266,517) \$612,056 (\$1,986,684) (3,291,127) (\$4,399,795) (\$17,934,586) (\$12,062,682) (\$7,971,725) (\$7,247,785)						
Large C&I		206,704,558 183,051,609 187,136,490 189,712,167 87,811,988 207,125,038	200,865,529 194,538,447 183,548,784 184,674,869 196,177,855 203,012,030 N/A	4.3%3.5%2.2%0.5%8.1%12.8%	(3,291,127) (54,399,795) (517,934,586) (512,062,682) (57,971,725) (57,247,785) 8,306,189 (57,125,606) (53,965,358) (5838,753) (517,399,204) (529,765,963) (14,193,855)] \$8,971,000) (5377,134)] \$2,602,777] \$23,840,032] \$2,602,748]						
Billed Total Revenue \$	587,958,510 548,510,436 529,748,182 544,647,173 677,994,792 802,452,583	661,936,350 [532,347,959] 513,807,630 [578,498,812 [545,984,056 [582,750,488	573,764,655 557,481,436 529,371,048 547,267,350 701,834,824 805,055,331 N/A	-2.4% 1.6% -0.1% 0.5% 3.5% 0.3%							
Residential Low Income Residential	\$44,374,447 \$38,072,946 \$38,244,452 \$37,884,922 \$56,242,793 \$64,381,175	\$51,366,367 \$45,547,435 \$37,510,374 \$50,633,626 \$60,967,496 \$45,116,266	\$47,948,183 \$46,054,789 \$45,133,090 \$44,170,174 \$73,102,241 \$75,689,956 \$53,857,225 \$1,000,000 \$2,00	$-\frac{8.1\%}{6.4\%}$ $-\frac{21.0\%}{2.6\%}$ $-\frac{18.0\%}{2.3\%}$ $-\frac{16.6\%}{6.2\%}$ $-\frac{30.0\%}{14.6\%}$ $-\frac{17.6\%}{5.2\%}$ $-\frac{1}{5.2\%}$	\$3,573,735 \$7,981,843 \$6,888,639 \$6,285,251 \$16,859,448 \$11,308,781 \$ (\$203,543) \$71,911 \$60,595 \$161,002 \$495,305 \$204,012 \$						
Small C&I Medium C&I	\$10,605,549 \$9,376,828 \$8,898,497 \$8,692,860 \$10,834,756 \$11,716,207	\$10,466,146 \$9,951,258 \$8,285,225 \$10,537,433 \$12,399,889 \$10,285,813	\$10,603,918 \$9,293,258 \$8,208,391 \$8,286,831 \$11,456,691 \$12,036,959 \$10,332,229	-6.4% 2.6% 2.3% 6.3% 14.6% 5.3% -0.0% -0.9% -7.8% -4.7% 5.7% 2.7% 5.7%	(\$1,630) (\$83,570) (\$690,105) (\$406,030) \$621,935 \$320,752						
Medium C&I Large C&I	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	\$18,3U2,U20 \$17,012,211 \$13,289,222 \$16,360,560 \$19,931,450 \$16,850,376 \$22,000,691 \$22,949,414 \$17,336,710 \$20,539,158 \$23,641.442 \$19,373,090	\$\begin{array}{c c c c c c c c c c c c c c c c c c c	$ \frac{-9.7\%}{-20.2\%}$ $ \frac{-8.2\%}{-9.6\%}$ $ \frac{-8.3\%}{-9.4\%}$ $ \frac{-2.5\%}{24.0\%}$ $ \frac{-17.2\%}{1.9\%}$ $+$ $ \frac{16.6\%}{-1.9\%}$ $+$ $ -$	(\$1,810,510), (\$1,380,707), (\$1,337,942), (\$400,200), (\$3,772,657), \$3,069,895, (\$4,627,241), (\$2,117,019), (\$1,898,786), \$4,582,907, \$413,334, (\$428,937)						
Total Supplier Receivables Purchased (for EDCs)(1)	\$99,681,302 \$89,199,355 \$86,063,015 \$83,946,667 \$114,552,091 \$121,612,986	\$105,316,892 \$98,472,874 \$79,240,901 \$101,649,865 \$120,867,317 \$94,685,630	\$96,612,113 \$93,671,813 \$89,085,415 \$94,169,598 \$129,169,456 \$136,087,488 \$110,528,134	-20.2% -9.6% -9.4% -24.0% -1.9	(\$4,627,241) (\$2,117,019) (\$1,898,786) \$4,582,907 \$413,334 (\$428,937) (\$3,069,189) \$4,472,459 \$3,022,400 \$10,222,930 \$14,617,365 \$14,474,502						
Residential											
Low Income Residential											
Small C&I Medium C&I		0									
Large C&I	<u> </u>										
Total Total Revenue Billed \$ (Line 11 + Line 12)	CAA 274 AA7 C20 073 045 C20 244 452 C27 024 C22 C55 C22 C22 C5	651 366 367 CAE EAT ARE CAT FAR 374 CAR CAR CAE CAR CAE ACCURATE	\$47,948,183 \$46,054,789 \$45,133,090 \$44,170,174 \$73,102,241 \$77,607,497 \$53,857,225		\$3,573,735 7,981,843 6,888,639 62,85,251 16,859,448 13,226,322						
Residential Low Income Residential	\$3,187,134 \$2,762,205 \$2,625,359 \$2,541,588 \$3,401,152 \$3,401,152	\$51,366,367 \$45,547,435 \$37,510,374 \$50,633,626 \$60,967,496 \$45,116,266 \$3,181,668 \$3,012,557 \$2,819,369 \$3,579,087 \$3,927,040 \$3,060,085	\$\begin{array}{c ccccccccccccccccccccccccccccccccccc	8.1% 21.0% 18.0% 16.6% 30.0% 20.5% 1	(\$203,543), 71,911, 60,595, 161,002, 495,305, 270,463,						
Small C&I Medium C&I	\$10,605,549 \$9,376,828 \$8,898,497 \$8,692,860 \$10,834,756 \$11,716,207	\$10,466,146 \$9,951,258 \$8,285,225 \$10,537,433 \$12,399,889 \$10,285,813	S10.603.918								
Large C&I	\$22,899,446 \$22,100,771 \$20,209,300 \$19,094,127 \$22,106,031 \$23,107,732	\$28,02,020 \$1,01,211 \$13,289,222 \$16,300,500 \$19,931,430 \$15,650,376 \$12,000,691 \$22,949,414 \$17,336,710 \$20,539,158 \$23,641,442 \$19,373,090 \$105,316,892 \$598,472,874 \$79,240,901 \$101,649,865 \$120,867,317 \$94,685,630	\$16,804,217 \$15,505,898 \$14,747,466 \$15,332,970 \$18,194,701 \$22,313,535 \$22,458,894 \$132,72,205 \$19,983,752 \$18,305,14 \$25,677,034 \$22,519,365 \$12,300,834 \$23,306,834 \$296,612,113 \$93,678,133 \$89,678,415 \$94,669,598 \$129,169,456 \$140,388,769 \$110,528,135	9.7% -8.2% -8.3% -2.5% -17.2% 20.4% -20.2% -9.6% -9.4% -24.0% -1.9% -3.5% -3.5% -24.0% -1.9% -3.5% -3.5% -24.0% -1.9% -3.5% -1.9% -3.5% -1.9% -1	\[\langle \la						
Total \$ Revenue (Payments) Received (2)				-3.1% 5.0% 3.5% 12.2% 12.8% 15.4%							
Total Total Total Total Total Total Total Town income Residential Total Town income Residential Total Town income Residential Town income Residential Town income Residential Total Town income Residential Total	\$47,674,636 \$43,971,577 \$40,843,851 \$55,193,807 \$43,502,946 \$58,256,134 \$52,714,381 \$2,925,580 \$2,290,567 \$2,534,082 \$2,907,431	\$56,870,494 \$49,996,841 \$37,735,673 \$44,101,852 \$52,171,134 \$48,303,049 \$2,276,292 \$2,276,292 \$2,276,307 \$2,019,485 \$2,239,311 \$2,814,782 \$52,844,296 \$10,276,529 \$10,577,447 \$7,968,495 \$90,993,145 \$11,136,759 \$10,244,498	\$48,845,205	2.5% - 0.4% - 4.1% - 20.4% - 18.2% - 13.4% - 13.4%5.3% -	\$1,170,569 (167,955) 1,680,641 7,172,538 7,907,908 7,804,328 (5384,024) [343,640] [531,080] 126,505 [33,076 [(152,918)]						
Low Income Residential Small C&I	S11.432.787 S10.087.619 S9.922.478 S7.924.451 S9.040.374 S11.218.486	\$2,8718,307 \$2,019,485 \$2,239,311 \$2,814,782 \$2,844,296 \$10,276,529 \$10,577,447 \$7,968,495 \$9,099,145 \$11.136.759 \$10,244.498	\$2,376,054 \$2,370,740 \$2,394,500 \$2,417,072 \$2,567,159 \$2,754,513 \$2,667,713 \$9,905,041 \$8,250,893 \$8,657,235 \$8,066,316 \$8,996,250 \$10,772,484 \$10,312,956	-13.4% -18.2% -12.8% 1.8% -0.5% -4.0%	(\$384,024) (343,640) (531,080) 126,505 33,076 (152,918) (\$1,527,746) (1,836,725) (1,265,243) 141,864 (44,125) (446,003)						
Medium C&I	\$18,080,241 \$16,624,358 \$17,767,421 \$14,074,902 \$15,420,500 \$18,308,659	\$16,519,528 \$17,413,227 \$13,000,666 \$14,628,612 \$17,937,039 \$16,502,165 \$15,156,702 \$12,628,899 \$18,542,621 \$18,344,493 \$21,057,974 \$19,740,122 \$105,699,546 \$102,334,721 \$79,346,940 \$88,413,412 \$105,17,689 \$97,644,130	\$16,748,783 \$12,928,022 \$15,396,802 \$14,030,779 \$15,861,655 \$17,328,761 \$18,289,533	-7.4% -22.2% -13.3% -0.3% 2.9% -5.4% -5.4%	(\$1,331,457) (3,696,336) (2,370,619) (44,124) 441,155 (979,898)						
Total	\$15,000,0241 \$15,624,358 \$17,767,421 \$14,074,902 \$15,470,500 \$15,470,500 \$15,370,559 \$ \$20,934,091 \$19,410,992 \$22,608,643 \$15,77,737,232 \$15,99,599 \$98 \$23,879,972 \$ \$100,881,8331 \$92,808,926 \$94,067,973 \$75,860,960 \$90,097,502 \$15,155,76,681	516.519.528 \$17.413.227 \$13.080.666 \$146.226.12 \$17.937.03 \$16.502.165 \$19.156.702 T \$21.628.899 \$18.542.621 \$18.244.493 \$21.057.974 \$19.740.122 \$105.693.266 \$102.334.221 \$79.346.940 \$88.413.412 \$105.117.688 \$37.441.31	\$16,748,783 \$12,928,022 \$15,396,802 \$14,030,779 \$15,861,655 \$17,328,761 \$18,289,533 \$19,260,256 \$15,659,908 \$19,286,609 \$16,588,872 \$19,876,624 \$19,371,654 \$22,821,467 \$97,135,340 \$83,013,186 \$\$88,259,638 \$\$83,469,383 \$\$98,712,542 \$\$16,287,872 \$\$111,477,555	7.4%2.2%13.3%0.3%2.9%5.4%5.4%19.3%14.7%4.5%1.4%18.3%18.3%18.3%18.5%18	(\$1,673,836) (3,751,084) (3,322,034) (788,360) 277,026 (4,508,318) (3,746,494) (\$9,795,740) (\$5,808,335) \$6,608,423 \$8,615,041 \$1,717,191						
# Revenue (Payments) Received		350 025 393 786 341 936 378 203 388 053 357 291	386,604 365,693 362,109 383,729 388,960 380,250 328,336 -29,995 28,991 28,895 30,546 30,346 727,851 25,930 50,005 47,224 49,849 552,037 53,593 52,778 48,297 -9,118 7,690 3,140 9,324 9,404 93,338 9,396 1,387 1,222 1,473 1,478 1,452 1,362 1,562 1,563 477,109 450,820 451,466 477,114 483,791 471,579 413,572								
Low Income Residential	385.78 359.70 350.559 317.451 357.115 355.160 27.240 28.400 30.993 27.410 31.329 29.539 29.539 48.307 48.307 46.945 50.675 44.399 48.585 50.772	350,025 933,786 341,936 376,203 388,053 357,291 1 28,707 31,527 26,474 28,722 30,944 31,322 44,009 31,527 44,009 45,500 46,500 46,500 51,917	29,995 28,991 28,895 30,546 30,346 7 27,851 25,930	14.2% 7.6% 3.3% 20.9% 6.0% 6.8% 11.4% 3.5% 10.6% 1.1.6% 11.2% 10.3% 1 4.0% 1	48,026 25,923 11,450 66,278 21,844 24,090						
Small C&I Medium C&I	8,506 8,665 9,449 7,990 8,854 9,024	44,809 54,256 46,108 49,682 64,890 51,917 8,163 9,959 7,847 8,945 12,231 8,946	50,005 47,224 49,849 52,037 53,593 52,778 48,297 9,140 9,324 9,440 9,338 9,346 9,346	3.5% 0.6% -1.6% 17.2% 10.3% 4.0% 7.2% -11.3% -3.3% 16.7% 6.6% 3.5%	612 (975) (309) 1.334 586 314						
Large C&I	1,328 1,298 1,415 1,290 1,270 1,348			- 11.5% - 11.5% - 10.0	- 612 (9/5) (309) 1,334 586 314 59 (76) 58 182 14 53,150 25,742 8,275 78,574 26,637 24,736 51 51 51 51 51 51 51 5						
Potal Difference Between Billed and Received Revenue	423,959 425,078 443,191 398,540 457,154 446,843 (Line 13 - Line 14)	1,154 1,330 1,167 1,201 2,229 1,586 432,858 499,851 423,532 466,753 498,347 451,062 466,753 498,347 451,062 466,753 498,347 451,062 466,753 498,347 51,062 466,753 498,347 51,062 466,753 498,347 51,062 466,753 498,347 51,062 466,753 498,347 51,062 466,753 466,753 498,347 51,062 466,753 466,753 466,753 498,347 51,062 466,753 4	477,109 450,820 451,466 477,114 483,791 471,579 413,572	12.5%' 6.1%' 1.9%' 19.7%' 5.8%' 5.5%'							
Residential	(\$3,300,189) (\$5,898,632) (\$2,599,399) \$2,691,115 \$12,739,846 \$6,125,042	(\$5,504,127) (\$4,449,406) (\$225,299) \$6,531,774 \$8,796,362 (\$3,186,783)	(\$897,023) \$2,251,166 \$2,608,598 \$1,803,829 \$21,691,386 \$13,789,595 (\$3,528,661)	-72.8% -138.2% -200.4% -33.0% 70.3% 125.1%	\$2,403,166 8,149,798 5,207,997 (887,286) 8,951,540 7,664,554						
Low Income Residential Small C&I		\$294,249 \$799,884 \$1,339,776 \$1,112,259 \$215,788 \$189,617 (\$626,189) \$316,731 \$1,438,289 \$1,263,129 \$41,315	\$690,7536 \$463,376 \$291,453 \$285,518 \$1,329,299 \$1,524,418 \$527,118 \$5658,877 \$1,042,564 \$488,840 \$220,515 \$2,460,442 \$2,051,564 \$19,273 \$55,433 \$2,577,876 \$69,3360 \$3,320,191 \$2,333,047 \$5,685,101 \$4,169,561	- 42.3% - 808.9% - 197.1% - 13.7% - 53.3% - 58.7%	\$1,526,116						
Total Total Total Total Total	(\$827,238) (\$710,791) (\$1,023,981) \$768,090 \$1,794,382 \$497,721 \$34,486 \$26,2247 [6,1682,021] \$1,658,268 \$6,546,858 \$231,517 \$1,965,354 \$2,689,779 (\$2,399,343) \$1,716,894 \$2,506,433 (\$77,042,305 \$1,200,531) \$3,609,572 \$8,004,957 \$7,085,707 \$24,484,590 \$7,042,305	\$215,788 \$189,617 (\$626,189) \$316,731 \$1,438,289 \$1,263,129 \$43,131 \$1,782,492 (\$401,016) \$2,08,557 \$1,731,948 \$1,994,411 \$348,212 \$2,843,388 \$1,320,515 (\$1,205,911) \$2,194,665 \$2,583,467 (\$3,601,847) (\$106,039) \$13,236,452 \$15,749,628 \$(5,248,501)		83.0%1 83.0%1 61.4%1 21.5%1 64.4%1 2355.6%1 -150.3%1 60.8%1 59.3% 312.8%1 5.4%1 779.1%1 -56.4% -395.3% 1.10.3% 51.0% 24.5% 295.2%	\$2,403,166						
Total	\$1,965,354 \$2,689,779 (\$2,399,343) \$1,716,894 \$2,506,433 (\$772,240) (\$1,200,531) (\$3,609,572) (\$8,004,957) \$7,085,707 \$24,454,590 \$7,042,305	(\$382,654) (\$3,861,847) (\$106,039) \$13,236,452 \$15,749,628 (\$2,948,500)	(\$523,226) \$10,658,627 \$825,777 \$10,700,215 \$30,456,914 \$27,831,549 (\$949,421)	-150.3% 50.8% -59.3% 312.8% 5.4% -719.1% -56.4% -395.3% -110.3% 51.0% 24.5% 295.2%	\$\begin{pmatrix} \(\(\) \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\						
Customers on Arrearage Mgmt/Forgiveness Plan Residential	S [AMP] '	<u> -</u>	247 251 230 206 1 193 202 1 171	-41.3% -41.5% -48.3% -50.8% -52.6% -50.4%	(174) (178) (215) (213) (214) (205) (205)						
Low Income Residential	1204			33.0% 22.1% 6.6% 21.9% 18.7% 34.5%	397 291 (107) 398) (353) (687)						
Small C&I	!			0.0%, 0.0%, 0.0%, 0.0%, 0.0%, 0.0%, 0.0%,							

															EL E	CTDIC															
Medium C&I	1 .	1				1		1		i	ı	I		1 1	ELE	CTRIC	ı			0.0%	0.0%	0.0%	0.0%	0.0%	_{0.0%} -	0	. 0	. 0.	0.1	0 1	0 1
Large C&I	1			!:	'						'									0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	- + ₀ -	:		:-	0 -	
Total	1,625	1,745	2,077	2,235	2,294	2,396	2,405	2,371	2,252	2,083	1,969	1,864	1,848	1,858	1,755	1,624	1,727	1,504	1,377		6.5%	-15.5%	-27.3%	-24.7%	-37.2%	223	113	(322)	(611)	(567)	(892)
Customers Disconnected for Non-Payment																															
Residential	1	184	838	1,119	714	1,174	1,230	666	1					i		i		i		0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	- T ₆ -	(184)	(838)	(1,119)	(714)	(1,174)
Low Income Residential]	25	274	349	205	344	244	196			:	2	1							0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	$\Box \ \Box \ \Box \ \Box \ \Box$	(25)	(274)	(349)	(205)	(344)
Small C&I	20	47	25	36	23	29	29	14	48	28	18	15	4							-80.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	(16)	(47)	(25)	(36)	(23)	(29)
Medium C&I	1	5	3	4	4	4	2	5	2	2	1	2	3							200.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	2	(5)	(3)	(4)	(4)	(4)
Large C&I	↓ J			1 1	!	ـ	⊥		J					L L		L	L	l J		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			·	0_ _	0 _	º L
Total	21	261	1,140	1,508	946	1,551	1,505	881	51	31	19_1	25	14				<u> </u>	0-		-33.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	(7)	(261)	(1,140)	(1,508)	(946)	(1,551)
Customers on Payment Plans	4			i i	:	↓	↓	↓								<u></u>				l :		:-			↓	_			!_		4
Residential	8,238	8,796	9,709	10,119	9,713	9,547	9,925	10,231	9,675	9,309	8,841	9,042	8,200	5,622	4,731	5,091	5,477	5,079	5,145	-0.5%	-36.1%	-51.3%	-49.7%	-43.6%	-46.8%	(38)	(3,174)	(4,978)	(5,028)	(4,236)	(4,468)
Low Income Residential	2,648	2,746	3,427	3,747	3,538	3,555	3,614	3,693	3,385	3,100	2,663	2,386	2,134	1,657	1,601		1,742_	1,519	1,541	-19.4%	-39.7%	53.3%	54.1%		_ <u>-</u> 57 <u>.3</u> %	(514)	(1,089)	(1,826)	(2,026)	(1,796)	(2,036)
Small C&I	136	162	182	I 176 I	¹⁷¹	¹⁷² +	145 +	158	188	187	_ 201	179	148	106 106	169	+ ²⁴⁷	<u> </u>	326 	392	<u>8.8%</u> -	-34.6%	7.1%	40.3%	74.9%	89.5%	_ + 12_	4 (56)	(13)	71	128	154
	27	30	35	41	37	34 _		24	26	29	33	28	18	17	41	<u> </u>	62	86	97	-33.3%	-43.3%	17.1%	9.8%	67.6%	152.9%	_ + (9)	(13)	6	4 _	25	52
Large C&I	11.052	11.737	3	3	1	1	1	1	13,274		11.738			1	6.543	7.106	7.584	7.015	5_	-100.0%	-66.7%	-66.7%	-33.3%	300.0%	400.0%	(3)	(2)	(2)	(1)	3 (5 075)	4
	11,052	11,/3/	13,356	14,086	13,460	13,309	13,/0/	14,107	13,2/4	12,625	11,/38	11,635	10,500	7,403	6,543	7,106	7,584	7,015	7,180	-5.0%	-36.9%	-51.0%	-49.6%	-43.7%	-47.3%	(552)	(4,334)	(6,813)	(6,980)	(5,876)	(6,294)
Current A/R				1		+	+							II		+ . 	·	ŀ 			1-			+	+	_ +	(1	– ! –		<u></u>
Residential	\$30,955,905	\$25,608,882	\$24,214,210	\$28,050,501	\$35,332,063	\$43,437,885	\$36,535,957	\$28,964,608	\$28,844,286	\$35,487,362	\$40,109,691	\$35,265,331	\$31,722,305	\$30,721,872	\$30,670,306	\$30,343,883	\$50,130,186	\$56,510,922	\$41,536,092		20.0%	26.7%	8.2%	41.9%	30.1%	\$766,399	5,112,990	6,456,096	2,293,382	14,798,123 1	1 <u>3,073,037</u> 377,479
Low Income Residential	\$2,576,328	\$2,146,608	\$1,973,847	\$2,095,656	\$2,344,416	\$3,020,792	\$2,653,930	\$2,248,411	\$2,269,251	\$2,/3/,02/	\$3,088,911	\$2,479,572	\$2,232,924	\$2,221,212	\$2,105,180	\$1,948,791	\$3,017,630	\$3,398,2/1	\$2,628,614	-13.3%	3.8%	6./%		28.7%	12.5%	(\$343,404)	80,664	131,333	(146,865)	6/3,214	377,479
Small C&I	\$7,431,596	\$6,556,675	\$5,872,706	\$6,449,981	\$7,156,249	\$7,897,689	\$7,528,843	\$6,451,059	\$6,342,639	\$7,671,336	\$8,364,728	\$7,831,699	\$7,211,184	\$6,907,526	\$5,864,376	\$5,949,302	\$7,991,086	\$9,073,282	\$7,607,765		3.0%			11.7%	14.9%	(\$220,413)	350,851	(8,330)	(500,679)1	834,837	1,175,593
Medium C&I	\$12,767,530 \$15,252,895	\$11,041,174	\$10,810,004	\$11,347,800	\$12,030,738	\$12,527,810	\$12,330,254	\$11,208,640	\$10,567,197	\$12,431,401	\$13,072,104	\$12,927,091	\$11,710,033	\$12,099,491	\$10,000,033	\$11,148,120	\$12,708,487	\$10,258,210	\$12,477,800	17.0%	3.9%	1.3% -	1.8% L	10.2%	29.8% +	(\$1,057,497)	539,835	(144,031)	1.054.010	2.510.605	3,730,400
Large C&I	68,984,255	\$14,598,453 \$60 FE1 701	\$12,504,331	\$14,148,291	\$13,820,719	\$14,040,131	\$15,003,749	\$14,320,014	\$13,951,055	\$14,233,703	\$14,017,021	\$15,238,300	\$12,527,458	\$67,094,449	\$62,803,484	\$15,202,310	\$10,337,324	\$104.104.760	\$10,000,020	-17.9% E 39/	10.89/	13.39/		27.79/	27.4%	(\$2,725,437)	\$6.542.658	933,238	\$2.500.112	\$19.554.509	\$22.664.453
Total Collection Effectiveness	00,304,233	300,331,731	_ \$33,433,736	_ \$02,052,254	370,030,204	361,330,307	3/4,/12,/32	303,133,332	301,374,423	372,300,632	3/3,033,113	3/3,/42,233	303,403,504	307,034,443	302,003,464	304,332,400	350,244,713	3104,134,760	373,803,130		10.826	13.3/6	4.0/8 _			(\$3,380,331)	30,342,038	\$7,307,720	32,300,112	,1 <u>3,334,303</u> 3	22,004,433
Collection Effectiveness Residential	1	63.1%	64 5%	62.2%	68.4%	68.6%	67.5%	66.3%	56.1%	60.4%	63.8%	57.4%	57 1%	52 1%	50.9%	50.1%	54.8%	56.4%	51.7%		-17 3%	-21.0%	-19.4%	-19.9%	-17.8%	- +	-10.9%	-13 5%	-12 0%	-13.6%	-12 2%
Low Income Residential		21 1%	24.5%	21.0%	24.2%	22.5%	21.9%	22.3%	16.9%	19.2%	18 9%	20.9%	17.8%	15.9%	16.9%	16.6%	14.3%	18.6%	19.1%		-24.4%	-30.8%	-20.8%	-40.8%	-17.5%	- +	-5.1%	-7.5%	-4.4%	-9.9%	-3 9%
Small C&I	1	75,6%	76.3%	77.0%	77.0%	79.1%	76.1%	78,0%	71.4%	74.3%	77.3%	74.6%	70,1%	58.7%	62.3%	60.6%	63.1%	64.9%	65.2%		-22,4%	-18.4%	-21.3%	-18.0%	-18.0%	- +	-16.9%	-14.0%	-16.4%	-13.9%	-14.2%
Medium C&I	1	85.6%	88.2%	88.6%	88.7%	89.0%	86.8%	88.7%	82.7%	84.7%	88.1%	86.4%	82.9%	70.0%	77.2%	76.1%	77.8%	79.5%	83.9%		-18.2%	-12.6%	-14.1%	-12.3%	-10.7% I	- +	-15.6%	-11.1%	-12.5%	-10.9%	-9.5%
Large C&I	1	89.5%	92.3%	91.7%	90.8%	94.0%	88.2%	95.0%	90.3%	88.1%	89.3%	91.4%	86.9%	85.5%	88.2%	88.8%	84.3%	84.3%	90.3%	1	-4.5%	-4.3%	-3.1%	-7.2%	-10.4%	- +	-4.0%	-4.0%	-2.9%	-6.5%	-9.8%
Total	1	68.2%	70.1%	67.9%	72.1%	72.4%	69.8%	71.3%	61.8%	64.8%	68.0%	63.8%	62.0%	55.6%	57.4%	56.7%	58.6%	60.0%	59.7%		-18.5%	-18.1%	-16.5%	-18.7%	-17.2%	- +	-12.6%	-12.7%	-11.2%	-13.5%	-12.5%

Footnotes (if necessary)

(1) Summed on billing month rather than calendar month.

(2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.

GAS

Company: Narragansett Electric Company (Electric Business)

Tab:	GAS
Date:	9/26/2020

2019	2020 2019 / 2020 Variance (Percent Change)	2019 / 2020 Variance (Amount Change) Mor Apr May Jun Jul Aug Sep						
#of Customers Apr May Jun July Aug Sep Oct Nov Dec Jun reb	Mar Apr May Jun Jul Aug 9/26/2020 Mar Apr May Jun Jul Aug Sep	Mar Apr May Jun Jul Aug Sep 3,664 4,347 3,994 4,033 3,476 3,476 3,761						
Residential 222,692 222,614 222,273 222,068 221,977 222,043 222,334 222,714 224,268 225,445 225,330 225,922 Low Income Residential 20,348 20,333 20,344 20,299 20,268 20,257 20,248 20,320 20,456 20,531 20,533 20,543 Small C&I 18,657 18,643 18,600 18,512 18,530 18,601 18,889 19,026 19,036 19,131 Medium C&I 5,102 5,104 5,102 5,102 5,102 5,102 5,112 5,151 5,169 5,170 5,182	5,179 5,189 5,190 5,188 5,186 5,084 5,084 1.5% 1.7% 1.8% 1.7% 1.6% -0.4%	227 248 743 780 1,227 876 513 576 500 87 84 (18)						
Large C&I 774 773 771 769 769 768 769 773 779 781 782 783 775 70tal 769 769 768 769 267,532 269,543 779,552 770,555 271,581 760 100 100 100 100 100 100 100 100 100 1	784 784 781 779 777 781 782 1.3% 1.3% 1.3% 1.3% 1.3% 1.7% 272,064 272,734 272,485 272,221 271,937 271,908 271,948 1.7% 2.0% 2.0% 2.0% 2.0%	- 10 - 11 - 10 - 10 - 8 - 13 1 4,491 5,267 5,397 5,448 5,317 5,226						
Residential 39.582 43.164 40.708 39.047 40.653 39.147 38.855 38.524 43.264 41.424 43.218 49.120	52,486	12,904 11,696 11,394 113,986 1 7,941 10,087 1 10						
Medium Ck1	855 1,225 828 876 834 662 634 48.4% 39.0% 17.1% 56.1% 36.1% 17.0% 131 1 111 10 105 1 135 1 191 1 112 99 55.0% 33.6% 4.0% 1 82.4% 119.5% 1 53.4% 1	292 344 121 315 221 96						
Low Income Residential 9,251 9,517 8,320 6,961 6,591 6,512 6,705 6,886 7,428 7,835 8,814 6,975	64,392 68,228 63,792 64,791 60,100 60,484 26,484 123.5% 19.3% 20.7% 32.0% 18.8% 23.5% 20.7	12,252 11,025 10,953 15,722 9,506 11,645 2 2,740 (1,664) (1,414) 3,063 (3,507) (595)						
LOW INCUITE RESIDENTIAL 1,550 1,537 1,531 1,017 1,011 037 1,027 1,030 1,343 1,305 2,012 1,463	1.25	(703)						
Small Cell 1,545 2,488 1,588 1,580 1,520 1,527 1,527 1,519 2,124 1,505 2,224 1,625	575 - 682 - 357 + 456 + 402 + 289 324 60.6% 6.4% - 6.3% - 48.1% - 13.9% + 9.1% + 16.661 17.99 12.8% - 9.4% - 9.4% - 21.4% - 19.8% - 3.4	33 (1) (9) 20 65 6 3,106 (2,477) (1,916) 3,648 (3,890) (586)						
1,002 1,430 1,201 337 700 342 307 023 744 642 1,117 1,003	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	3,557 3,335 559 314 1,253 (730) (533) (502) (378) (168 (57) (20) (20) (20) (20) (20) (20) (20) (20						
Small C81 658 608 937 556 501 555 552 548 481 610 662 685 Medium C81 152 118 212 114 118 120 110 106 93 143 138 136 Large C81 - 17 13 - 35 - 13 - 15 8 10 16 15 26 Total - 10,298 11,402 - 9,143 7,218 - 7,294 - 6,827 - 7,842 - 7,881 - 9,591 - 10,795	208 341 188 135 131 99 71 368% 189 0% 11.3% 18.4% 11.0% 17.5% 31 32 33 24 10 82.4% 276.9% 42.9% 19.1% 37.5% 84.6%	36 223 (24) 21 33 (24) 21 13 (21) 13 (21) 13 (21) 14 14 15 15 15 15 15 15 15 15 15 15 15 15 15						
Small C&l	- 13.728	3.430 4.039 3 1.62 1.220						
Low Income Residential 5,631 6,170 5,648 4,987 4,880 5,113 5,171 5,163 5,339 5,424 5,585 4,425 5,801 5,401 5,101 5,014 5,101 5,014 5,0	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	- \(\frac{1,125}{215}\) - \(\frac{1,269}{215}\) - \(\frac{1,269}{215}\) - \(\frac{1}{215}\) - \(\frac{619}{215}\) - \(\frac{1}{215}\) - \(\frac{619}{215}\) - \(\frac{1}{215}\) - \(\fra						
Total 17,637 19,532 20,715 22,907 23,742 24,078 24,109 23,293 23,215 23,040 23,067 21,254	23,353 28,995 33,581 34,819 35,918 37,265 36,008 32.4% 48.4% 62.1% 52.0% 51.3% 54.8%							
Residential \$7,200,859 \$7,610,014 \$5,193,594 \$3,077,456 \$2,539,827 \$1,773,304 \$1,692,229 \$1,663,539 \$2,297,457 \$2,963,299 \$5,066,087 \$7,519,310	\$8,003.626 \$7,558,729 \$6,228.666 \$7,550,4744 \$2,412.490 \$2,104.214 \$2,052.523 \$11.1% \$4.07% \$19.9% \$75.7% \$5.0% \$18.7% \$5.994.55 \$1,09.718 \$5.994.55 \$1,09.718 \$5.94.687 \$201.491 \$181.741 \$176,435 \$2.50.403 \$42.4% \$1.09.718 \$2.50.403 \$44.685 \$201.491 \$181.741 \$176,435 \$2.50.403 \$2.3% \$2.5.8% \$81.75.746 \$1.09.718 \$5.00.94 \$5.00.94 \$5.00.94 \$5.00.94 \$5.00.94 \$5.00.94 \$1.00	\$802,767						
Low Income Residential S1,725,646 S1,706,637 S1,159,703 \$600,477 \$438,602 \$303,780 \$289,911 \$309,782 \$473,187 \$638,141 \$1,082,245 \$1,067,624 \$788,063 \$838,851 \$472,799 \$240,877 \$200,856 \$147,483 \$176,237 \$145,582 \$203,832 \$277,292 \$472,861 \$718,306 \$836,450 \$306,671 \$608,277 \$333,745 \$334,711 \$230,159 \$222,355 \$272,219 \$377,976 \$471,539 \$509,908 \$716,930 \$471,831 \$169,031 \$499,433 \$195,039 \$284,632 \$197,461 \$251,722 \$150,272 \$256,207 \$351,734 \$530,686 \$564,088 \$664,08	S819_108 S1_175_746 S653_197 S577_265 S353_440 S259_508 S280_501 -6.5% 26.3% 7.4% 54.5% 5.6% 12.8% -6.5% 2.2% 188.7% 7.4% 54.5% 5.6% 12.8% -7.4% 54.5% 5.6% 12.8% -7.4% 54.5% -7.4% 54.5% -7.4% 54.5% -7.4% -7	157,241 245,075 44,920 203,520 15,729 29,349						
Residential \$2,996,408 \$3,711,976 \$3,965,360 \$2,881,559 \$1,910,007 \$1,357,194 \$1,016,668 \$986,993 \$998,225 \$1,00,072 \$1,989,320 \$3,286,198	25,107,250 25,707,350 27,050,475 24,125,726 25,121,1208 25,1	\$1.435.455 1.570.420 0.471.25 1.410.951 1.200.402 410.223						
Low Income Residential S1,266,857 S1,451,773 S1,274,148 S811,629 S496,825 S333,540 S256,252 S248,650 S284,052 S363,522 S603,425 S779,664 Small C&l S159,921 S231,169 S276,574 S165,024 S95,669 S80,999 S7,669 S87,657 S87,657 S87,657 S102,822 S160,122 S160,122 S147,770 S100,384 S122,770 S99,987 S123,554 S72,373 S70,317 S71,962 S167,860 S172,879 S4697,481 S5,815,794 S6,182,074 S4,139,926 S2,759,681 S1,991,521 S1,544,350 S1,495,048 S1,528,239 S1,727,569 S3,175,219 S4,577,899 S4,	\$883,399 \$883,778 \$743,194 \$683,824 \$573,541 \$314,381 \$226,585 -30.3% -40.8% -41.7% -15.7% 15.4% -5.7% \$283,598 \$583,521 \$47,1388 \$328,360 \$222,384 \$118,846 \$93,639 77.3% 152.4% 70.4% 99.0% 132.5% -46.7% \$260,105 \$492,772 \$430,998 \$333,682 \$267,272 \$147,788 \$5128,885 51.7% 89.0% 35.4% 87.3% 98.9% 17.5%	(323.676) (352.352) (350.334) (127.363) (70.715) (37.847)						
Large C&I 5102,822 \$160,122 \$347,770 \$100,384 \$122,770 \$99,987 \$123,554 \$72,373 \$70,317 \$71,962 \$167,860 \$170,875 Total \$4,697,481 \$5,815,794 \$6,182,074 \$4,139,926 \$2,759,681 \$1,991,521 \$1,544,350 \$1,495,048 \$1,528,239 \$1,227,569 \$3,175,219 \$4,572,899 \$6 Arrears 90>	\$214,437 \$481,786 \$282,599 \$279,187 \$463,753 \$209,707 \$125,812 108.6% 200.9% 18.7% 178.1% 277.7% 123.1% 56,064,412 \$7,699,263 \$6,840,674 \$5,923,473 \$4,827,450 \$2,558,138 \$2,011,093 29.1% 32.4% 10.7% 43.1% 74.9% 265.5% 2	\$88.633						
Residential \$6,813,963 \$7,830,917 \$9,003,338 \$10,699,689 \$11,504,375 \$11,636,276 \$11,446,613 \$11,010,707 \$10,909,682 \$10,846,954 \$10,882,050 \$11,236,484 \$10,000 \$12,000 \$13,0	\$12,570,628 \$15,268,224 \$17,994,982 \$19,733,248 \$21,409,223 \$22,773,142 \$22,454,090 \$84.5% \$95.0% \$99.0% \$84.4% \$61.1% \$95.7% \$4.47,983 \$4.496,396 \$5,5175,773 \$5,507,805 \$6,169,330 \$6,323,099 \$6,019,572 \$3.9% \$0.6% \$3.4% \$18.4% \$4.1% \$31.8%	\$5,756,665 7,437,307 8,991,644 9,033,559 9,904,848 11,136,866 516,858 30,026 168,619 856,008 1,568,417 1,527,149 530,013 46,7075 703,994 772,755 557,749 31,24,65						
Small C& S145,300 S181,652 S241,835 S293,428 S306,768 S279,812 S276,551 S267,417 S283,727 S263,415 S261,213 S399,245 Medium C& S480,032 S513,823 S543,656 S572,224 S598,724 S587,846 S610,653 S610,553 S611,04 S665,595 S665,595 S669,433 S680,032 S513,832 S583,435	\$684.269 \$871.532 \$1.047.645 \$1,155.007 \$1.076.188 \$1.006.746 \$924,360 42.5% \$68.3% \$92.7% \$10.12% \$79.7% \$71.3% \$149.340 \$249.777 \$326.150 \$414.869 \$575,777 \$758.338 \$771,637 \$110.1% \$179.9% \$176.0% \$267.0% \$348.1% \$375.0%	\$204,237 353,709 503,980 \$80,083 477,464 418,900 578,250 160,540 207,975 301,825 447,288 598,688						
STOLIA Arears ST0.1.230 S19.152.907 S18.162.292 S16.688.703 S15.954.210 S14.755.210 S14.755.510	34,5451,542 341,575,657 343,575,657 341,575,657 341,575,657 351,113,402 351,11	\$5,756,665						
Low Income Residential \$7,309,628 \$8,076,780 \$7,432,005 \$6,063,902 \$5,536,340 \$5,433,270 \$5,336,850 \$5,399,200 \$5,667,046 \$5,884,502 \$6,723,390 \$6,083,895 \$8,083,895 \$8,083,293 \$6,0	So.535.842	1,27,4,201 1,1,00,303 1,07,0,501 1,1,00,303 1,1,07,350 1,1,00,350 1,1						
Large C&I 5592,014 \$949,762 \$965,381 \$408,466 \$535,891 \$451,098 \$555,225 \$422,408 \$572,077 \$672,536 \$944,605 \$989,627 Total \$27,494,111 \$31,140,370 \$29,021,049 \$24,958,400 \$23,697,577 \$22,103,244 \$21,541,268 \$20,972,832 \$22,103,772 \$23,337,118 \$27,933,492 \$31,916,160 Billed Sales kWh or therms	\$1,325_233 \$1,771_656 \$1,097_298 \$1,257_216 \$1,897_396 \$1,349_431 \$1,221_946 123_9% 86.5% 13.7% 207.8% 254_2% 199.1% \$36_124_942 \$41,443_959 \$41,038,430 \$41,455_062 \$39,372_242 \$37,804_596 \$36_208_854 31.4% 33.1% 41.4% 66.1% 66.1% 71.0%	\$6,030,032 \$12,017,381 \$10,450,002 \$13,074,003 \$13,701,332						
Residential 30,225,629 19,638,877 12,126,830 6,511,837 3,918,039 3,691,457 3,828,362 5,200,410 11,944,691 24,900,111 32,681,622 26,891,596	24,525,004 19,615,784 15,561,691 62,328 34,761,986 3,785,797 N/A -18,9% 0.1% 28,3% -4.5% 6,6% 2,6% 7 2,751,811 1,1905,659 1,520,926 1,623,88 1,427,510 1,393,576 1,074 3,075	(5,700,625) ¹ (523,093) ¹ 53,434,861 ¹ (5294,750) ¹ 5258,947 ¹ 594,340 ¹ [515,930] \$40,1221 \$342,0321 (\$45,233) \$8,0831 (\$9,504) (1,107,449) \$(568,799) \$240,274 (\$92,837) \$(551,051) \$(52,869) \$(1,603,882) \$(51,013,731) \$(595,069) \$(584,634) \$(518,203) \$(512,618)						
Small C&l	7.447.785	(1,603,882) [\$1,018,781] (\$95,090) [\$545,014) [\$182,003] [\$12,618) (\$183,003) [\$12,618) (\$18,003) [\$18,672] [\$647,121] [\$282,063] (\$586,592) (\$10,321,467]] [\$22,41,461] [\$2,007,749] [\$1,615,174] [\$221,048] [\$70,749] [\$1,615,174]						
Billed Total Revenue \$								
Billed Total Revenue \$ Residential \$35,010,855 \$25,373,381 \$18,235,807 \$11,664,183 \$10,271,171 \$9,375,011 \$9,776,533 \$13,100,900 \$17,644,831 \$31,544,477 \$41,216,780 \$32,296,773 \$10,000,000,000,000 \$1,981,260 \$1,981,260 \$1,981,260 \$1,259,002 \$823,287 \$586,925 \$503,591 \$3540,884 \$767,284 \$1,169,352 \$1,991,161 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,2386,867 \$1,917,842 \$1,911,61 \$1,911,61 \$1,	51.58.880 51.297.533 5979.342 5553.841 5.498.709 5397.989 5435.257 - 64.48 - 34.5% 22.28 - 32.78 - 31.08 - 21.	[\$3,037,299] \$1,540,975 \$5,148,825 [\$20,126] \$768,172 [\$348,255] [\$2,2465,800] [\$683,756] [\$279,660] [\$269,446] [\$88,216] [\$105,602] [\$893,466] [\$168,465] \$461,362 [\$24,406] [\$709] \$41,739 [\$1,439,568] [\$983,040] [\$29,461] \$43,482 \$875,983 [\$139,954]						
Large C81	\$5,711.672 \$4,662,598 \$3,869,397 \$2,694,414 \$3,205,048 \$1,970,500 \$2,833,917 \$-20.1% \$1.74% \$-0.8% \$1.6% \$37.7% \$-6.6% \$1.5% \$2,503,2683 \$4,125,936 \$3,845,959 \$3,359,672 \$2,666,136 \$2,560,864 \$2,407,858 \$1.3% \$-6.1% \$4.7% \$27.2% \$3.2% \$13.6% \$13,446,080 \$19,574,682 \$1,5023,190 \$14,730,919 \$14.0% \$1.44% \$16.6% \$1.9% \$9.7% \$1.6% \$1.9% \$1.9% \$1.6% \$1.9% \$1.6% \$1.9% \$1.6% \$1.9% \$1.6% \$1.9% \$1.6% \$1.9% \$1.6% \$1.9% \$1.6% \$1.9% \$1.9% \$1.9% \$1.6% \$1.9% \$	[564_112] (5269_246) [5368_302] 5717_864 581_533 5306_009 [57.891_117] (5263_532] \$4_932_765 \$360_004 51_637_762 (5246_063) \$1 \$1_637_762 \$1_65						
Residential								
Large C&I S5_096_795								
Total Total Revenue Billed \$ (Line 11 + Line 12) Residential \$35,010,855 \ \$25,373,381 \ \$18,235,807 \ \$11,664,183 \ \$10,271,171 \ \$9,375,011 \ \$9,776,353 \ \$13,100,990 \ \$17,644,831 \ \$31,544,477 \ \$41,236,780 \ \$32,296,773 \ \$10 \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\$31,973,555 \$26,914,357 \$23,384,632 \$11,644,057 \$11,039,343 \$9,241,523 \$8,203,395 8.7% 6.1% 28.2% -0.2% 7.5% -1.4% -0.5% -1.4% -0.5% -1.4% -0.5% -	[\$3,037,299]] 1,540,975] 5,148,825] (20,126) 768,172 (133,486) (52,486,580) (683,756) 779,6600 726,4460 789,746 710,9310						
Total Revenue Billed \$ (Line 11 + Line 12) Residential \$335,010,855 \$25,373,381 \$18,235,807 \$11,664,183 \$10,271,171 \$9,375,011 \$9,776,323 \$13,100,990 \$17,644,831 \$31,544,477 \$41,236,780 \$32,296,773 \$1,000,090 \$17,644,831 \$31,544,477 \$41,236,780 \$32,296,773 \$1,000,090 \$17,644,831 \$31,544,477 \$41,236,780 \$32,296,773 \$1,000,090 \$17,644,831 \$1,91,161 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,386,867 \$1,91,164 \$2,21,164 \$1,91,164	54,245,89 53,223,618 52,523,667 51,194,096 51,165,446 51,099,290 5850,492 -17,4% 5.0% 22,4% -2,00% -0,1% 7,2% -5,711,672 54,662,598 53,869,397 52,694,414 53,205,048 52,044,997 52,833,917 -20,18 -17,4% 5.0% 52,464,414 53,205,048 52,044,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,044,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,04,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,04,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,04,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,04,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,04,997 52,833,917 -20,18 -17,4% 5.0% 52,4% 52,04,997 52,833,917 52,14% 52,04,997 52,833,917 52,14% 52,04,997 52,833,917 52,14% 52,04,997 52,833,917 52,04,997 52,04,99	(\$893,466) (168,465) 461,363 (24,406) (799) 73,948 (54,439,658) (983,040) (29,461) (43,482) 875,983 (65,457)						
1921 1920	S31,973,555 S26,914,357 S23,384,632 S11,644,057 S11,039,343 S9,241,523 S8,203,295 S8,781 G1 1% S2,82% O.2% O.2% O.5% O.14% S1,358,880 S1,297,533 S9,293,42 S553,841 S498,209 S403,280 S435,257 G4 4% O.45	1203,444 1203,490 1203,444 1203						
Total \$56,213,796 \$40,787,574 \$29,670,522 \$19,085,676 \$16,936,919 \$15,269,253 \$15,928,705 \$20,707,940 \$28,402,927 \$48,878,505 \$62,162,284 \$50,330,835 \$62,162,284 \$50,330,835 \$62,162,284 \$10,000 \$10,	\$32,809,496 \$27,018,896 \$23,46,38,018 \$19,446,800 \$18,574,682 \$15,419,272 \$14,730,919 \$14.0% \$1.4.0% \$1.4.0% \$1.6.0% \$1.9% \$9.7% \$1.0% \$1.	[55,270,771] (5,038,154] 477,179 3,163,350 (146,600) (639,283) (531,2864) (1,764,686) (457,329) (1,452,269) (538,320) (104,681) (1,680,2743) (1,546,358) (56,111) 366,997 (1,357) 26,971						
Medium C&I \$7,250,633 \$6,679,212 \$5,376,710 \$3,311,700 \$2,619,690 \$5,247,380 \$1,988,718 \$2,434,946 \$2,361,970 \$4,233,005 \$6,338,231 \$5,867,968 \$1,984,507 \$3,803,117 \$4,943,783 \$5,258,266 \$7,001 \$1,832,766 \$2,841,882 \$1,984,507 \$3,803,117 \$4,943,783 \$5,258,266 \$1,001,500 \$1,832,766 \$1,832,	56.152.803 54.269.376 54.731.682 53.414.896 52.423.654 52.131.642 51.861.469 -15.18 -36.1% -12.0% -3.18 -7.5% -9.2% -6.0% -3.18 -7.5% -9.2% -3.18 -7.5% -9.2% -3.18 -7.5% -3.18 -7.5% -9.2% -3.18 -7.5% -3.18 -7.5% -9.2% -3.18 -7.5% -3.2%	(51,097,830) (2,409,837) (645,028) 103,196 (196,035) (215,747) (5340,282) (1,144,556) 575,046 170,015 438,104 (71,466) (55,224,490) (511,903,591) (5106,243) 52,350,290 (5444,208) (51,004,206)						
Revenue (Payments) Received Residential 185,198 185,039 189,379 171,162 194,813 188,339 183,726 205,501 183,651 206,003 210,961 195,069 Low Income Residential 15,994 22,455 18,968 23,829 70,977 17,777 17,777 18,774 18,774 16,967 18,880 21,7961 195,069	209,156 196,489 194,099 202,340 203,429 197,356 172,598 12.9% 2.5% 2.5% 2.5% 3.6% 3.6% 3.6% 3.6% 3.6% 3.6% 3.6% 3.6	23,958 11,450 4,720 31,178 8,616 9,017 7,611 (1,711) 3,906 4,889 (1,684) (1,684)						
Small C&I 16,683 16,589 18,041 15,542 17,534 17,422 16,048 18,739 15,825 18,222 24,889 17,758 Medium C&I	$\begin{array}{ c c c c c c c c c c c c c c c c c c c$	1,1557 1 (1,178) (748) 2,172 1 854 1 678 1 299 1 747] 310) 415 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1						
Total 223,789 229,915 232,942 216,098 239,633 229,862 222,907 250,074 221,730 249,732 265,789 253,323 Difference Between Billed and Received Revenue (Line 13 - Line 14)	257,277 237,577 240,486 244,903 247,279 239,486 212,995 15.0% 3.3% 3.2% 13.3% 3.2% 4.2%	58 (152) (24) (71) 3 (54) (54) (73) 3 (54) (73) (74) (74) (75) (75) (75) (75) (75) (75) (75) (75						
Residential (\$1,169,413) (\$6,633,602) (\$4,159,627) (\$2,582,219) (\$1,445,943) (\$239,913) (\$1,810,928 \$5,291,622 \$9,147,982 \$8,933,644 \$808,744 \$0.00	\$283,941 \$1,145,540 \$1985,756 \$7,443,103 \$13,667,447 \$(557,782) \$(204,010) \$28.5% \$98.4% \$32.9% \$75.5% \$35.4% \$60.5% \$9.00% \$9.78.37 \$83.7% \$9.7% \$89.7% \$90.0% \$9.78.37 \$13.7% \$77.9% \$90.7% \$89.7% \$90.0% \$9.78.37 \$134.3% \$134	\$353,472 65,79,129 4,671,647 (3,183,476) 914,772 874,161 (52,143,777) 1,080,930 177,669 1,183,822 450,103 25,929 (590,24) 1,377,893 517,474 (351,403) 648 93,769						
Total 223,789 229,915 232,942 216,098 239,633 229,652 222,907 250,074 221,730 249,732 255,789 253,333 Difference Between Billed and Received Revenue [Line 3]. Line 14] Residential [\$1,169,413] (\$6,683,669] (\$5,683,402) (\$4,159,627) (\$2,582,219) (\$1,445,943) (\$73,031,131] \$1,810,928 \$5,291,622 \$9,147,982 \$8,933,644 \$808,744 \$1.0wincome Residential \$2,424,415 \$70,208,33 \$228,029 \$1,5304,652 \$1,5304,65	\$\(\) \(\	(\$341,828 1,426,797 615,567 (146,678 1,073,018 241,182						
Customer on Arreariage Mignit/Forgiveness Plans 1AMP! 261 282 321 312 304 313 222 284 259 235 225 223 204 Residential 262 285 223 204	195 187 161 131 98 77 66 -25.3% -33.7% -49.8% -58.0% -67.8% -75.4% 764 760 715 668 652 536 499 17.0% 0.3% -29.4% -47.1% -43.7% -54.3%	[65] [65] [160] [181] [206] [236] [111] [25] [25] [25] [25] [25] [25]						
Low Income Residential								

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Medium C&I	4		I	.		L l	ɹ	L J						L l		L	L	l	J	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	_ 1 0	ſ	<u>∪ 0</u> ।	0	0 _	º L !
Large C&I	1						4													0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0	^	0	0	0	0
Total	914	1,040	1,334	1,461	1,463	1,485	1,400	1,338	1,219	1,113	1,049	992	959	947	876	739	750	613	565	4.9%	-8.9%	-34.3%	-49.4%	-48.7%	0.0% -58.7%	45	(9*	3) (458)	(722)	(713)	(872)
Customers Disconnected for Non-Payment			!				!									<u>' </u>		!	!	J ' _					!			_!			
Residential	1	50	36	134	62	120	153	60	1			17	15	$\square \square \square \square$ i				i	ı	1400.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	14	(5)	0) (36)	(134)	(62)	(120)
Low Income Residential	3	13	14	32	13	37	38	35				3	2							-33.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	(1	1) (1	3) (14)	(32)	(13)	(37)
Small C&I	19	10		6		5		3	10	4	<u> </u>	10	4						,	-78.9%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	(15	رة (1/	0) (1)	(6)	(3)	(5)
Medium C&I	4	3				$\Gamma = 1$	γ	r — — ¬	. – – – –			3		r		r – – – -	r – – – :	r – – –	1	-100.0%	-100.0%	-100.0%	0.0%	0.0%	-100.0%	- T (4	4) = = (3) (1)			(1)
Large C&I	1			'ı ı	1	ï	ï	i	. – – – –			1		i		i	T — — — :	i	i	0.0%	0.0%	0.0%	0.0%	-100.0%	0.0%	- T0	7 7			(1)	
Total	27	76	52	172	79	163	193	98		- 6	6	34	21							-22.2%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	- T (e	ó) (7 ⁻	5) (52)	(172)	(79)	(163)
Customers on Payment Plans																	T														·
Residential	4,871	5,617	6,513	6,784	6,595	6,311	5,977	5,519	4,639	4,496	4,299	4,878	4,677	3,358	2,929	3,220	3,412	2,984	2,910	-4.0%	-40.2%	-55.0%	-52.5%	-48.3%	-52.7% T	(194	4) (2,25	(3,584)	(3,564)	(3,183)	(3,327)
Low Income Residential	1,334	1,474	1,843	1,783	1,614	1,627	1,643	1,705	1,554	1,454	1,267	858	767	592	606	654	723	644	606	-42.5%	-59.8%	-67.1%	-63.3%	-55.2%	-60.4%	(567	/) (88	2) (1,237)	(1,129)	(891)	(983)
Small C&I	54	57	68	65	56	46	29	29	40	43	48	46	34	39	82	108	126	109	144	-37.0%	-31.6%	20.6%	66.2%	125.0%	137.0%	(20	J) (1'	3) 14	43	70	63
Medium C&I	10	11	11	15	18		20	15	14	16	19	14	13		21	23		37	44	30.0%	9.1%	90.9%	53.3%	83.3%	85.0%	- T ₃	7 ;	10		15	₁₇
Large C&I	1		,			$\Gamma = 1$	γ	r – – – 7	. – – – –		₁	1				r ₂ -	r = = -,	Y — — — ₅	1 8	100.0%	300.0%	0.0%	100.0%	600.0%	400.0%	- T ₁	7 ;	3 2		- 6	4
Total	6,270	7,160	8,435	8,648	8,284	8,005	7,669	7,268	6,247	6,010	5,634	5,797	5,493	4,005	3,640	4,007	4,301	3,779	3,712	-12.4%	-44.1%	-56.8%	-53.7%	-48.1%	-52.8%	(777	/) (3,15	5) (4,795)	(4,641)	(3,983)	(4,226)
Current A/R																															
Residential	\$24,536,142	\$16,363,974	\$11,393,203	\$8,401,747	\$5,978,197	\$6,514,759	\$7,000,644	\$7,896,146	\$14,472,878	\$21,135,053	\$26,094,909	\$25,886,538	\$20,420,361	\$18,201,596	\$15,280,691	\$7,853,388	\$6,998,390	\$6,772,026	\$6,463,279	-16.8%	11.2%	34.1%	-6.5%	17.1%	3.9%	(\$4,115,780	J) 1,837,6°	2 3,887,488	(548,359)	1,020,193	257,267
Low Income Residential	\$3,493,717	\$1,573,701	\$967,014	\$575,532	\$373,305	\$399,484	\$443,889	\$565,131	\$927,007	\$1,486,557	\$1,961,164	\$1,312,359	\$1,109,048	\$1,009,276	\$801,553	\$424,558	\$365,336	\$342,016	\$385,246	-68.3%	-35.9%	-17.1%	-26.2%	-2.1%	-14.4%	(\$2,384,668	3) (564,42	(165,461)	(150,974)	(7,969)	(57,468)
Small C&I	\$3,663,163	\$2,244,719	\$1,325,301	\$857,290	\$648,863	\$685,487	\$697,801	\$806,551	\$1,814,799	\$3,097,114	\$3,727,656	\$3,747,473	\$2,882,196	\$2,416,192	\$1,614,758	\$799,257	\$684,502	\$708,602	\$654,284	-21.3%	7.6%	21.8%	-6.8%	5.5%	3.4%	(\$780,967	/) 171,4	3 289,457	(58,033)	35,639	23,115
Medium C&I	\$4,907,926	\$3,551,606	\$2,446,533	\$1,789,006	\$1,441,078	\$1,324,570	\$1,569,761	\$1,757,928	\$2,735,596	\$4,142,713	\$4,618,656	\$4,489,686	\$3,703,538	\$3,600,527	\$2,597,682	\$1,619,086	\$1,330,770	\$1,433,212	\$1,276,883	-24.5%	1.4%	6.2%	-9.5%	-7.7%	8.2%	(\$1,204,388	48,9	1 151,149	(169,920)	(110,308)	108,642
Large C&I	\$2,636,702	\$2,236,176	\$1,531,388	\$1,366,618	\$1,516,664	\$844,734	\$1,203,357	\$1,237,119	\$1,965,837	\$3,192,934	\$3,251,478	\$2,631,929	\$2,559,201	\$3,418,983	\$2,162,061	\$1,924,961	\$938,294	\$1,624,483	\$1,470,047	-2.9%	52.9%	41.2%	40.9%	-38.1%	92.3%	(\$77,501	1,182,80	7 630,673	558,343	(578,370)	779,749
Total	39 <u>,</u> 237 <u>,</u> 650	\$25,970,176	\$17,663,440	\$12,990,192	\$9,958,107	\$9,769,034	\$10,915,452	\$12,262,875	\$21,916,116	\$33,054,371	\$39,653,862	\$38,067,987	\$30,674,345	\$28,646,574	\$22,456,745	\$12,621,250	\$10,317,292	\$10,880,339	\$10,249,739	-21.8%	10.3%	27.1%	-2.8%	3.6%	11.4%	(\$8,563,305	5) \$2,676,39	9 \$4,793,305	(\$368,942)	\$359,185	\$1,111,305
Collection Effectiveness			ı — — —			i	i	i								i			ı — — — —	1										التكلية	المستحدد المستعدد
Residential	1	62.1%	57.1%	6 49.2%	45.6%	40.4%	41.2%	48.2%	42.6%	61.9%	65.0%	56.3%	58.0%	48.1%	46.5%	38.9%	34.4%	27.2%	26.2%		-22.6%	-18.7%	-20.9%	-24.7%	-32.8%	- T	-14.09	-10.7%	-10.3%	-11.3%	-13.3%
Low Income Residential	1	28.0%	25.2%	6 29.9%	19.2%	9.7%	9.0%	10.7%	8.7%	17.1%	13.8%	34.5%	16.9%	13.8%	15.4%	9.7%	4.6%	8.0%	10.9%	1	-50.8%	-39.0%	-67.5%	-76.1%	-17.5%		-14.29	-9.9%	-20.2%	-14.6%	-1.7%
Small C&I] [[[]	78.7%	76.6%	6 73.9%	70.9%	68.1%	67.7%	72.5%	77.6%	84.3%	81.7%	78.7%	73.7%	56.5%	64.5%	54.2%	49.3%	43.8%	49.4%		-28.2%	-15.8%	-26.6%	-30.5%	-35.7%		-22.19	-12.1%	-19.6%	-21.6%	-24.3%
Medium C&I]	80.0%	78.1%	6 76.8%	71.9%	71.4%	68.3%	72.0%	67.9%	76.6%	83.4%	79.5%	78.0%	61.1%	71.2%	64.3%	69.5%	61.1%	69.7%		-23.6%	-8.8%	-16.2%	-3.4%	-14.3%		-18.99	-6.9%	-12.5%	-2.4%	-10.2%
Large C&I	1	82.4%	83.6%	6 89.2%	81.2%	87.0%	77.0%	86.6%	80.1%	84.6%	85.3%	85.2%	78.3%	61.4%	84.0%	73.2%	61.3%	64.9%	68.8%	1	-25.4%	0.6%	-17.9%	-24.4%	-25.4%	- T	-21.09	0.5%	-16.0%	-19.8%	-22.1%
Total]	61.8%	58.0%	6 52.7%	47.3%	43.6%	41.6%	48.7%	44.4%	61.0%	64.6%	60.0%	58.8%	47.1%	50.1%	41.0%	36.8%	30.3%	31.9%		-23.8%	-13.6%	-22.1%	-22.0%	-30.5%	<u> </u>	-14.7	% -7.9%	-11.7%	-10.4%	-13.3%

Footnotes (if necessary)

(1) Summed on billing month rather than calendar month.

(2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.

 Company:
 Narragansett Electric Company (Electric Business)

 Tab:
 COMBINED

Date: 9/26/2020

	2:	019	2020	2019 / 2020 Variance (Percent Change)	2019 / 2020 Variance (Amount Change)
# of Customers	Mar Apr May Jun July Aug	Sep Oct Nov Dec Jan Feb	Mar Apr May Jun Jul Aug <mark>9/26/2020</mark>	Mar Apr May Jun Jul Aug Sep	Mar Apr May Jun Jul Aug Sep
Residential	625,131 625,274 624,582 624,195 624,379 624,580	1 625,333	633,812 635,406 634,411 634,468 1633,525 635,109 635,257 635,109 635,257 635,109 635,257 71,624 71,858 71,815 71,749 71,765 71,765 71,828 71,8		8,681 10,132 9,829 10,273 1 9,146 1 10,529
Low Income Residential	54,078	$+ - \frac{53,961}{70,021} + - \frac{54,079}{70,182} + - \frac{54,330}{70,718} + - \frac{54,480}{71,096} + - \frac{54,485}{71,174} + - \frac{54,544}{71,457}$	- 54,569 - 54,579 - 55,330 - 55,270 - 55,948 - 54,632 - 54,540 71,624 - 71,858 - 71,815 - 71,749 - 71,765 - 71,828 - 71,843	$ \frac{0.9\%}{2.9\%} \frac{1.0\%}{3.1\%} \frac{2.4\%}{3.1\%} \frac{2.4\%}{2.9\%} \frac{3.7\%}{2.8\%}+\frac{1.3\%}{2.8\%}+$	
Small C&I Medium C&I Large C&I Total	13,174 1 13,182 1 13,181 1 13,195 1 13,210 1 13,212 1 1,815 1 1,816 1 1,816 1 1,815 1 1,816 1 1,815 1	13,236 1 13,250 1 13,294 1 13,331 1 13,335 1 13,367 1 13,	13,374 13,390 13,389 13,373 13,375 13,269 13,229 1,838 1,1,840 1,836 1,834 1,834 1,829 1,832 1,832	1.5% 1.6% 1.6% 1.3% 1.2% 0.4% 0.4% 1.2% 0.8% 0.9% 0.9% 1.2% 1.	- 1,293 - 2,191 - 2,133 - 1,296 - 1,276 - 1,296
Total	763,828 763,995 763,318 762,940 763,155 763,446	764,369 765,491 769,117 772,191 772,126 773,770	775,217 777,073 776,781 776,694 776,442 776,670 776,701	1.5% 1.7% 1.8% 1.8% 1.7% 1.7%	11,389 13,078 13,463 13,754 13,287 13,224
rof Customers w/ Arrears Residential Low Income Residential Small C&I Medium C&I Large C&I Total Total	100,734 108,379 102,252 1 99,177 106,144 106,559 22,859 23,424 21,530 20,069 20,012 20,012 20,159	110,434 1 110,647 123,009 116,886 116,414 128,082	135,084 140,317 132,482 135,294 125,973 132,481 139,627		34,350 31,938 30,230 36,117 19,829 25,922
Low Income Residential		[21,174	22,088 22,103 20,961 21,139 20,905 21,285 21,516	-3.4% -5.6% -2.6% 5.3% 4.5% 5.6% 5.4% 31.8% 13.6% 41.5% 3.0% 10.8%	[771] (1,321) [569] 1,070 893 1 1,126 550 4,010 480 2,079
Medium C&I		+ - 1,837 + - 1,627 + - 2,080 - 2,124 - 1,855 - 1,929	- 13,515 - 10,646 - 13,655 - 13,656 - 12,755 - 12,556 - 1,847 - 1,838	35.4% 31.5% 41.5% 3.5% + - 10.5% +	34,330 36,171 15,627 52,922 52
Large C&I	10,373	T 214 T 180 7 218 257 228 1 196 T 146,141 1 144,431 1 161,334 1 155,352 1 155,093 1 164,781	2.668	58.3% 33.1% 33.9% 55.9% 36.6% 37.3% 29.5% 24.3% 22.7% 32.2% 15.3% 21.2%	98 81 9 95 83 66 40,036 35,617 31,496 41,993 21,487 29,427
# Arrears 30-60	50.764 - 54.685 - 46.532 - 42.717 - 51.718 - 51.339	+ - 54 239 + - 51 384 + - 57 711 + - 51 536 + - 48 683 + - 61 753	58 977 51 732 42 043 48 534 40 690 47 747 53 055	16.2% 5.4% 9.6% 13.6%	8,208 (2,953) (4,489 5,817 (11,028 (3,592)
# Arrears 30-60 Residential Low Income Residential Small C&I Medium C&I Large C&I Total # Arrears 60-90 Residential Low Income Residential Small C&I Medium C&I Large C&I Total Medium C&I Large C&I Total Total Total Total	5,033 5,160 4,455 4,011 4,591 4,660	T 5,300 T 4,838 T 4,899 T 4,950 T 5,059 T 4,820			(854) (1,261) (1,088) (229) (1,418) (737)
Medium C&I	5,941 8,190 7,424 4,794 7,645 5,684 987 1,550 1,262 882 1,215 968		9,536 7,281 5,333 5,685 5,294 5,549 5,549 5,299 7,009 1,012 1,143 1,015 877 1,009	60.5% -11.1% -28.2% 18.6% -30.8% -2.4% 67.9% 10.3% -19.8% 29.6% -16.5% -9.4%	3,595 (909)
Large C&I	110 189 151 115 162 113 62.764 52.835 69.774 59.874 52.519 65.331 62.764	151 122 163 198 153 133 134 155 155 155 155 155 155 155 155 155 15	193 204 131 153 187 134 118 74 537 64 826 51 886 59 297 50 359 58 230 63 926	75.5% 7.9% -13.2% 33.0% 15.4% 18.6% -18.6% -7.1% 13.3% 12.9% -7.29% 7.77%	83 15 (20) 38 25 21 11 702 (4 948) (7 938) 6 778 (14 977) (4 534)
# Arrears 60-90					
Low Income Residential	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$+ - \frac{18,637}{2,415} + - \frac{21,749}{3,085} + - \frac{22,789}{3,071} - \frac{20,774}{2,965} - \frac{21,861}{3,243} - \frac{22,136}{3,004}$	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	$\begin{array}{ c c c c c c c c c c c c c c c c c c c$	9,887 9,402 2,717 978 2,699 (1,385) (268) (582) (593) (397) (210) (319)
Small C&I	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	1 2,297 2,300 2,300 2,174 2,365 2,595 2,237 354 330 326 365 394 312		32.3%	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$
Large C&I	$-\frac{32}{2500} - \frac{27}{2500} - \frac{47}{2500} - \frac{35}{2500} - \frac{34}{2500} - \frac{30}{2500} - \frac{30}{2500} + \frac{30}{2500} +$	$+$ $ \frac{26}{3770}$ $+$ $ \frac{28}{3770}$ $+$ $ \frac{24}{3770}$ $+$ $ \frac{29}{3770}$ $+$ $ \frac{37}{3770}$	$-\frac{47}{2}$ $-\frac{81}{2}$ $-\frac{44}{2}$ $-\frac{42}{2}$ $-\frac{49}{2}$ $-\frac{36}{2}$ $-\frac{15}{2}$	- 46.9% - 200.0% 6.4% - 68.0% - 44.1% + -20.0% +	15 54 (3) 17 15 6
# Arrears 90>	25,396 27,231 28,377 24,139 20,570 22,446	25,129 27,492 26,384 20,498 26,136 27,726	35,053 39,133 30,202 24,442 22,603 19,663 25,242	40.5% 43.0% 0.4% 1.2% 10.3% -11.5%	10,255 11,662 1,625 263 2,233 (2,563)
Residential Low Income Residential		13,459 13,650 14,863 15,450 16,088 14,410	47,433 57,901 65,850 66,762 66,520 68,484 67,254 14,607 15,398 15,085 15,154 15,807 15,531 14,947	53.1% 78.6% 94.5% 78.3% 73.4% 82.2%	16,455 25,489 32,002 29,322 28,158 30,899 31 351 522 1,112 1,696 2,521 2,182
Small C&I Medium C&I	2,021 2,219 2,323 2,676 2,657 2,534	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	3,187 4,637 6,315 6,118 5,748 5,539 5,004 5,607 751 744 7 76	57.7% 109.0% 171.8% 128.6% 116.3% 118.6% 1 24.0% 1 32.	1,166 2,418 3,992 3,442 3,091 3,005 3,005 3,001 3,005
Residential Low Income Residential Small C&I Medium C&I Large C&I Large C&I Total	26		26 41 56 1 70 74 73 73 67 67	24.9% 79.1% 164.7% 135.4% 124.8% 147.0% 0.0% 41.4% 94.1% 133.3% 138.7% 114.7%	1,166 2,418 3,992 3,442 3,091 3,005 67 242 471 432 413 419 9 9 9 12 12 132 40 43 39 9 18,039 28,683 37,609 34,932 34,226 36,544
Total \$ Arrears 30-60	47,550 49,842 50,464 53,923 54,667 53,787	53,971 54,229 60,560 63,112 65,269 61,655	175,819	37.9% 57.5% 74.5% 64.8% 62.6% 67.9%	18,039 28,683 37,609 34,932 34,226 36,544
Residential	15,639,204 16,267,798 12,042,108 8,886,354 9,636,170 11,240,100	1 12,639,513 10,979,726 10,577,419 10,719,820 13,260,162 18,268,644 2,093,820 1,996,617 1,854,339 2,059,778 2,608,600 2,895,592 1,975,841 1,641,265 1,748,084 1,734,990 1,999,389 2,445,758	18,429,191 17,708,339 15,538,919 14,770,132 11,165,177 15,410,434 \$19,004,920	17.8% 8.9% 29.0% 66.2% 15.9% 37.1% 37.1% 1.24 3% 1.30 6% 1.16 3% 1.15 0% 1.10 1% 1.75 0% 1.10 1% 1.75 0% 1.10 1% 1.10	\$2,789,987 1,440,541 3,496,811 5,883,778 1,529,007 4,170,334 (5840,403) (1,033,303) (404,989) 260,146 (1,12,908) 139,011
Small C&I	3,460,050 3,377,241 2,490,345 1,739,489 1,717,467 1,824,281 2,314,874 2,545,604 1,912,070 1,325,844 1,715,470 1,621,352	1,975,841 1,641,265 1,748,084 1,734,990 1,999,389 2,445,758	3,041,165 3,644,423 2,338,438 1,941,343 1,667,986 2,005,199 \$2,208,917		\$726,291 1,098,819 426,368 615,499 (47,484) 383,847
Low Income Residential Small C&I Medium C&I Large C&I Total	2,840,447 3,131,534 2,172,853 1,716,460 2,278,883 1,798,359 2,183,407 2,787,280 1,1920,514 1,412,145 2,070,565 1,131,387		18,429,191		\$2,789,987
Total	\$26,437,981 \$28,109,456 \$20,537,889 \$15,080,293 \$17,418,555 \$17,615,479	\$21,374,549 \$17,388,090 \$18,220,848 \$19,340,890 \$22,649,465 \$28,429,080	\$30,599,380 \$31,652,770 \$25,332,951 \$23,936,933 \$20,118,535 \$24,386,268 \$28,423,012	15.7% 12.6% 23.3% 58.7% 15.5% 38.4%	\$4,161,399 \$3,543,314 \$4,795,062 \$8,856,640 \$2,699,981 \$6,770,789
Residential	6,979,799 7,896,401 7,953,674 6,097,482 4,571,190 4,287,067	4,687,583 5,842,574 5,790,180 5,392,935 6,458,420 8,285,361	10,792,423 11,963,241 11,305,213 10,388,600 8,657,937 7,144,210 \$9,079,446	54.6% 51.5% 42.1% 70.4% 89.4% 66.6%	\$3,812,624 4,066,840 3,351,539 4,291,118 4,086,747 2,857,143 (\$219,689) (610,234) (552,795) 11,147 264,794 89,850 \$345,887 1,047,950 887,404 635,756 505,174 329,544
Small C&I	2,641,184 2,829,427 2,525,729 1,830,398 1,354,246 1,225,800 681,876 747,968 821,400 626,014 478,936 514,943	1,341,371 1,625,077 1,561,292 1,541,054 1,849,360 2,127,128 1 555,876 689,368 660,759 574,404 835,547 749,111	2,421,495 2,219,193 1,972,934 1,841,545 1,619,040 1,315,650 \$1,515,354 1,127,762 1,795,918 1,708,804 1,261,770 984,110 844,487 \$936,790	-8.3% -21.6% -21.9% 0.6% 19.6% 7.3% 65.4% 140.1% 108.0% 101.6% 105.5% 64.0% 1	(\$219,689) (610,234) (552,795) 11,147 264,794 89,850 \$445,887 1,047,950 887,404 635,756 505,174 329,544
Medium C&I	- 574,705 - 741,517 - 787,430 - 526,472 - 493,047 - 512,016 466,771 - 506,769 - 598,467 - 317,549 - 301,780 - 307,690	+ 463,175 + 502,707 + 582,109 + 562,193 + 562,894 579,586 301,675 287,269 215,214 242,653 699,192 307,847	909,096 1,679,996 1,581,502 1,237,503 1,016,047 4 872,866 2 \$902,053 773,403 1,041,982 788,374 636,171 1,770,032 1,362,015 \$503,959	$\begin{bmatrix} - & 58.2\% \\ - & 55.0\% \end{bmatrix}$ $\begin{bmatrix} - & 126.6\% \\ 105.6\% \end{bmatrix}$ $\begin{bmatrix} - & 100.8\% \\ 31.7\% \end{bmatrix}$ $\begin{bmatrix} - & 135.1\% \\ 100.3\% \end{bmatrix}$ $\begin{bmatrix} - & 106.1\% \\ 370.8\% \end{bmatrix}$ $\begin{bmatrix} - & 106.1\% \\ 342.7\% \end{bmatrix}$	\$334,391 938,479 794,072 711,031 523,000 360,850 5256,632 535,213 189,907 318,622 968,252 1,054,325
S Arrears 60-90 Residential Low Income Residential Small C&I Medium C&I Large C&I Total	\$11,344,335 \$12,722,083 \$12,686,700 \$9,397,915 \$7,199,199 \$6,847,516	T \$7,349,681 T \$8,946,995 T \$8,809,555 \$8,313,241 \$10,405,412 \$12,049,033	\$15,974,180 \$18,700,330 \$17,356,827 \$15,365,589 \$13,547,166 \$11,539,228 \$12,937,602	58.2% 126.6% 100.8% 135.1% 105.3% 320.8% 342.7%	\$4,629,844 \$5,978,247 \$4,670,127 \$5,967,674 \$6,347,967 \$4,691,712
Residential Residential	18,341,187 19,867,237 21,086,406 23,226,854 24,007,656 23,926,997	. 23,802,670 23,858,645 26,230,925 27,458,256 29,004,165 29,874,694	32,607,502 38,586,035 44,148,487 47,339,782 50,832,240 54,140,759 \$55,266,777	77.8% 94.2% 109.4% 103.8% 111.7% 126.3%	\$14,266,315 18,718,798 23,062,081 24,112,928 26,824,584 30,213,762
Low Income Residential Small C&I	11,754,374	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$		\$2,692,725
Medium C&I	843,665 831,338 853,395 879,892 934,779 916,200	1,003,123 980,462 1,049,815 1,100,484 1,114,107 1,058,784	1,169,488 1,754,106 2,542,103 2,910,132 3,063,857 3,002,102 \$2,758,797	38.6% 111.0% 197.9% 230.7% 227.8% 227.7%	\$325,823 922,768 1,688,708 2,030,240 2,129,078 2,085,902
\$ Arrears 90> Residential Low Income Residential Small C&I Medium C&I Large C&I Total	\$32,299,273 \$34,906,111 \$36,339,103 \$38,274,362 \$39,115,998 \$39,211,591	+ 440,700 + 474,248 + 455,168 + 456,329 + 419,300 + 315,368 + 539,238,479 + \$39,517,855 + \$42,910,526 + \$44,641,370 + \$46,815,226 + \$46,761,688	\$50,499,401 \$59,013,599 \$67,040,783 \$71,817,088 \$77,354,506 \$81,164,476 \$81,128,450	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	\$18,200,128 \$24,107,488 \$30,701,680 \$33,542,726 \$38,238,508 \$41,952,885
\$ Total Arrears Residential Low Income Residential Small C&I Medium C&I	40,960,190 44,031,435 41,082,188 38,210,691 38,215,016 39,454,164	41,129,767 40,680,945 42,598,524 43,571,012 48,722,747 56,428,699	\$\begin{array}{c c c c c c c c c c c c c c c c c c c	22.9% 22.3% 26.5% 32.6% 44.3% 44.3% 44.3% 73.3% 122.2% 179.1% 211.7% 232.0% 256.4% 1.38.6% 111.0% 197.9% 230.7% 227.8% 227.7% 38.7% 52.7% 65.4% 171.6% 181.5% 173.9% 232.0% 73.8% 107.0% 256.3% 69.1% 34.5% 37.6% 97.8% 107.0%	\$445.887 1,047.950 887,404 635,756 505,174 329,544 \$334.391 938,479 794,072 711,031 523,000 360,850 \$525,6522 535,213 189,907 318,622 968,252 1,054,345 \$4,629,844 \$5,978,247 \$4,670,127 \$5,967,674 \$6,347,967 \$4,691,712 \$14,266,315 18,718,798 23,062,081 24,112,928 26,824,584 30,213,762 \$2,692,725 2,836,402 3,368,753 4,093,674 5,531,719 5,550,301 \$824,517 1,483,099 2,339,392 2,789,482 3,088,711 3,276,642 \$325,823 922,768 1,688,708 2,030,240 2,129,078 2,085,902 \$38,001,28 \$24,107,488 \$30,701,680 333,542,726 \$38,238,508 \$41,952,885 \$2,086,925 24,226,181 29,910,431 34,287,823 132,440,338 37,241,239 \$1,632,634 1,192,775 24,10,971 4,364,970 5,522,706 5,779,161
Low Income Residential	17,855,608 18,922,347 17,738,021 16,118,641 15,547,777 15,665,403	+ 16,161,620 + 16,420,845 + 17,154,879 + 17,675,094 + 19,179,014 18,832,222	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$-\frac{9.1\%}{48.4\%}$ $-\frac{6.3\%}{90.5\%}$ $-\frac{13.6\%}{90.4\%}$ $-\frac{27.1\%}{132.6\%}$ $-\frac{36.2\%}{100.6\%}$ $+\frac{36.9\%}{116.9\%}$ $+\frac{36.9\%}{116.9\%}$	\$1,632,634 1,192,775 2,410,971 4,364,970 5,622,706 5,779,161
Medium C&I	- 4,258,816 4,704,389 3,813,678 3,122,824 3,706,709 3,226,574	T 3,662,218 T 3,338,294 T 3,925,640 T 3,929,128 T 3,863,600 T 4,243,661			\$1,056,320 3,435,284 3,294,276 3,682,466 2,727,960 3,025,041
Large C&I	4,122,016 4,507,335 4,039,655 3,269,796 3,525,796 3,414,231 4,258,816 4,704,393 3,813,678 3,122,824 3,706,709 3,225,574 2,884,959 3,572,144 2,890,150 2,030,617 2,738,453 1,914,213 570,081,889 575,737,650 569,565,692 562,752,569 563,733,752 563,674,586	\$\\ \begin{array}{cccccccccccccccccccccccccccccccccccc	6,118,711 8,137,203 7,692,821 7,310,533 7,072,197 7,404,265 \$7,370,023 5,315,136 8,139,673 7,107,954 6,805,290 6,434,669 6,251,615 56,350,745 4,321,756 4,717,085 3,788,179 4,021,665 5,687,505 5,294,121 \$3,949,056 \$97,072,961 \$109,366,699 \$109,730,565 \$11,113,613 \$111,020,208 \$117,089,968 \$122,489,067	24.8% 73.0% 86.4% 117.9% 73.6% 93.8% 94.8% 147.9% 73.6% 93.8% 107.7% 176.6% 31.1% 98.1% 107.7% 176.6% 38.5% 44.4% 57.7% 77.1% 74.2% 83.9%	\$1,996,695
Billed Sales kWh or therms Residential	249 961 813 203 392 856 197 891 015 198 297 493 274 460 888 347 737 188	7 265 643 409 T 190 963 111 T 188 402 630 7 243 580 135 7 295 302 002 7 233 881 939	227 358 423 225 209 232 216 577 895 216 665 986 320 432 715 385 812 409 N/A		
Low Income Residential	21,123,701 17,515,416 16,580,000 15,916,176 20,630,919 25,810,603	1 265,643,409 190,963,111 188,402,630 243,580,135 295,302,002 233,881,939 1 19,257,597 1 1 14,737,828 1 19,441,313 22,165,435 1 18,324,612 4 59,909,466 50,776,478 47,100,630 55,982,487 66,125,889 58,120,417	18,784,730 18,677,705 17,947,649 16,995,829 23,525,028 29,423,398 N/A	-11.1% 6.6% 8.2% 6.8% 14.0% 14.0%	[22,603,390] \$21,816,376 \$18,686,880 \$18,368,493 \$45,971,827 \$38,075,221 [2,338,971] \$1,162,288 \$1,367,649 \$1,079,653 \$2,894,108 \$3,612,795 [1,590,560] [\$2,633,993] [\$2,445,263] [\$3,935,354] \$561,005 [\$2,039,553]
Small C&I Medium C&I	60,501,49955,363,476_ 51,663,015_ 53,571,483_ 59,013,215_ 68,525,479 110,226,360101,222,717103,118,895101,813,243116,763,892133,762,815	<u> 116,851,192 101,498,888 94,754,522 107,941,332 123,767,710 106,809,749</u>	105,331,351 95,804,191 85,089,214 89,205,527 108,610,104 126,302,412 N/A		[1,390,300] [52,033,933] [32,443,233] [34,339,334] [3501,005 [32,033,333] [4,895,009] [\$5,418,526] [\$18,029,682] [\$12,607,716] [\$8,153,728] [\$7,400,403]
Large C&I	207,851,024 215,290,848 190,444,782 194,342,846 221,138,906 240,623,435 649,664,395 592,785,314 559,697,707 563,941,241 692,007,820 816,459,519	214,367,576 190,894,212 197,354,004 203,571,699 103,748,589 222,019,983 676,029,240 548,525,285 542,349,613 630,516,966 611,109,625 639,156,701	214,763,631 207,094,302 194,558,813 192,866,773 203,454,641 210,270,879 N/A 625,149,073 599,514,913 563,391,322 564,946,244 715,596,768 81818,355,024 N/A	3.3%'3.8%'2.2%'0.8%'8.0%'12.6%'	
Billed Total Revenue \$ Residential				0.7% 15.0% 21.3% -19.2% -39.8% -45.7% -45.7%	
Low Income Residential	\$7,002,594 \$4,743,494 \$3,884,361 \$3,364,875 \$3,988,078 \$4,371,287	\$\begin{array}{c c c c c c c c c c c c c c c c c c c	\$4,342,470 \$4,131,650 \$3,665,296 \$2,319,980 \$2,319,980 \$2,319,980 \$2,319,980	-38.0% -12.9% -5.6% -31.1% -41.8% -46.9%	\$536,436 \$9,522,819 \$12,037,464 (\$9,499,439) \$526,464,277) (\$33,706,519) [\$5,660,124] \$(\$61,1844] \$(\$239,065) (\$1,044,857) (\$1,686,088) (\$2,051,307) [\$6,869,097] \$(\$252,045)] \$(\$228,743] \$(\$2,349,468) (\$4,349,007) (\$5,172,645) [\$7,172,645] \$(\$1,172,645) \$(\$1,172,64
Low Income Residential Small C&I Medium C&I	\$15,744,904 \$12,768,911 \$10,960,820 \$9,911,363 \$12,000,912 \$12,741,550 \$25,766,057 \$22,532,243 \$19,984,266 \$18,471,066 \$24,295,424 \$20,650,630	1 \$11,547,543 \$11,379,432 \$11,242,666 \$15,097,666 \$17,897,312 \$15,355,596 \$20,514,368 \$19,799,899 \$16,734,038 \$22,110,184 \$27,141,284 \$22,786,316	\$14,849,807 \$12,516,876 \$10,732,078 \$7,561,905 \$7,561,905 \$7,561,905 \$7,561,905 \$7,561,905 \$22,515,889 \$20,168,496 \$18,616,863 \$13,917,339 \$13,917,339 \$13,917,339 \$13,917,339 \$13,917,339	-5.7% -2.0% -2.1% -23.7% -37.0% -40.7% -12.6% -10.5% -6.8% -24.7% -42.7% -32.6%	(\$3,250,168), (\$2,363,747), (\$1,367,403), (\$4,553,727), (\$10,378,085), (\$6,733,291),
Large C&I	\$27,996,240 \$26,495,953 \$24,423,562 \$21,735,934 \$24,690,633 \$25,362,587 \$155,895,098 \$129,986,928 \$115,733,268 \$103,032,344 \$131,489,011 \$136,882,239	\$24,318,314 \$25,573,217 \$20,523,198 \$25,572,170 \$29,472,823 \$24,483,588 \$151,258,370 \$183,029,601 \$145,016,465	\$22,515,889 \$20,168,496 \$18,616,863 \$13,917,339 \$13,917,39 \$13,917,39 \$13,917,39 \$13,917,39 \$13,917,39 \$13,917,39 \$13,917,39 \$	-16.8% -9.0% -9.3% -13.8% -24.1% -26.1% -7.0% 3.0% -6.9% -19.8% -37.2% -37.7% -39.7% -	[\$4,691,352] [\$2,386,266] [\$2,267,088] (\$2,994,207) [\$5,948,906] (\$6,620,860) [\$10,960,305] \$3,908,927 \$7,955,165 [\$20,441,726] [\$48,898,393] (\$54,231,621)
Total Supplier Receivables Purchased (for EDCs)(1)					
Residential Low Income Residential		+ + +			
Small C&I Medium C&I	1	b = = = b = = = b = = = b = = = b = = = b	======================================	:::::::::::-:::::::::::::::::	! = = = i = = = i = = = i = = = i = = = i = = = i
Large C&I	 	+ + +			
Total Total Revenue Billed \$ (Line 11 + Line 12)					S536,436 9,522,819 12,037,464 6,265,125 17,627,620 13,092,834
Residential Low Income Residential	73,756,186 <u>65,513,964 73,756,186</u> 7,002,594 4,743,494 3,884,361 3,364,875 3,988,078 4,371,287	61,142,720	79,921,738 72,969,146 68,517,723 55,814,231 84,141,584 86,849,021 \$62,060,620 4,342,470 4,131,650 3,655,296 3,255,431 4,395,167 4,541,439 53,630,088 14,849,807 12,516,876 10,732,078 9,480,927 12,622,137 13,223,034 511,182,721 22,515,889 20,168,496 18,616,863 18,027,384 21,399,749 24,385,532 \$25,292,811 23,304,888 24,109,688 22,156,474 27,036,705 25,185,501 26,556,015 \$23,092,813 \$344,934,792 \$133,893,855 \$112,688,433 \$511,615,678 \$5147,744,138 \$5155,808,641 \$87,444,943,792 \$133,893,855 \$123,688,433 \$513,615,678 \$5147,744,138 \$5155,808,641 \$87,444,943,792 \$133,893,855 \$123,688,433 \$13,615,678 \$5147,744,138 \$5155,808,641 \$87,444,943,792 \$133,893,855 \$123,688,433 \$13,615,678 \$147,744,138 \$155,808,641 \$87,444,943,792 \$133,893,855 \$123,688,433 \$13,615,678 \$147,744,138 \$155,808,641 \$87,444,943,792 \$133,493,855 \$123,688,433 \$13,615,678 \$147,744,138 \$155,808,641 \$87,444,943,943 \$13,444,94,792 \$133,493,855 \$123,688,433 \$13,615,678 \$147,744,138 \$155,808,641 \$87,444,943,943 \$13,444,94,942 \$13,444,943,943 \$13,444,943,944,943 \$13,444,943,943 \$13,444,943,943 \$13,444,943,943 \$13,444,943,943 \$13,444,943,943 \$13,444,944,944 \$13,444,944,944 \$13,444,944,944 \$13,444,944,944 \$13,444,944,944,944,944,944,944,944,944,94	0.7% 15.0% 21.3% 12.6% 26.5% 17.8%	(\$2.660,124) (611,844) (219,065) (108,444) 407,089 170,152
Small C&I Medium C&I	15,744,904 12,768,911 10,960,820 9,911,363 12,000,912 12,741,550 25,766,057 22,532,243 19,984,266 18,471,066 24.295,424 70,650,630	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$ \begin{bmatrix} -\frac{14,849,807}{22,515,889} & -\frac{12,516,876}{20,168,496} & -\frac{10,732,078}{18,616,863} & -\frac{9,480,927}{18,027,384} & -\frac{12,622,137}{21,399,749} & -\frac{13,523,034}{24,358,532} & \frac{511,182,721}{575,797,811} \end{bmatrix} $		(\$895,097) [252,035] [228,743] (430,436) 621,226 781,485 (\$3,250,168) (2,363,747) (1,367,403) (443,682) [2,895,675) 3,707,902 (\$4,691,352] (2,386,266) (2,267,088) 5,300,771 4,94,867 1,173,428 (\$10,960,305) \$3,908,927 57,955,165 \$10,883,334 \$16,255,127 \$18,925,602
Large C&I	27,996,240 26,495,953 24,423,562 21,735,934 24,690,633 25,362,587	24,318,314 25,573,217 20,523,198 25,572,170 29,472,823 24,483,588	23,304,888	-12.6% -10.5% -6.8% -2.4% -11.9% -18.0% - -16.8% -9.0% -9.3% -24.0% -2.0% -4.6% - -7.0% -3.0% -6.9% -10.3% 12.4% 13.8%	[\$4,691,352] (2,386,266) (2,267,088) 5,300,771 494,867 1,173,428 1 (510,960,305) \$3,908,927 7,955,155 \$10,522,224 \$15,525,27 \$19,035 903
Total \$ Revenue (Payments) Received (2) Residential Low Income Residential Small C&I Medium C&I Large C&I Total # Revenue (Payments) Received Residential Low Income Residential Small C&I Medium C&I Low Income Residential Small C&I Medium C&I Large C&I Total # Revenue (Payments) Received Residential Low Income Residential Small C&I Medium C&I Large C&I Total	7,		7117,141,130 313,000,000 Artillemment	V.J/8	
Residential Low Income Residential	83,854,903	<u> </u>	81,654,701 70,822,519 66,870,880 61,353,505 64,117,645 76,242,132 565,793,291 3,454,225 3,290,437 3,424,202 3,091,743 3,117,698 3,150,665 3,263,627 14,581,234 11,382,445 11,882,482 10,249,667 10,310,847 11,894,344 511,369,396 22,901,586 17,197,398 20,128,484 17,445,575 18,285,309 19,460,403 \$20,015,1002 23,953,666 18,954,242 24,212,723 19,597,435 72,662,488 2,041,588 525,093,195	- 2.6% - 6.8% - 3.3% - 20.3% - 13.8% - 10.4%	(\$2,200,202)' (5,206,108)' 2,157,820' 10,335,887' 7,761,308' 7,165,044' (\$696,888) (2,108,326) (988,409) (1,326,763) (505,243) (257,599)
Small C&I Medium C&I	16,911,723 14,765,528 133,03,836 9,740,805 10,356,328 12,313,376	11,742,249 11,661,643 9,166,631 11,746,194 15,861,675 14,740,187	14,581,234 11,382,445 11,882,482 10,249,667 10,310,847 11,894,344 \$11,369,956 22,901,586 17,197,398 20,128,484 17,485,675 18,295,200 19,460,402 \$20,159,002 \$20,159,002 \$10,460,402 \$20,159,002 \$10,460,402 \$20,159,002 \$10,460,402 \$20,159,002 \$10,460,402		(\$2,330,488) (3,383,083) (1,321,354) 508,862 (45,482) (419,032) (52,429,288) (6,106,172) (3,015,647) 59,072 246,110 (1,106,645)
Large C&I	25,967,784 23,849,883 26,959,712 20,215,781 21,947,339 26,621,372	66,940,760	-22,501,366 18,954,242 24,212,723 19,957,436 22,662,468 22,041,588 503,195 5146,545,423 \$121,647,041 \$126,518,771 \$111,738,025 \$118,493,966 \$132,789,131 \$125,671,071	9.6%	[\$2,200,202] [\$5,206,108] 2,157,820 10,335,887 7,761,308 7,165,044 [\$5696,888] [\$2,108,326] [988,409] [1,326,763] [\$505,243] (257,399) [\$2,392,288] [\$6,106,172] [3,015,647] 59,072 245,119 (1,195,645) [\$2,2014,118] [4,895,640] [2,746,988] [618,346] 715,130 [4,579,784] [\$9,670,984] [\$21,699,331] [\$5,914,578] \$8,958,713 \$8,170,832 \$712,985 71,984 37,373 16,170 97,456 30,460 33,107 10,366 [1,120] 1,808 [1,753] [2,667] (1,768) 3,255 [899] [1,574] 9,810 5,862 2,684 117 [228] 34 117 185 [40)
# Revenue (Payments) Received	\$132,076,146	1 \$121,033,710 \$120,333,733 \$37,638,220 \$122,217,512 \$154,802,266 \$147,675,760	3140,343,966 \$132,789,131 \$125,671,071	-0.2% -13.1% -4.5% 8.7% 7.4% 0.5%	\$8,170,832 \$712,985 \$8,208,713 \$8,170,832 \$712,985
Residential Low Income Residential	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	533,751 599,287 5525,587 584,206 599,014 552,360 43,441 47,611 57,735 - 587,28	\$146,545,422 \$121,647,061 \$126,518,771 \$111,738,025 \$118,433,966 \$1312,783,131 \$125,671,071 \$155,671,071 \$155,760 \$156,760		71,984 37,373 16,170 97,456 30,460 33,107 10,366 (1,120) 1.808 (1,753) 72,667 (1,768)
Small C&I	64,990 63,534 68,716 59,941 66,119 68,194	1 60,857 72,995 61,933 67,904 89,579 69,675	68,245 62,635 67,142 69,751 71,981 70,878 64,725	5.0% -1.4% -2.3% 16.4% 8.9% 3.9%	3,255 (899) (1,574) 9,810 5,862 2,684
Large C&I	12,029 - 13,030 - 15,088 - 12,730 - 14,357 - 14,463 - 2,119 - 2,099 - 2,330 - 2,115 - 2,126 - 2,238	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$		
Total Difference Between Billed and Received Revenue	647,748 654,993 676,133 614,638 696,787 676,705	655,765 740,927 645,262 716,485 764,136 704,385	734,381 688,397 691,952 722,017 731,070 711,065 626,567	13.4% 5.1% 2.3% 17.5% 4.9% 5.1%	
Residential	(\$4,469,602) (\$12,582,301) (\$8,232,801) (\$1,468,512) \$10,157,628 \$4,679,099	(\$2,638,478) \$5,066,323 \$15,679,756 \$17,730,005 (\$2,378,039)	734,381 688,397 691,952 722,017 731,070 711,065 626,567 [51,732,964] 51,579,450 52,632,723 51,701,795 51,701,795 51,701,795 51,701,795 528,701,795 51,701	-61.2% -112.6% -131.9% -215.9% -83.2% -63.6% -	86,633 1 33,404 15,819 107,379 34,283 34,280 1 52,736,638 14,161,751 10,855,524 31,70,307 (8,455,831) (2,977,304) 1 75,196,3724 10,050,13 81,7503 1,732,485 (187,297) (273,168)
Low income Residential Small C&I	\$\\\ \begin{array}{c ccccccccccccccccccccccccccccccccccc	+ \$305,191 \$507,581 \$1,515,778 \$2,606,504 \$2,144,613 \$\big(\frac{\(\cup{5798,048}}{\(\cup{615,409}\)}\) \$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	3000,235		(51,963,236) 1,095,013 812,503 1,233,486 (185,282) (783,168) \$1,435,392 3,352,494 1,796,443 37,184 (1,435,842) (220,432) (820,881) 3,867,977 2,510,541 36,462 (5,134,308) 1,126,3444 (\$2,677,235) 728,211 1,520,539 1,927,173 704,031 4,706,111 (\$1,289,321) \$23,205,445 \$17,495,550 \$6,404,611 \$14,508,234 \$1,851,550
Medium C&I Large C&I	\$\ \begin{array}{c ccccccccccccccccccccccccccccccccccc	\$2,006,621 \$48,273 \$1,291,402 \$3,248,567 \$2,846,014 \$416,184 \$3,328,846 \$1,102,436 \$3.328,846 \$3,424,560 \$3,471,065 \$514,800	(\$385,697) \$3,096,649 (\$649,323) \$1,120,926 \$1,120,	-188.6% -501.5% -79.5% 3.4% 82.1% -20789.8% -132.0% 27.5% 60.0% 126.8% 25.7% -373.9%	(\$20,881) 3,867,977 2,510,541 36,462 (5,134,308) 1,126,344 (52,677,235) 728,211 1,520,539 1,927,173 704,031 4,706,111
Total	(\$321,309) (\$13,359,444) (\$16,700,081) \$253,032 \$21,165,877 \$4,806,093	\$211,882 (\$1,358,945) \$9,945,608 \$28,310,858 \$28,227,335 (\$2,659,295)	(\$1,610,631) \$9,846,001 \$795,469 \$6,657,643 \$6,657,643 \$6,657,643 \$6,657,643	401.3% -173.7% -104.8% 2531.1% -68.5% 38.5%	(\$1,289,321) \$23,205,445 \$17,495,550 \$6,404,611 (\$14,508,234) \$1,851,550
Lustomers on Arrearage Mgmt/Forgiveness Plan Residential	S [AMP]			-35.2% -38.4% -49.0% -53.9% -59.1% -61.3%	[240] [273] [375] [390] [420] [441]
Low Income Residential Small C&I	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	3,118 3,056 2,875 2,657 2,516 2,405 0 0 0 0 0		27.4% 1 14.1% 1 -15.3% 1 -31.7% 28.2% 1 -41.9% 1 -0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	
L Single Coll	-		<u></u>	1	· · · · · · · · · · · · · ·

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Medium C&I			0.	. 0.	0		0.				0.1	0			COM	IBINED _			0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1 0	. 0.1	0.1	0.1	0.1	0.1
Large C&I	 = #	J — — '-	<u>⊹</u> '	' :		ㄴ ㅡ ㅡ _; ㅆ	__ ,	°-	<u> </u>	' 🚡	J — — — 🐈 '	0	I °		ㄴ ㅡ ㅡ	₁ -	°.	°⊐	' 	0.0%	0.0%	0.0%		0.0% L	0.0% 1	└ ─ ─ ─ ┤ ─ ─ ─;	일	;- '-		 	- - 1
Total	<u> </u>	2,785	3 411	I 3 696	- - - -	⊢ − − _{3 881} +	3 805	+ 3709	+ 3471	1 3196	1 <u></u> 1	2 856	2 807	805	2 631	+ 363	+, -, -,	+	1,942	- 10.6%	0.7%		I— — <u>-36.5%</u> ⊢	-34.1%	-45.5%		<u>°</u> -	(780)	(1 333)	(1 280)	(1 764)
Customers Disconnected for Non-Payment	 	ر — — <u>ترری</u>	,	ı— — <u>-</u> ""3" ı		r – –""r	· – – ", <u>"</u> "	r – – <i>"</i> "-	т — — <i>"-"</i> -	1 — — 3,230	1 — — <u> </u>					Γ	r — —- <i></i>	r — — - ' -'-	1	= = = =			г — <u></u> г	T	⁻	r — — — 	7 – – – <u>*</u>	<u></u> ,	_ (1,555)	_ 1,200,	
Residential		234	874	1.253	776	1.294	1.383	726				23	21					0	- 0	2000.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%		(234)	(874)	(1.253)	(776)	(1,294)
Low Income Residential	- 3	38	288	381	218	381	282	231					- 3						0	0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%		(38)	(288)	(381)	(218)	(381)
Small C&I		1 — — <u>57</u> I -		42			31		+ ₋₅₈	I — — — ₃₂	₂₄		- 8	₀		+	+,	+ ;-		-79.5%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	(3:) (57)	(26)	(42)	(26)	(34)
Medium C&I		7 81-	4	I 4 I	4	r – – – ₅ r	2	r – – ₅ -	Υ — —	1 4	1 <u>-</u> 1	5				r ₀ -	r ₀	r = = - ₀ ¬	1 0	-40.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	r – – – † – – – ₍₂	(8)	(4)	(4)	(4)	(5)
Large C&I		0	0						0			1				0		0		0.0%	0.0%	0.0%	0.0%	-100.0%	0.0%			0	0	(1)	
Total	48	337	1,192	1,680	1,025	1,714	1,698	979	62	37	25	59	35						- 0	-27.1%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	(1:	(337)	(1,192)	(1,680)	(1,025)	(1,714)
Customers on Payment Plans	7	7 – – – – , .																		,										التا التاليات	
Residential	13,109	14,413	16,222	16,903	16,308	15,858	15,902	15,750	14,314	13,805	13,140	13,920	12,877	8,980	7,660	8,311	8,889	8,063	8,055	-1.8%	-37.7%	-52.8%	-50.8%	-45.5%	-49.2%	(232	(5,433)	(8,562)	(8,592)	(7,419)	(7,795)
Low Income Residential	3,982	4,220	5,270	5,530	5,152	5,182	5,257	5,398	4,939	4,554	3,930	3,244	2,901	2,249	2,207	2,375	2,465	2,163	2,147	-27.1%	-46.7%	-58.1%	-57.1%	-52.2%	-58.3%	(1,08:	(1,971)	(3,063)	(3,155)	(2,687)	(3,019)
Small C&I	190	219	250	241	227	218	174	187	228	230	249	225	182	145	251	355	425	435	536	-4.2%	-33.8%	0.4%	47.3%	87.2%	99.5%		(74)	1	114	198	217
Medium C&I	37	41	46	56	55	54	42	39	40	45	52	42	31	29	62	68	95	123	141	-16.2%	-29.3%	34.8%	21.4%	72.7%	127.8%	(<u>(12)</u>	16	12	40	69
Large C&I	4	4	3	4	2	2 !	1	l 1_	<u> </u>	1	1	1	2	5	3	4	11	10	13	-50.0%	25.0%	0.0%	0.0%	450.0%	400.0%		<u>)</u> <u>1</u> .	0 _	0 _	9	8
Total	17,322	18,897	21,791	22,734	21,744	21,314	21,376	21,375	19,521	18,635	17,372	17,432	15,993	11,408	10,183	11,113	11,885	10,794	10,892	-7.7%	-39.6%	-53.3%	-51.1%	-45.3%	-49.4%	(1,329	(7,489)	(11,608)	(11,621)	(9,859)	(10,520)
Current A/R	J	4 1-				+		L	i	l	4 1		l			_	L — — — .						 	+	+	4	4				1
Residential	55,492,047 6,070,045	4 <u>1,</u> 97 <u>2,</u> 85 <u>6</u>	35,607,414	36,452,247	41,310,260	49,952,644	43,536,601	36,860,754	43,317,163	56 <u>,6</u> 22 <u>,4</u> 15	66,204,600	61,151,869	52,142,666	48,923,468	45,950,997	38,197,271	57,128,576	63,282,948	\$47 <u>,9</u> 99 <u>,3</u> 71	<u>-6</u> .0%	16.6%	29.0%	4.8%	38.3%	26.7%	(\$3,349,38	6,950,612	10,343,583	1,745,024	15,818,316 <u>13</u>	,,330,304
Low Income Residential		3,720,308	2,940,861	2,671,187	2,717,721	3,420,276	3,097,819	2,813,542	3,196,259	4,223,584	5,050,075	3,791,932	3,341,973	3,236,548	2,906,733	2,373,349	3,382,966	3,740,287	\$3,013,860	-44.9%	-13.0%	-1.2%	-11.2%	24.5%	9.4%	(\$2 <u>,728,07</u> 2	(483,760)	(34,128)	(297,838)	665,245	320,011
Small C&I	11,094,759	8,801,393	7,198,007	7,307,270	7,805,111	8,583,176	8,226,643	7,257,610	8,157,437	10,768,450	12,092,383	11,579,172	10,093,379	9,323,718	7,479,134	6,748,559	8,675,588	9,781,884	\$8,262,049	-9.0%	5.9%	3.9%	-7.6%	11.2%	14.0%	(\$1,001,380	522,325	281,127	(558,711)	870,477 1	.,198,708
Medium C&I	17,675,456	15,192,781	13,257,197	<u>13,136,873</u>	13,471,835	13,852,380	13,900,015	12,966,569	13,302,793	16,574,114	18,290,820	1 <u>7,</u> 41 <u>6,</u> 77 <u>7</u>	<u>15,413,571</u>	15,700,018	<u>13,263,715</u>	12,767,206	14,099,257	17, <u>691,428</u>	\$13 <u>,7</u> 54 <u>,7</u> 43	-12.8%	3.3%	0.0%	I— — -2.8% ⊨	4. <u>7%</u> +	27.7%	(\$2,261,885	507,237	6,518	(369,667)	627,422 3	,,839,048
Large C&I	17,889,598	1 <u>6,</u> 83 <u>4,</u> 62 <u>9</u>	14,095,719	15,514,909	15,343,383	15,490,865	16,867,105	15, <u>563,733</u> _	15,916,890_	17,426,699	17,869,099	17,870,490	15,086,660	<u>18,557,271</u>	15,659,650	17,127,271	<u>1</u> 7, <u>27</u> 5, <u>61</u> 8	20,578,552	\$17 <u>,0</u> 28 <u>,8</u> 72	-15.7%	10.2%	11.1%	10.4%	12.6%	32.8%	(\$2,802,938	1,722,642	1,563,931	1,612,362	1,932,2355	,087,687
Total	108,221,905	\$8 <u>6,</u> 52 <u>1,</u> 96 <u>7</u>	\$7 <u>3,</u> 099,198	\$75,082,486	\$80,648,311	\$ <u>9</u> 1,2 <u>9</u> 9,341	\$ <u>8</u> 5, <u>62</u> 8, <u>18</u> 4	<u>\$75,462,207</u>	\$83,890,541	\$105 <u>,6</u> 15 <u>,2</u> 63	\$119 <u>,</u> 506 <u>,</u> 977	\$11 <u>1,</u> 81 <u>0,</u> 23 <u>9</u>	\$9 <u>6</u> ,07 <u>8</u> ,249	\$6 <u>88</u> ,3 <u>97</u>	\$691,952	\$659,843	\$ <u>65</u> 9, <u>84</u> 3	\$ <u>659,843</u>	\$659,843	-11.2%	-99.2%	<u>-99.1%</u>	<u>-9</u> 9. <u>1%</u>	-99.2%	-99 .3 %	<u>(\$12,143,6</u> 56	\$ <u>9,</u> 21 <u>9,</u> 05 <u>6</u>	\$1 <u>2,</u> 16 <u>1,</u> 03 <u>1</u>	\$ <u>2,</u> 13 <u>1,</u> 17 <u>0</u>	\$19,913,694 \$23	,775,758
Collection Effectiveness		J l-	'	' [!]		L ,i	ノ	L	J	'	ا ــ ــ ــ ا			<u></u>		ᅩ	L ,	ل ـ ـ ـ ـ ـ ـ	'	'.	'-		<u>'</u>	1	J		J J .	'	'		/
Residential		62.7%	61.6%	57.4%	61.7%	61.8%_	61.6%	61.8%	52.3%	60.9%	64.2%	57.0%	57.5%	50.5%	49.2%	46.1%	48.7%	49.3%	45.9%		-19.3%	-20.1%	<u> </u>	-21.1%	-20.2%	-	-12.1%	-12.4%	-11.3%	-13.0%	-12.5%
Low Income Residential		24.2%	24.8%	24.6%	22.5%	18.5%	18.0%	18.8%	14.3%	18.5%	17.2%	25.9%	17.5%	15.2%	16.4%	14.4%	11.3%	15.4%	16.8%		-37.0%	-33.7%	-41.3%	<u>-49.7%</u>	-16.5%		-8.9%	-8.4%	-10.1%	-11.2%	-3.1%
Small C&I		76.5%	76.3%	76.4%		78.0%	75.2%	77.4%	72.5%	76.6%	78.5%	75.8%	71.2%	58.1%	62.9%	59.2%	60.7%	62.0%	63.3%		-24.1%	17.7%	-22.5%	-20.2%			-18.4%	-13.5%	-17.2%	-15.4%	-15.9%
Medium C&I		83.9%	<u>85.7%</u>	86.1%		86.5%	84.5%	86.3%	<u> 80.1%</u>	82.7%	86.8%	84.6%	81.5%	67.7%	75.7%	73.4%_	76.1%	77.0%	82.1%		-19.3%	-11.7%	<u>-1</u> 4. <u>7%</u>				16.2%	-10.0%	-12.6%	-10.3%	-9.5%
		88.3%	90.6%	I91.2%	89.8%	→ − − − − 93.2% + − − − − − − − − − − − − − − − − − −	87.1%	94.1%	89.0%	87.5%	1 — <u>88.5%</u> I	89.9%	85.1%	81.1%	87.3%		80.4%	+	87.6%			-3.7%		-10.5%	-12.3%	-	-7.2%	-3.3%	<u>-4.9%</u>	-9.4%	-11.5%
Total		65.8%	66.0%	63.2%	66.2%	66.5%	64.3%	66.6%	57.6%	63.6%	66.9%	62.59	60.8%	66.5%	52.99	50.3%	57.1%	56.1%	49.5%		1.0%	-19.9%	-20.5%	-13.8%	-15.6%		0.6%	-13.1%	-13.0%	-9.1%	-10.4%

Footnotes (if necessary)

(1) Summed on billing month rather than calendar month.

(2) Dollars allocated to reinstate and pay bad debt have been excluded from these amounts.