

November 10, 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, <sup>1</sup> 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

<sup>&</sup>lt;sup>1</sup> 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** 

ELECTRIC 11/7/2020 Total

# Arrears and the state of the state Residential
Low Income Residential
Small C&I
Medium C&I
Large C&I
Total

GAS

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 Narragansett Electric Company (Electric Business)

 ab:
 GAS

 ate:
 11/7/2020

|   | 2019 2020 2019 / 2020 Variance (Percent Chanee)  | 2010 / 2020 Marianes (Amount Change)   |
|---|--|--|
| # of Customers  | Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun July Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct 1177/2020 Dec Mar Apr May Jun Jul Aug Sep Oct Nov Dec Mar Apr Nov   | 2019 / 2020 Verrience (Amount Change)  floy Jun Jul Aug Sep Oct Nov Dec  |
| Residential Low Income Residential  | 222,684 222,273 222,068 221,977 222,043 222,334 222,714 224,268 225,345 225,350 225,952 226,355 226,961 225,715 225,010 225,455 225,45   | 3,994 4,033 3,476 3,761 3,385 4,057 743 780 1,227 876 1,006 1,20 1   |
| Medium C&I  | 18,667 18,694 18,546 18,546 18,546 18,547 18,540 18,547 18   | - 560 - 538 - 522 - 594 - 595 - 348 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 -  |
| Total<br># of Customers w/ Arrears  | 267,527 267,067 267,068 266,520 266,562 266,56   | 5,397 - 5,448 - 5,317 - 5,226 - 4,952 - 4,687  |
| # of Customers w/ Arrears Residential Low Income Residential Small C&L  | 39,582 43,164 40,708 39,047 40,653 39,147 38,555 38,524 43,264 41,424 43,218 49,120 52,485 54,860 52,102 53,033 48,594 49,244 49,624 49,624 49,624 50,287 32,587 32   | 13,394 13,986 7,941 10,087 10,769 10,967 (1,519) 28 543 651 247 (302) 772 570 564  |
| Medium C&I Large C&I  | - 0.00   - 3.01   - 3.00   - 3   | $\begin{bmatrix} -\frac{33}{121} & -\frac{132}{131} & -\frac{337}{121} & -\frac{96}{1} & -\frac{36}{36} & -\frac{124}{121} & -\frac{1}{121} & -\frac{1}{12$ |
| Total # Arrears 30-60   | 52,140 57,203 52,839 49,069 50,584 48,819 48,866 48,511 54,830 53,338 55,552 60,261 64,392 68,228 63,792 64,791 60,100 60,464 60,434 59,974 51,374 23,5% 23,8% 23,8% 23,8% 23,8% 23,8% 23,8% 23,7% 23,6% 23,7% 24,800 51,374 51,37   | 10,953 15,722 9,506 11,645 11,568 11,463   |
| Residential  Low Income Residential  Small C&I  | 20,231 21,202 16,947 14,656 16,967 14,859 15,001 15,309 19,596 18,158 18,158 12,301 15,301 15,301 19,306 13,007 1,001 15,300 19,306 13,007 1,001 15,300 19,306 13,007 1,001 15,300 19,306 13,007 1,001 15,001 13,007 1,001 15,001 13,007 1,001 15,001 13,007 1,001 15,001 13,007 1,001 15,001 13,007 1,001 15,001 13,007 1,001 13,007 1,001 15,001 13,007 1,001 13,0   | (1,414) 3,063 (3,507) (595) 362 566 (254) (27) (245) (245) (27) (27) (27) (27) (27) (27) (27) (27  |
| Small C&I Medium C&I Large C&I  | 388 641 381 383 383 383 383 383 383 383 383 38   | - (24) - 148 - 49 - (29) - (41) - 80 - T   |
| # Arrears 60-90   | 24,205   25,269   20,319   17,019   19,634   17,447   17,530   18,186   23,773   22,837   22,837   22,837   23,773   22,837   23,773   23,   | (1,916), 3,648 (3,890) (586), 69 ( 556 )   |
| Residential  Low Income Residential  Small C&I  | 7/09 3/17 3/29 3/29 5/29 5/29 5/29 5/29 5/29 5/29 5/29 5   | 359  |
| Medium C&I Large C&I  | $ -\frac{152}{17} - \frac{118}{13} - \frac{212}{35} - \frac{114}{11} - \frac{118}{24} - \frac{120}{13} - \frac{110}{15} - \frac{106}{15} - \frac{91}{16} - \frac{136}{15} - \frac{136}{26} - \frac{208}{31} - \frac{136}{49} - \frac{208}{26} - \frac{134}{29} - \frac{135}{26} - \frac{131}{29} - \frac{96}{10} - \frac{96}{15} - \frac{96}{19} - \frac{96}{10} - \frac{96}{100} - \frac{1109}{375\%} - \frac{11.5\%}{42.9\%} - \frac{11.5\%}{100.1\%} - \frac{17.5\%}{37.5\%} - \frac{35.5\%}{33.3\%} - \frac{9.4\%}{33.3\%} - \frac{9.4\%}{37.5\%} - \frac{1.13}{40.2\%} - \frac{1.13}{100.1\%} - \frac{1.13}{100.1\%} - \frac{1.13}{100.1\%} - \frac{1.13}{37.5\%} - \frac{1.13}{33.3\%} - \frac{1.13}{37.5\%} - \frac{1.13}{100.1\%} - 1.$ | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   |
| Total # Arrears 90>  Recidential  | 10,298   11,402   11,805   9,143   7,218   7,294   6,827   7,032   7,842   7,881   9,591   10,795   13,728   15,241   11,808   9,305   8,438   6,327   5,976   5,505   33,3%   35,4%   0,0%   1,8%   15,0%   13,13   5,5%   15,0%   1,5%  | 3 1 162 1 1,220 1 956) 400) (1,056) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1  |
| # Arrears 90> Residential Low Income Residential Small C&I  | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   |
| Medium C&I<br>Large C&I   | 93 122 1 114 139 142 128 128 128 128 128 128 132 142 132 132 142 132 132 142 132 132 142 132 150 150 150 150 150 150 150 150 150 150   | 169 146 159 146 159 54 54 54 54 54 54 54 54 54 54 54 54 54   |
| \$ Arrears 30-60 Residential  | 17,637 19,532 20,715 1 22,907 23,742 24,078 24,078 24,091 23,293 1 23,215 23,040 1 23,095 23,581 34,819 35,918 37,265 36,008 35,156 35,918 32,451 48,451 62,151 52,091 51,378 64,451 62,151 52,091 51,378 64 51,072 64 5   | 12,866   11,912   12,176   13,187   11,899   11,863   11,877   2379 988   12,7327   2379 988   2379   |
| Low Income Residential  | 51,735,646 $51,708,637$ $51,109,637$ $51,109,637$ $51,109,637$ $51,109,03$ $5600,477$ $5438,602$ $599,19$ $529,911$ $599,929$ $540,877$ $510,879$ $652,920$ $519,799$ $520,879$ $510,87$   | (408,415)     62,443   [108,671]     (38,722)     (39,508)     [20,718]  |
| Small C&i Medium C&i Large C&i  |  | 44,920   203,520   18,729   29,349   58,135   34,970   1<br>(10.885)   368,120   573,774   183,926   62,774   41,638   1<br>5732,578   53,167,881   5357,131   5539,721   544,894   5613,061   1   |
| \$ Arrears 60-90  | \$1005000; \$1074000; \$100500; \$   | 947,135 1,410,861 1,390,493 410,222 419,504 290,512  |
| Residential Low Income Residential Small C&I Medium C&I   | \$1,466,877 \$1,451,773 \$12,74,148 \$11,529 \$406,825 \$333,540 \$256,532 \$248,650 \$284,652 \$363,542 \$563,542 \$563,542 \$563,542 \$573,541 \$514,181 \$22,648 \$573,541 \$512,438 \$512,549 \$563,452 \$573,541 \$514,181 \$22,648 \$573,541 \$514,181 \$22,648 \$573,541 \$512,438 \$512,549 \$563,452 \$573,541 \$514,181 \$512,648 \$   | (530,954)   (127,805)  76,716  |
| Medium C&I Large C&I Total  | \$174.07\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\  | 112,776  |
| \$ Arrears 90><br>Residential   | 50007.00    | 8,991,644, _ 9,033,559, _ 9,904,848, _ 11,135,865, _ 11,007,477, _ 11,349,884  |
| Low Income Residential Small C&I  | 3.15.4 (20) 2.15.4   | 168,619  |
| Small C&I Medium C&I Large C&I Total \$ Total Arrears   | 3145,300 \$131,652 \$24,835 \$293,428 \$306,768 \$279,812 \$276,551 \$367,471 \$283,727 \$283  | 20,7975 301,825 447,288 598,688 601,688 503,634 7 0,0576,022 511,545,232 513,249,764 514,955,018 513,758,948 513,256,900   |
| Residential   | 517,011,230 519,152,907 518,162,292 516,658,703 519,954,210 514,766,774 514,155,510 513,651,239 514,205,364 514,901,225 517,937,458 522,041,992 524,997,127 525,942,785 525,942  | 0.973,851  |
| Low Income Residential Small C&I Medium C&I Large C&I   | \$7,309,528 \$8,076,780 \$7,432,005 \$6,063,902 \$5,546,340 \$5,433,270 \$5,366,650 \$5,389,200 \$5,67,046 \$5,884,502 \$6,723,900 \$6,683,899 \$6,833,899 \$  | (770,759) 790,648 1,536,461 1,469,267 1,099,710 687,406 1,020,686 1,140,901 979,098 985,520 703,565 529,884 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7  |
| Large C&I   | \$1,527,945 \$1,709,140 \$1,470,154 \$1,179,990 \$1,1067,944 \$983,807 \$993,807 \$993,807 \$993,807 \$993,807 \$993,807 \$913,805,275 \$1,511,991 \$1,723,482 \$2,540,004 \$2,133,841 \$2,540,004 \$1,233,746 \$1,201,000 \$1,282,993 \$1,548,943 \$1,547,546 \$1,547,949 \$1,347,548 \$1,547,54  | 001.67(1 941.956) 0.25(357) 410.432 410.313 214.880  |
| Billed Sales kWh or therms Residential  |  | 53,434,861 (\$294,750) \$258,947 \$94,340 (\$287,685) N/A T  |
| Low Income Residential Small C&I Medium C&I Large C&I   | 30.25.629  | \$342,037, \$45,233 , \$8,083, \$59,504 , \$544,311 , \$N/A + \$5240,274', \$59,2837 ', \$51,051 ', \$52,869 ', \$543,023 ', \$N/A', \$159,095 , \$545,034  , \$5182,003  , \$1512,518  , \$480,552  , \$N/A   |
|   | $ \begin{array}{cccccccccccccccccccccccccccccccccccc$  | \$148,673 (\$637,321) (\$285,061) (\$586,592) (\$56,439) N/A \$4,070,749 (\$1,615,174) (\$251,084) (\$707,243) (\$912,009) N/A   |
| Total  Billed Total Revenue \$  Residential  Low Income Residential  Small C&I  | \$55,010,855 \$25,373,861 \$18,235,807 \$11,661,83 \$10,271,171 \$9,375,011 \$9,776,333 \$13,100,990 \$17,644,831 \$31,244,477 \$41,256,700 \$13,000,990 \$17,644,831 \$31,244,477 \$41,256,700 \$13,000,990 \$17,644,831 \$31,244,477 \$41,256,700 \$1,000,990 \$17,644,831 \$31,244,477 \$41,256,700 \$1,000,990 \$17,644,831 \$31,244,477 \$41,256,700 \$1,000,990 \$17,644,831 \$10,274,771   | 5,148,825 (\$20,126) \$768,172 (\$133,488) (\$1,572,958) (\$1,589,490)   |
| Small C&I Medium C&I  | 53,193,555 5,193,555 5,193,555 5,193,556 5,193,537 5,193,506 52,125,047 52,148 52,123,847 52,148,174 52,195,741 54,560,238 53,474,23 57,11,341 52,148,462,588 53,243,648 52,123,   | (523,466)   (574,466)   (570,946)   (573,948   (523,955)   (523,461)   (543,482)   (5876,983   (565,457)   (5621,569   (5370,068)  |
| Large C&I Total   | $\frac{55,006,795}{56,213,796} - \frac{54,395,187}{40,787,574} - \frac{54,214,261}{249,670,252} - \frac{52,641,807}{249,670,252} - \frac{52,254,855}{51,298,253} - \frac{52,237,623}{515,298,253} - \frac{52,237,623}{515$   | ,5368,302), \$717,864 \$81,533 \$375,326 \$90,235 \$741,379<br>4,932,765 \$360,404 \$1,637,762 \$150,018 (\$1,197,786) (\$1,730,050)   |
| Residential  Low Income Residential   | +  | ·  |
| Small C&I<br>Medium C&I   |  |  |
| Total Total (Line 11 + Line 12)   |  | ·  |
| Residential  Low Income Residential   | 555,010.885 $525,373.881$ $5182,1289$ $51,259,002$ $512,259,002$ $512,259,002$ $512,259$ $512,509,099$ $517,509$ $512,209$   | 5,148,825 (20,126) 768,172 (133,488) (1,572,958) (1,589,490) (279,660) (269,446) (88,216) (100,311) (105,727) (278,316)  |
| Small C&I Medium C&I  | \$5,139,355   \$3,392,084   \$2,062,324   \$1,218,502   \$1,166,155   \$1,025,542   \$1,081,737   \$2,97,421   \$4,562,338   \$5,477,386   \$2,223,685   \$2,323,685   \$2,777,386   \$2,223,846   \$2,777,386   \$2,223,846   \$2,777,386   \$2,223,846   \$2,777,386   \$2,777   | 461,363 (24,406) (709) 73,948 (230,905) (233,555) (29,461) (43,482) 875,983 (65,457) 621,569 (370,068) (27   |
| Total<br>\$ Revenue (Payments) Received (2)   | Authorities Authorities Artifications Artifi   | 727,604 82,533 37,522 30,233 742,573 4,932,765 \$360,404 \$1,637,762 \$150,018 (\$1,197,786) (\$1,730,050)   |
| Residential  Low Income Residential   | 20   1   1   1   1   1   1   1   1   1   | 477,179] 3,163,350   [146,600]   [619,283]   [576,516]   (1,013,837]   (457,329]   (1,453,269)   (538,320)   (104,681)   155,730   (21,555)   (156,111)   366,997   (13,57)   26,971   235,901   19,020  |
| Medium C&I Large C&I  | Simple   S   | (56,111  366,997   |
| Total<br># Revenue (Payments) Received  | 555,344,574] \$50,537,446] \$38,345,376 \$\$55,574,46 \$\$38,345,376 \$\$55,574,46 \$\$50,527,46 \$\$50,527,56 \$\$55,574,579 \$\$50,571,69 \$\$   | [\$106,243] \$2,350,290   [\$444,208] [\$1,004,205] \$888,505   [\$1,711,113]  |
| Residential Low Income Residential  | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   | 4,720 31,178 8,616 9,017 11,522 3,079 7 7 8 8,616 9,017 11,522 1,985 1,9   |
| Total  Revenue (Payments) Received (2)  Residential Low income Residential Small (24) Medium (24) Low income Residential Small (24) Medium (25) Large (26) Large | 15,003   15,004   15,004   15,005   15,007   1   | 1/46   |
| Total  Difference Between Billed and Received Revenue   | 613-Unc 141  |  |
| Low Income Residential Small C&I  | $ \begin{bmatrix} (5,169,439) & (5,683,669)$   | 4,671,647 (3,183,476) 914,772 505,795 (996,442) (575,653)<br>177,669 1,183,822 450,103 4,370 (261,457) (62,761)  |
| Small C&L Medium C&I Large C&I  | \$2,428,415   \$5,000,500   \$2,50   | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   |
| TOLAI   | \$879,222 (59,749,877) (\$8,895,124) (\$6,892,575) (\$3,288,713) (\$2,236,212) (\$5,882,575) (\$3,288,713) (\$2,236,212) (\$5,882,575) (\$3,288,713) (\$2,236,212) (\$5,882,575) (\$3,288,713) (\$2,236,212) (\$5,882,575) (\$3,288,713) (\$1,81,816,516) (\$1,81,816,516) (\$1,1417,706) (\$2,882,516) (\$1,1417,706) (\$2,882,516) (\$1,1417,706) (\$2,882,516) (\$1,1417,706) (\$2,882,516) (\$1,1417,706) (\$1,1417,  | 5,039,009 (\$1,989,886) \$2,081,971 \$1,154,225 (\$2,066,291) (\$18,937)   |
| Low Income Residential  |  |  |
| Small C&I Medium C&I Large C&I  |  |  |
| Customers Disconnected for Non Dowment  | - 914   1.040   1.334   1.461   1.463   1.485   1.400   1.338   1.219   1.111   1.049   992   959   347   375   739   750   613   565   478   463  | [438] (722) [713] [872] (835) [860] [72] [73] [73] [73] [73] [73] [73] [73] [73  |
| Residential Low income Residential Small (S. III) Medium C&I Large C&I Total Use present Plans  | 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -  |  |
| Medium C&I Large C&I  |  |  |
| Total  Customers on Payment Plans  Residential  Low Income Residential  | 27 + - 25   27 + - 79   153   194  |  |
| Low Income Residential Small C&I Medium C&I   | 1.334 1.474 1.843 1.783 1.514 1.627 1.643 1.705 1.554 1.705 1.554 1.707 858 767 592 606 654 773 644 606 631 650 42.5% 59.2% 56.1% 63.3% 55.2% 60.4% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.1% 63.0% 63.0% 63.1% 63.1% 63   | $\begin{array}{c ccccccccccccccccccccccccccccccccccc$  |
| Large C&I   | 10 11 11 15 15 15 20 20 10 15 15 15 15 15 15 15 15 15 15 15 15 15  |  |
| Total  Current A/R  Residential  Low Income Residential  Small C&I  |  | [3,87,488 (548,359) 1,020,193 257,267 (537,365) 396,871  |
|   | \$25.35.147 \$1.50.574 \$1.19.100 \$2.40.174 \$5.97.107 \$5.51.479 \$70.00.64 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.113.00 \$5.50.400 \$2.40.178 \$3.40  | (165,461) (150,974) (7,969) (57,468) (58,633) (177,928) (28,033) (35,639) (23,115) (43,517) (43,615)   |
| Medium C&I Large C&I Total  | \$\\[ \frac{51.661.16}{5.24.24.710} \] \$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\  | 289,457 [58,033] 35,519 72,115 (43,37) 43,515 (13,37) 43,515 (13,47) [10,69,200] (11,030] 109,642 [292,379] (114,239) (115,149) [10,69,200] (11,030] 109,642 [292,379] (114,239) (116,129)   |
| Large C&I Total Collection Effectiveness Residential  | 25.25.00.1 27.00.2 27.00.2 27.00.2 27.00.2 27.0 27.0   | -10.7% -10.3% -11.3% -13.3% -15.0% -20.7%  |
| Low Income Residential Small C&I  | 52.15% 57.15% 59.26 56.56 60.45% 41.26 61.27% 61.25% 61.59% 56.05   | 9.9% 20.2% 14.6% 1.7% 2.0% 2.2% 1.2% 1.2% 1.2% 1.5% 24.3% 18.3% 19.2% 1.2% 1.2% 1.2% 1.2% 1.3% 1.3% 1.3% 1.3% 1.3% 1.3% 1.3% 1.3   |
| Medium C&i Large C&i Total  | 78.7% 76.5% 73.9% 70.9% 68.1% 77.9% 77.5% 77.5% 77.5% 88.3% 12.7% 78.7% 56.5% 64.5% 54.2% 63.3% 43.8% 49.4% 53.3% 18.0% 22.4% 36.5% 54.2% 63.3% 72.0% 67.9% 76.5% 83.3% 72.0% 67.9% 76.5% 83.3% 79.5% 76.0% 61.1% 69.7% 64.7% 20.4% 52.4% 36.5%  | -0.5% -16.0% -2.4% -10.2% 1.4% 7.3% -10.5% -16.0% -19.8% -2.1% -8.5% -5.5% -15.3% -9.7% 15.3%  |
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Narragansett Electric Company (Electric Business) 11/7/2020

|  | <b>2019</b><br>Mar Apr May Jun July Aug Sep Oct Nov Dec Jan Feb  | 2020<br>Mar Apr May Jun Jul Aug Sept Oct 11/7/2020 Dec   | 2019 / 2020 Variance (Percent Change) Mar Apr May Jun Jul Aug Sep Oct Nov Dec  | 2019 / 2020 Variance (Amount Change)  Mar Apr May Jun Jul Aug Sep Oct Nov Dec   |
|--|--|--|--|---|
| # of Customers<br>Residential  | 625,131 625,274 624,582 624,195 624,379 624,580 625,333 626,158 628,946 631,451 631,298 632,560  | 633,812 635,406 634,411 634,468 633,525 635,109 635,257 638,290 638,777  | 1.6% 1.6% 1.5% 1.7% 1.6% 1.9%  |   |
| Low Income Residential Small C&I   | $-\frac{1}{69,623} - \frac{54,078}{69,627} - \frac{54,056}{69,667} - \frac{54,058}{69,682} - \frac{53,983}{69,753} - \frac{53,985}{69,787} - \frac{53,957}{69,882} - \frac{53,961}{70,021} - \frac{54,079}{70,182} - \frac{54,330}{70,718} + \frac{54,480}{71,096} + \frac{54,485}{71,174} - \frac{54,548}{71,485} - \frac{54,648}{71,485} - 54,648$   | $ \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$  | $- \frac{491}{1,995} : - \frac{523}{2,191} - \frac{1,272}{2,133} : - \frac{1,287}{1,996} : - \frac{1,383}{1,978} : - \frac{675}{1,946} : - \frac{579}{1,822} + - \frac{(2,198)}{1,690} :$   |
| Medium C&i<br>Large C&i  | 13,174 13,182 13,181 13,195 13,210 13,212 13,236 13,250 13,294 13,331 13,335 13,36<br>1,816 1,816 1,815 1,814 1,814 1,815 1,818 1,822 1,829 1,833 1,834 1,834 1,835  | 13,374 13,390 13,389 13,373 13,375 13,269 13,229 13,220 13,220 13,222 1,834 1,835  | 1.5% 1.2% 1.3% 1.2% 1.1% 0.8% 0.9% 0.8% 0.7%   |   |
| Iotal  | 1,015 1,015 1,015 1,015 1,014 1,015 1,014 1,015 1,015 1,016 1,022 1,025 1,035 1,034 1,035  | 775,217 777,073 776,781 776,694 776,442 776,670 776,701 777,097 777,325  | 1.5% 1.7% 1.8% 1.8% 1.7% 1.7% 1.6% 1.5%  | 11,389 13,078 13,463 13,754 13,287 13,224 12,332 11,606   |
| II of Customers w/ Arrears Residential Low Income Residential Small C&I Medium C&I   | 100,734 108,379 102,252 99,177 106,144 106,559 110,434 110,647 123,009 116,886 116,414 128,06<br>22,859 23,424 21,530 20,069 20,012 20,159 21,174 21,573 22,833 23,365 24,390 22,234   | 135,084 140,317 132,482 135,294 125,973 132,481 139,527 141,256 142,795 22,088 22,103 20,961 21,139 20,905 21,285 21,516 19,987 20,197   | 34.1% 29.5% 29.6% 36.4% 18.7% 24.3% 26.4% 27.7% 34.3% 36.4% 18.7% 5.6% 1.6% 7.4%   | 34,350 31,938 30,230 36,117 19,829 25,922 29,193 30,609 (771), (1,321), (569), 1,070 893 1,126 342 (1,366)  |
| Small C&I<br>Medium C&I  | 10,373 12,631 12,645 9,666 12,315 10,489 12,482 10,404 13,194 12,720 12,206 12,34<br>1,649 2,188 2,006 1,519 1,870 1,613 1,837 1,627 2,080 2,124 1,855 1,925   | 15,913 16,646 14,233 13,676 12,795 12,568 11,869 12,749 14,862 2,468 3,092 2,244 2,220 2,072 1,847 1,838 1,967 2,273   | 33.4% 31.8% 12.6% 41.5% 3.9% 19.8% 4.9% 22.5% 49.7% 41.3% 11.9% 46.1% 10.8% 14.5% 0.1% 20.9%   | 5,540 4,015 1,588 4,010 480 2,079 (613) 2,345 819 904 238 701 202 234 1 340   |
| Large C&l Total # Arrears 30-60 Residential  | 168 245 232 170 227 177 214 180 218 257 228 199 135,783 146,867 138,665 130,601 140,568 138,997 146,141 144,431 161,334 155,352 155,093 164,781  | 266 326 241 265 310 243 200 219 295 775,819 182,484 170,161 172,594 162,055 168,424 775,050 776,178 180,422 7  | - 58.3% 33.1% 3.9% 55.9% 36.6% 37.3% -6.5% 21.7%   | 98 81 9 95 83 66 (14) 39 39 40,036   35,617 31,496   41,993   21,487   29,427   28,909   31,747   7   |
| # Arrears 30-60<br>Residential   | - 50,764 - 54,685 - 46,532 - 42,717 - 51,718 - 51,339 - 54,239 - 51,384 - 57,711 - 51,536 - 48,683 - 61,751  | - 58,972 - 51,732 - 42,043 - 48,534 - 40,690 - 47,747 - 53,055 - 49,715 - 50,933   | 16.2%5.4%9.6% - 13.6%21.3%7.0%2.2%3.2%   | 8,208 (2,953) (4,489) 5,817 (11,028) (3,592) (1,184 (1,669)   |
| Mediam C&i Small C&i Medium C&i Large C&i Total A Parears 60-90  | 5,033 5,160 4,455 4,011 4,591 4,660 5,300 4,838 4,891 7,630 5,667 7,366 5,388 8,218 7,630 6,667 7,366  | 4,179 3,899 3,367 3,782 3,173 3,923 4,445 3,521 3,786 5,9565 5,294 5,549 5,299 6,742 8,861   | -17.0% -24.4% -24.4% -5.7% -30.9% -15.8% -16.1% -27.2% -60.5% -11.1% -28.2% 18.6% -30.8% -2.4% -29.9% 25.1%  | (854) (1,261) (1,088) (229) (1,418) (737) (855) (1,317) (3,595) (909) (2,091) 891 (2,351) (135) (2,257) 1,354   |
| Medium C&I<br>Large C&I  | 987 1,550 1,262 882 1,215 968 1,195 978 1,399 1,428 1,124 1,32<br>110 189 151 115 162 113 151 122 163 198 153 133  | 1,657 1,710 1,012 1,143 1,015 877 1,009 1,176 1,458 193 204 131 153 187 134 118 136 208  | 67.9% 10.3% -19.8% 29.6% -16.5% -9.4% -15.6% 20.2% 75.5% 7.9% -13.2% 33.0% 15.4% 18.6% -21.9% 11.5%  |   |
| Total<br># Arrears 60-90   | 65,835 69,774 59,824 52,519 65,331 62,764 68,441 62,710 72,390 65,742 61,686 75,400  | 74,537 64,826 51,886 59,297 50,359 58,230 63,926 61,290 65,246   | 18.6% -7.1% -13.3% 12.9% -22.9% -7.2% -6.6% -2.3%  | 11,702 (4,948) (7,938) 6,778 (14,972) (4,534) (4,515) (1,420)   |
| Residential Low Income Residential Small C&I Medium C&I  | 18,992 21,282 21,872 19,020 16,064 17,635 18,637 21,749 22,789 20,774 21,861 22,139 3,570 3,388 3,102 2,600 2,135 2,150 2,415 3,085 3,071 2,965 3,243 3,004  | 28,679 30,684 24,589 19,998 18,763 16,250 19,318 20,839 19,361 3,302 2,806 2,509 2,203 1,925 1,831 2,124 2,157 1,925   | 51.0% 44.2% 12.4% 5.1% 16.8% -7.9% 3.7% -4.2%  | 9,687 9,402 2,717 978 2,699 (1,385) 681 (910) (268) (582) (593) (397) (210) (319) (291) (928) 1   |
| Small C&I Medium C&I   |  | 3,190 4,728 2,585 1,873 1,753 1,480 1,566 1,643 1,481 475 326 313 266 219 260 263  | 32.3% 112.8% -10.8% -14.7% -12.9% -34.8% -31.8% -26.6% -20.9% 151.2% 3.7% 2.5% -3.4% -26.1% -38.1% -21.2%  | 779 2,506 (313) (260) (791) (731) (657)<br>82 i 502i 17 i 8 (11) (94) (135) (70) 1  |
| Large C&I<br>Total   | $ \begin{array}{cccccccccccccccccccccccccccccccccccc$  | $\begin{array}{c ccccccccccccccccccccccccccccccccccc$  | 46.9% 200.0% 6.4% 68.0% 44.1% 20.0% 42.3% 7.1% 6.4% 10.9% 11.5% 2.1% 9.3%  | $\begin{array}{cccccccccccccccccccccccccccccccccccc$  |
| # Arrears 90><br>Residential   | 30,978 32,412 33,848 37,440 38,362 37,585 37,558 37,514 42,509 44,576 45,870 44,19   | 47,433 57,901 65,850 66,762 66,520 68,484 67,254 70,702 72,501   | 53.1% 78.6% 94.5% 78.3% 73.4% 82.2% 79.1% 88.5%  | 16,455 25,489 32,002 29,322 28,158 30,899 29,696 33,188   |
| Residential Low Income Residential Small C&I Medium C&I Large C&I Total  | 14,250 14,876 13,973 13,888 13,286 13,349 13,593 13,690 14,883 13,491 15,000 14,883 13,491 15,000 14,883 12,491 12,021 2,219 2,223 2,676 2,657 2,534 2,629 2,716 2,802 2,725 2,944 2,73  | 14,807 15,998 15,085 15,154 15,807 15,531 14,947 14,309 14,886 3,187 4,637 6,315 6,118 5,748 5,539 5,004 4,364 4,520   | 2.5% 3.5% 8.0% 12.0% 19.0% 16.3% 11.1% 4.8% 57.7% 109.0% 171.8% 128.6% 116.3% 118.6% 90.3% 60.7%   | - 351 342 1,112 1,996 2,521 2,182 1,488 699   |
| Large C&I  | 209 300 319 331 265 265 319 331 331 331 331 331 331 331 331 331  | 330 340 737 731 744 704 610 331 332 332 332 332 332 332 332 332 332  | 24.5% 75.1% 104.7% 133.3% 124.5% 147.0% 111.0% 00.3% 00.3% 10.0% 41.4% 94.1% 133.3% 138.7% 114.7% 81.1% 76.7% 127.9% 57.5% 74.5% 68% 57.5% 77.9% 57.9% 57.9% 50.9%   | - 0   - 12  - 32   - 40   - 43   - 39   - 321   - 23   - 31   - 32   - 32   - 3  |
| ¢ Arreans 30 60  | 15 520 204 16 267 708 12 001 108 8 886 354 9 536 170 11 240 100 12 520 513 10 070 725 10 577 419 10 710 920 13 260 162 18 258 540  | 18 470 101 17 708 230 15 538 010 14 770 122 11 165 177 15 410 424 10 004 020 15 35 38/2 15 146 666   | 17.8% 8.0% 70.0% 66.7% 15.0% 37.1% \$0.4% 30.8%  | \$7780.087  |
| Low Income Residential   | 15.639.204 16.267798 12.042,108 8,886.324 9,585.170 11.204,100 12.639513 10.9797,276 10.577491 10.7018,20 13.760,152 18.285.64 3.460,150 3.377,241 12.420,154 12.42,241 12.04,250 12.05,278 10.57749 10.7018,20 12.806,250 1   | 2,619,647 2,343,848 2,085,356 1,999,635 1,543,659 1,963,292 2,331,596 1,787,640 1,791,825 1,041,155 3,644,473 2,338,438 1,041,343 1,657,986 2,206,190 2,208,917 2,143,481 3,438,335  | -243% -30.6% -16.3% 15.0% -10.1% 7.6% 11.4% -6.2% 13.4% 43.7% 13.4% 30.6%  | (\$840,403) (1,033,393) (404,989) 260,146 (173,808) 139,011 237,776 (18,977) 277,201 1,098,101 425,368 615,000 (47,891) 383,477 233,076 50,216  |
| Medium C&I   |  | 3,236,552 4,705,572 2,984,388 2,657,655 2,354,764 2,376,649 2,685,895 2,677,198 3,123,821 3,727,825 3,259,858 2,359,859 2,588,168 3,385,599 2,509,640 2,187,684 2,262,762 3,335,718 3,335,718 3,359,389 3,361,362,770 2,532,532,551,532,570 2,538,653,75   | 13.9% 50.3% 37.3% 54.8% 3.3% 32.2% 22.5% 44.0% 49.9% 16.6% 24.2% 81.9% 63.6% 137.5% -11.4% 175.0%  | \$77.221 1,098.219, 405.256 615.099 107.264 335.607 232.076, 902.216, 939.108 137.023 |
| Residential Low Income Residential Small CSI Medium CSI Large CSI Total Sarrears 60-90 Residential   | 2.183.407 2.787.280 1.500.514 1.412.145 1.070.565 1.131.387 2.469.455 1.055.355 1.747.290 2.555.881 2.594.715 2.13.77<br>\$28,437.981 \$28,109.456 \$20,537.889 \$15,680.299 \$17,615.479 \$17,615.479 \$17,388.590 \$18,240.848 \$33,40.890 \$22,649.465 \$28,429.08  | \$30,599,380 \$31,652,770 \$25,332,951 \$23,936,933 \$20,118,535 \$24,386,268 \$28,423,012 \$24,219,424 \$25,826,375   | 15.7% 12.6% 23.3% 56.7% 15.5% 38.4% 33.0% 39.3%  | \$4,161,399 \$3,543,314 \$4,795,062 \$8,856,640 \$2,699,981 \$6,770,789 \$7,048,463 \$6,831,334   |
| Residential Low Income Residential Small C&I   | $ \begin{array}{c ccccccccccccccccccccccccccccccccccc$   | $\begin{array}{c ccccccccccccccccccccccccccccccccccc$  | $\begin{array}{c ccccccccccccccccccccccccccccccccccc$  | \$3,812,624   |
|  | 681,876 747,968 821,400 626,014 478,936 514,943 55,876 683,368 660,759 574,044 835,547 749,111 574,705 741,517 787,430 526,472 493,047 512,016 463,175 502,707 582,109 562,193 562,894 579,586   | 1,127,762 1,795,918 1,708,804 1,261,770 984,110 844,487 936,790 1,066,626 995,811 999,996 1,679,996 1,581,502 1,237,503 1,016,047 872,866 902,053 919,824 909,200  |  |   |
| Medium C&I Large C&I Total   | 46,771 506,769 598,467 317,549 301,780 307,690 301,675 287,269 215,214 242,653 699,192 307,841 \$11,344,335 \$12,722,083 \$12,722,083 \$12,866,700 \$93,97,915 \$7,199,199 \$6,847,516 \$7,349,681 \$8,946,995 \$8,809,555 \$8,313,241 \$10,405,412 \$12,049,033   | 723,403 1,041,982 788,374 636,171 1,270,032 1,362,015 503,959 829,052 872,112 515,974,180 518,700,330 517,356,827 515,365,589 513,547,166 511,539,228 512,937,602 515,519,013 514,548,897  | 55.0% 105.6% 31.7% 100.3% 322.8% 67.1% 188.6% 188.6% 47.0% 36.8% 63.5% 88.2% 68.5% 76.0% 73.5%   | \$256,632   \$35,213   \$189,907   \$318,622   \$968,252   \$1,054,325   \$202,284   \$41,783   \$ \$4,629,844   \$55,978,247   \$4,670,127   \$5,967,674   \$63,47,967   \$4,691,712   \$55,587,921   \$65,572,018   \$ \$65,772,018   \$ \$ \$65,772,018   \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$  |
| Total  \$ Arrears 90>  Residential  Low income Residential  Small C&L  | 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 60,007,926 61,636,861   | 77.8% 94.2% 109.4% 103.8% 111.7% 126.3% 132.2% 151.5%  | \$14,266,315   18,718,798   23,062,081   24,112,928   26,824,584   30,213,762   31,464,107   36,149,281   |
| Low Income Residential Small C&I   | 11,754,374 12,715,678 12,721,947 12,548,755 12,476,065 12,615,322 12,726,428 12,889,150 13,739,248 14,074,262 14,721,054 13,809,500 1,125,267 1,213,763 1,306,186 1,317,938 1,331,390 1,277,937 1,265,551 1,315,349 1,437,371 1,509,839 1,556,600 1,705,338  | 14,447,099 15,552,080 16,090,700 16,642,429 18,007,784 18,165,623 17,621,147 16,766,172 16,925,584 1,949,784 2,696,862 3,645,578 4,107,420 4,420,101 4,554,579 4,224,316 3,918,847 4,071,856   | 22.9% 22.3% 26.5% 32.6% 44.3% 44.0% 38.5% 30.1% 73.3% 122.2% 179.1% 211.7% 232.0% 256.4% 233.8% 197.9%   | \$2,692,725   |
| Medium C&I<br>Large C&I  | 843,665 831,338 853,395 879,892 934,779 916,200 1,003,1213 980,462 1,049,815 1,100,444 1,114,107 1,058,78 1 23,780 1 778,058 1 771,156 1 30,023 1 36,108 4 275,1156 1 40,70.56 474,248 4 43,168 495,329 1 43,300 1 313,3   | 1,169,488 1,754,106 2,542,103 2,910,132 3,063,857 3,002,102 2,758,797 2,436,990 2,534,382 325,528 424,516 613,915 817,325 1,030,524 1,301,413 1,257,413 1,172,893 1,232,619  | 38.5% 111.0% 197.9% 230.7% 227.8% 227.7% 175.0% 148.6% 38.7% 52.7% 65.4% 171.6% 181.5% 173.9% 185.3% 147.3%  | \$325,823 922,768 1,688,708 2,030,240 2,129,078 2,085,902 1,755,674 1,456,528 590,748 1 146,421 242,746 516,402 664,416 826,277 816,707 698,645 7   |
| S Total Arrears  | \$32,299,273_\$34,906,111_\$36,339,103   \$38,274,362   \$39,115,998   \$39,211,591   \$39,238,479   \$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 \$84,302,828 \$86,401,302 \$  | 56.3% 69.1% 84.5% 87.6% 97.8% 107.0% 106.8% 113.3%   | \$18,200,128  |
| Residential Low Income Residential   | 4,996,190 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 56,428,096 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 18,832,221   | 61,829,116 68,257,616 70,992,619 72,498,514 70,655,354 76,695,403 83,351,143 86,428,681 87,070,021 19,488,241 20,115,122 20,148,992 20,483,611 21,170,483 21,444,564 21,468,098 20,190,411 20,202,709  | 50.9% 55.0% 72.8% 89.7% 84.9% 94.4% 102.7% 112.5% 9.1% 63% 13.6% 27.1% 36.2% 36.9% 32.8% 23.0%   | \$20,868,925   24,226,181   29,910,431   34,287,823   32,440,338   37,241,239   42,221,376   45,747,736   51,632,634   1,192,775   2,410,971   4,364,970   5,622,706   5,779,161   5,306,478   3,769,566  |
| Small C&I Medium C&I   | 4.122.016 4.507.335 4.039.655 3.269.796 3.525.796 3.414.231 3.797.269 3.645.963 3.846.213 3.819.233 4.391.536 4.900.207 4.758.815 4.700.389 3.813.678 3.122.824 3.706.709 3.226.574 3.662.118 3.38.294 3.925.640 3.929.128 3.863.600 4.236.61  | 6,116,711 6,127,005 7,002,621 7,310,333 7,77,297 7,402,005 7,310,023 7,140,3394 7,302,392 7,302,   | 46.476 60.376 90.476 123.078 30.676 13.076 33.8% 73.4% 80.6%   | 51,950,0951 3,625,8081 3,053,1001 4,040,137 3,540,40.1 3,990,039 1 3,512,139 1 3,462,571 5,1056,320 3,435,284 3,294,276 3,582,465 2,727,960 3,025,041 2,688,527 2,690,719 1 3,407,324   |
| Large C&I Total  Rilled Sales kWh or therms  | 2,884,995 3,572,144 2,890,150 200,637 2,738,493 1,914,713 3,211,836 1,765,873 2,415,673 3,301,003 3,713,206 2,885,013 570,081,589 575,737,650 569,563,692 562,752,569 363,733,752 563,674,586 567,962,709 565,852,941 569,940,929 572,295,500 579,870,103 587,239,807  | \$77,072,961 \$109,366,699 \$109,730,565 \$111,119,613 \$111,020,208 \$117,089,968 \$122,489,067 \$124,041,266 \$126,776,575   | 38.5% 44.4% 57.7% 77.1% 74.2% 83.9% 80.2% 88.4%  | \$1,244,941 898,029 1,991,048 2,949,052 3,375,908 737,222 2,497,334 526,991,377 535,629,049 540,166,873 548,367,044 547,286,456 553,415,382 554,526,358 558,188,325   |
| Billed Sales kWh or therms Residential Low Income Residential Small C&l Medium C&l Large C&l   | 249.961.813   203.392.856   197.891.015   198.297.493   274.460.888   347.797.188   265.643.409   190.963.111   188.402.630   243.580.135   295.302.002   233.881.938   271.737.011   17.515.416   16.580.000   15.916.176   20.580.919   25.810.603   19.257.907   14.39.617   14.737.828   19.441.313   72.165.435   18.742.615   18.742.615   19.742   | 227,358,423 225,209,232 216,577,895 216,665,986 320,432,715 385,812,409 270,492,731 N/A  | 9.0% 10.7% 9.4% 9.3% 16.7% 10.9% 1.8% NA   |   |
| Small C&I<br>Medium C&I  | 60,501,499 55,363,476 51,663,015 53,571,883 59,013,215 68,525,479 59,909,466 50,776,478 47,100,630 55,982,487 66,125,889 58,120,41 110,226,360 101,222,717 103,118,895 101,813,243 116,763,892 133,762,815 116,851,192 101,498,868 94,754,522 107,941,332 123,767,710 106,809,745  | 58,910,939 52,729,483 49,217,751 49,212,129 59,574,220 66,485,926 56,724,983 N/A N/A 105,331,351 95,804,191 85,089,214 89,205,527 108,610,164 126,362,412 104,803,933 N/A N/A  | -2.5% -4.8% -4.7% -8.1% 1.0% -3.0% -5.3% N/A -4.4% -5.4% -17.5% -12.4% -7.0% -5.5% -10.3% N/A  | (1,590,560)   (52,633,993)   (52,445,263)   (53,359,354)  |
| Large C&I  | 207,851,024 215,799,848 190,444,782 194,342,846 221,138,966 240,623,435 214,367,576 190,894,212 197,354,004 203,571,699 103,748,589 222,019,985 649,664,395   592,785,314   593,697,707   563,941,241   692,007,820   816,459,519   676,029,240   548,525,285   542,349,613   630,516,966   611,109,625   639,156,707  | 214,763,631 207,094,302 194,558,813 192,866,773 203,454,641 210,270,879 196,361,087 N/A N/A N/A 625,149,073 599,514,913 563,391,322 564,946,244 715,596,768 818,355,024 648,624,723 N/A N/A N/A  | 3.3% -3.8% 2.2% -0.8% -3.0% -12.6% -8.4% -N/A -3.8% 1.1% 0.7% 0.2% 3.4% 0.2% -4.1% N/A   | 6,512,607 [\$8,196,545] \$4,114,031 [\$1,476,074] [\$17,684,265] \$(30,352,555) [\$18,006,489] N/A [24,515,322] \$6,729,599 \$3,693,615] \$1,005,003 \$23,588,948] \$1,895,505 [\$27,404,517] N/AI  |
| Billed Total Revenue \$  Residential   | \$79,385,302 \$63,446,327 \$56,480,259 \$49,549,106 \$66,513,964 \$73,756,186 \$61,142,720 \$58,648,425 \$55,155,205 \$52,178,103 \$102,204,276 \$77,413,035   | \$79,921,738 \$72,969,146 \$68,517,723 \$55,814,231 \$84,141,584 \$86,849,021 \$69,194,889 \$61,204,822 \$18,336,244   | 0.7% 15.0% 21.3% 12.6% 26.5% 17.8% 13.2% 4.4%  | \$536,436   \$9,522,819 \$12,037,464   \$6,265,125 \$17,627,620 \$13,092,834 \$\ \$8,052,169 \$\ \$2,556,397 \$\ \$\ \$\ \$\ \$\ \$\ \$\ \$\ \$\ \$\ \$\ \$\ \$\  |
| Low Income Residential Small C&I Medium C&I  | 57,002,594 \$4,743,494 \$3,884,361 \$3,884,361 \$3,384,875 \$3,988,078 \$43,71,287 \$3,722,653 \$3,779,841 \$3,988,721 \$5,570,248 \$6,313,907 \$4,977,924 \$15,744,904 \$12,768,911 \$10,960,820 \$9,911,363 \$12,200,912 \$12,741,550 \$11,247,543 \$11,347,543 \$11,347,543 \$11,242,666 \$15,097,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$15,385,599 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$17,897,312 \$11,242,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,666 \$11,897,312 \$11,422,  | \$4,342,470 \$4,131,650 \$3,665,296 \$3,256,431 \$4,395,167 \$4,541,439 \$3,825,237 \$2,934,290 \$1,108,644 \$514,849,807 \$12,516,876 \$10,732,078 \$9,480,927 \$12,622,137 \$13,523,034 \$12,607,262 \$11,873,866 \$3,454,204 \$12,607,262 \$11,873,866 \$3,454,204 \$12,607,262 \$11,873,866 \$3,454,204 \$12,607,262 \$11,873,866 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$12,516,876 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,807 \$1,008,807 \$1,008,644 \$1,008,807 \$1,008,  | -38.0% -12.9% -5.6% -3.2% -10.2% -3.9% -2.8% -22.4%  | (\$2,660,124)     (\$611,844)     (\$219,065)     (\$108,444)     \$407,089     \$170,152     \$102,585     (\$845,551)       (\$895,097)     (\$222,035)     (\$228,743)     \$621,226     \$781,485     \$1,059,719     \$454,434   |
| Medium C&I Large C&I Total   | 5257566.07 522532.243 519584.266 518.471.066 514.259.424 520.650.630 520514.368 519.799.899 516.774.038 522.110.184 527.41.284 522.786.31 527.996.240 526.495.953 524.423.560 521.759.442.284 524.696.033 525.362.587 524.318.314 525.757.217 520.523.198 525.757.170 529.472.823 524.483.88 525.758.217 520.696.08 572.496.09   | \$22,515,889 \$20,168,496 \$18,616,863 \$18,027,384 \$21,399,749 \$24,358,532 \$27,644,590 \$20,365,713 \$5,690,805 \$23,304,888 \$24,109,688 \$22,156,474 \$27,036,705 \$25,185,501 \$26,536,015 \$26,506,546 \$23,563,048 \$8,135,028  | 12.5% -10.5% -6.8% -2.4% -11.9% -18.0% -34.8% -2.9%16.8% -9.0% -9.3% -24.4% -2.0% -4.6% -9.0% -7.9%  | (\$3,250,168) (\$2,363,747) (\$1,367,403) (\$443,682) (\$2,895,675) \$3,707,902 \$7,130,222 \$565,814 \$ (\$54,691,352) (\$2,386,266) (\$2,267,088) \$5,300,771 \$494,867 \$1,173,428 \$2,188,232 (\$2,010,169)   |
| Supplier Receivables Purchased (for EDCs)(1)   | \$155,895,098   \$129,986,928   \$115,733,268   \$103,032,344   \$131,489,011   \$136,882,239   \$121,245,597   \$119,180,815   \$107,643,828   \$150,528,370   \$183,023,601   \$145,016,461  | 5144,934,792   5133,895,855   5123,688,433   5113,615,678   5147,744,138   5155,808,041   5139,778,523   5119,941,739   536,724,925  | 7.0% 3.0% 6.9% 10.3% 12.4% 13.8% 15.3% 0.6%  | (\$10,960,305)  \$3,908,927  \$7,955,165  \$10,583,334  \$16,255,127  \$18,925,802  \$18,532,926  \$760,924   |
| Low Income Residential   | 4'''''   |  | ::::   |   |
| Medium C&I Large C&I   | = = > = = > = = = = = = = = = = = = =  |  |  |   |
| Total Total Revenue Billed \$ (Line 11 + Line 12)  | 1  | 1  |  |   |
| Residential  Low Income Residential  | 79,385,302 63,446,327 56,480,259 49,549,105 66,513,964 73,756,186 61,142,720 58,648,425 55,155,205 82,178,103 102,204,276 77,413,03 7,002,594 4,743,494 3,884,361 3,364,875 3,988,078 4,371,287 3,722,653 3,779,841 3,988,721 5,570,248 6,313,907 4,977,926  | 79,921,738 72,969,146 68,517,723 55,814,231 84,141,584 86,849,021 69,194,889 61,204,822 18,336,244 4,342,470 4,131,650 3,665,296 3,256,431 4,395,167 4,541,439 3,825,237 2,934,290 1,108,644   | 0.7% 15.0% 21.3% 12.6% 26.5% 17.8% 13.2% 4.4% 38.0% 12.9% -5.6% 3.2% 10.2% 3.9% 2.8% 22.4%   | S536,436   9,522,819   12,037,464   6,265,125   17,627,620   13,092,834   8,052,169   2,556,397   (\$2,660,124)   (611,844)   (219,065)   (108,444)   407,089   170,152   102,585   (845,551)   |
| Small C&I  Medium C&I  Large C&I   | 15,744,904 12,768,911 10,960,820 9,911,363 12,000,912 12,741,550 11,547,543 11,379,432 11,242,666 15,097,666 17,897,312 15,355,599 25,766,057 22,532,243 19,984,266 18,871,066 24,295,424 20,650,630 20,514,368 19,799,899 16,734,038 22,110,184 27,141,284 22,786,311   | 14,849,807 12,516,876 10,732,078 9,480,927 12,622,137 13,523,034 12,607,262 11,873,866 3,454,204 22,515,889 20,168,496 18,616,863 18,027,384 21,399,749 24,358,532 27,644,590 20,365,713 5,690,805   | -5.7% -2.0% -2.1% -4.3% 5.2% 6.1% 9.2% 4.3% -12.6% -10.5% -6.8% -2.4% -11.9% 18.0% 34.8% 2.9%  | (\$895,097)     (\$252,035)     (\$228,743)     (430,436)     621,226     781,485     1,059,719     494,434       (\$3,250,168)     (2,363,747)     (1,367,403)     (443,682)     (2,895,675)     3,707,902     7,130,222     565,814   |
| Large C&I<br>Total   | 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 5155,895,098 129,986,928 515,733,268 5103,032,344 5131,489,011 5136,882,239 5121,245,597 5119,180,815 5107,643,828 5150,528,370 5183,029,601 5145,016,465  | 23,304,888 24,109,688 22,156,474 27,036,705 25,185,501 26,536,015 26,506,546 23,563,048 8,135,028<br>\$144,934,792 \$133,895,855 \$123,688,833 \$113,615,678 \$147,744,138 \$155,808,041 \$139,778,523 \$119,941,739 \$36,724,925  |  | (\$4,691,352)     (2,386,266)     (2,267,088)     5,300,771     494,867     1,173,428     2,188,232     (2,010,169)       (\$10,960,305)     \$3,308,927     57,955,165     \$10,583,334     \$16,255,127     \$18,925,802     \$18,532,926     5760,924  |
| \$ Revenue (Payments) Received (2)  Residential  | 83.854.903 76.028.627 64.713.060 51.015.617 56.336.336 69.077.087 65.940.780 61.286.500 50.088.822 66.493.347 84.474.270 79.791.071 44.51.123 5.398.763 442.611 44.8506 5.522.941 3.408.280 3.333.991 3.272.280 2.472.90 2.462.744 44.62.283 5.775.972   | 81,654,701 70,822,519 66,870,880 61,353,505 64,117,645 76,242,132 73,576,782 63,864,882 12,243,795 3,454,255 3,290,437 3,424,202 3,091,743 3,117,698 3,150,665 3,728,613 2,795,373 726,199   |  | [\$2,200,202] [\$,206,108] 2,157,820 10,335,887 7,761,308 7,165,044 6,636,022 2,577,979   |
| Low Income Residential Small C&I   | 4.15,1.23 5.398,763 4.412,611 4.418,506 3.62,2.941 3.408,263 3.333,492 3.272,260 2.472,943 2.83,744 4.16,2.93 5.775,97 16,917,73 14,755,528 31,203,836 9,740,805 10,356,328 12,313,376 11,242,49 11,661,648 9,166,631 11,746,194 15,861,675 14,740,185 12,740   | 3,454,285 3,290,437 3,424,202 3,091,743 3,117,698 3,150,665 3,728,613 2,795,373 726,199 14,581,234 11,382,485 11,882,482 10,249,667 10,310,847 11,894,344 12,768,012 11,263,824 16,745,522   | -15.25% -22.75% -22.75% -3.00% -12.75% -7.55% -13.25% -24.05% -13.25% -22.95% -10.05% 52.55% -0.45% -3.45%  |   |
| Medium C&I Large C&I Total  If Revenue (Payments) Received   | 25,957,784 23,849,883 26,559,712 20,215,781 21,947,339 26,621,372 20,989,469 24,470,781 20,527,129 22,147,510 26,001,757 24,989,389 (513,023,04,04,04,04,04,04,04,04,04,04,04,04,04,   | 23,953,666 18,954,242 24,212,723 19,597,436 22,662,468 22,041,588 28,121,941 22,521,833 3,335,775  | 7.8% -20.5% -10.2% -3.1% 3.3% -17.2% 34.0% -8.0% -2.1% -1.5% -2.2% -1.5% -2.2% -1.5% -2.2% -1.5% -2.2% -1.5% | [52,014,118] (4,895,640) (2,746,988) (618,346) 715,130 (4,579,784) 7,132,472 (1,949,388)  |
| # Revenue (Payments) Received  | 573 776 574 879 540 A1018 488 613 561 979 544 499 533 751 599 287 575 587 584 206 599 014 552 366  | 595.760 562.182 556.208 586.069 592.389 5.77.606 565.836 589.003 127.009   | 13.7% 7.1% 3.0% 19.9% 5.4% 6.1% 6.0% -1.7%   | 71.984 37.373 16.170 97.456 30.460 33.107 37.085 (10.284)   |
| Revenue (Payments) Received Residential Low Income Residential Small C& Medium C& Large C& Total   | 18.01.73   | 53,600 49,785 51,769 49,486 49,589 45,543 50,159 47,864 14,523 68,245 62,635 67,142 69,751 71,981 70,878 72,385 71,681 11,528  | 13.7% 7.3% 3.0% 19.9% 5.4% 6.1% 6.0% -1.7%<br>2.2% 3.6% 3.4% 5.1% 5.7% 8.4% 4.8% 5.0% 5.0% 1.8% 4.8% 3.9% 3.9% 18.9% 1.8% 1.8%   |   |
| Medium C&I<br>Large C&I  | 13,695 13,696 15,088 12,730 14,357 14,463 12,752 16,058 12,480 14,627 19,559 14,099 2,119 2,099 2,330 2,115 2,126 2,238 1,925 2,291 1,821 2,141 3,249 2,415  | 14,540 11,974 14,469 14,479 14,800 14,840 16,151 15,582 2,561 2,236 1,871 2,364 2,232 2,311 2,198 2,721 2,489 434  | 6.7% -1.26% -4.1% 13.7% 3.1% 2.6% 24.7% 3.0% -5.5% 5.5% 5.5% 5.7% 4.4.6% 8.6% 13.4% 5.1% 7.5% 2.3% 17.5% 4.9% 5.1% 7.9% 1.9%   | 911 (1,722) (619) 1,749 443 377 3,199 (476) 117 (228) 34 117 185 (40) 796 198   |
| Total  Difference Between Billed and Received Reven  |  | 734,381 688,397 691,952 722,017 731,070 711,065 707,252 726,619 156,055  | 13.4% 5.1% 2.3% 17.5% 4.9% 5.1% 7.9% -1.9%   | 86,633 33,404 15,819 107,379 34,283 34,360 51,487 (14,308) 5736,633 14,778,977 9878,644 (6,070.762) 9866,317 5.977.90 14,16,147 (27,537)  |
| Residential  Low Income Residential  | \$2,851.471 (555.260) (\$1,92.551) (\$1,92.521) \$2,551  | \$888,235 \$841,213 \$241,094 \$164,688 \$1,277,469 \$1,390,774 \$96,625 \$138,917 \$382,485   | -61.2% -117.1% -120.0% -277.2% -97.1% -126.7% -24.4% -0.8%   | (\$1,963,236) 1,496,482 769,344 1,218,319 912,332 427,751 (272,536) (368,664)   |
| Residential Low Income Residential Small C&I Medium C&I Large C&I Total  | \$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\  | \$\begin{array}{cccccccccccccccccccccccccccccccccccc   | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   | \$1.43.932 \$131.048 109.511 (99.59) 666.708 1.00517 (465.04) 892.251 (520.83) \$3/4.425 1.68.242 (50.755) (13.074) 4.903.507 13.22.501 893.241 (52.57.235) \$7.503.737 (79.50) 5.505.017 (20.58) 5.753.211 (6.44.24) (60.771)  |
| Total  | \$\(\frac{5}{2}\)\(\fr  | (5048,778  55,125,445  |  | \$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\  |
| Total  Customers on Arrearage Mgms/Torgheness Pa Residential Low Income Residential Smal C&I Medium C&I Large C&I Total  Customers Disconnected for Non-Payment Residential Low Income Residential Smal C&I Medium C&I Large C&I Medium C&I Large CAI Large CAI Medium C&I Large CAI | 107, 107, 107, 107, 107, 107, 107, 107,  | 442 438 391 337 291 279 237 233 234 365 2365 2367 2240 2006 2186 1838 1938 1936  | -35.2% -38.4% -49.0% -53.9% -59.1% -61.3% -65.5% -64.3% -77.4% -14.3% -15.3% -31.7% -39.2% -41.00€ -44.3% -5.0%  | (240) (273) (375) (394) (420) (441) (450) (420) (420) (500 (133) (133) (133) (133)  |
| Small C&I Medium C&I   | $\frac{1}{1} - \frac{0}{10} -$ |  | - 0.0%   |   |
| Large C&I  |  | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0  | 0.0%  0.0%  0.0%  0.0%  0.0%  0.0%  0.0%  0.0%  0.0%  0.0%   |   |
| Customers Disconnected for Non-Payment<br>Residential  | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   |  | 2000.0%, -10 | 20 (234) (674) (1,253) (776) (1,294) (1,383) (726)  |
| Low Income Residential Small C&I   | 3 - 38 - 288 - 381 - 218 - 381 - 282 - 231 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 -   | $\begin{bmatrix} - & -\frac{3}{8} & - & -\frac{0}{9} & - $ | 2000.0%  | 0   (38)   (288)   (381)   (218)   (381)   (282)   (231)   (27)   (27)   (28)    |
| Medium C&I<br>Large C&I  |  |  | -79.5% 100.0% 100.0% -100.0% -100.0% 100.0% 50.3% 123.5% -100.0% -100. |   |
| Total Customers on Payment Plans   | - 48 - 337 - 1,192 - 1,680 - 1,025 - 1,714 - 1,698 - 979 - 62 - 37 - 25 - 5  | 354 01 _ 01 _ 01 _ 01 _ 01 _ 01 _ 01 _   | -27.1% -100.0% -100.0% -100.0% -100.0% -100.0% -100.0% -100.0%   | (13), (337), (1,192), (1,680), (1,025), (1,714), (1,695), (935),  |
| Residential Low Income Residential   | 13,109   | 12,877 8,990 7,660 8,311 8,889 8,063 8,055 10,021 10,625 2,901 2,249 2,207 2,375 2,465 2,163 2,147 2,256 2,349   | - 1.89( - 37.79) - 47.29( - 50.89( - 45.79) - 49.29( - 49.39) - 36.49( - 7.71% - 46.7% - 68.1% - 57.1% - 57.2% - 58.3% - 53.2% | (252   (2,454)  (8,562   (8,592)  (7,419)  (7,795)  (7,847)  (5,729)  (1,081) (1,971) (3,063) (3,155) (2,687) (3,019) (3,110) (3,142)   |
| Customers on Payment Plans Residential Low Income Residential Small Cal Medium C&l Large C&l Total   | $\begin{array}{cccccccccccccccccccccccccccccccccccc$   | - 102   145   251   355   425   435   536   677   658   - 31   29   62   68   95   123   141   173   173   - 31  | 4.2% -33.8% 0.4% 47.3% 87.2% 99.5% 208.0% 262.0% -16.2% -29.3% 34.8% 21.4% 72.7% 127.8% 235.7% 343.6% -50.0% 25.00% 0.0% 450.0% 400.0% 120.0% 120.0% 120.0%  |   |
| Total Current A/R  | $ \begin{array}{c ccccccccccccccccccccccccccccccccccc$   | $\begin{array}{c ccccccccccccccccccccccccccccccccccc$  | -7.7%  -39.5%  -53.3%  -51.1%  -45.3%  -49.4%  -49.0%  -38.5%  | (1,329) (7,489) (11,608) (11,621) (9,859) (10,520) (10,484) (8,235)   |
| i Otali Current A/R Residential Low Income Residential Small C&I Medium C&I Large C&I Total Collection Effectiveness Residential Residential   | 55.492.047 41.972.856 35.607.414 36.452.247 41.310.260 49.952.544 43.536.501 36.860.754 43.317.163 56.622.415 66.004.600 61.151.86<br>6.070.045 3.776.308 2.940.861 2.671.187 2.717.771 3.40.276 3.097.819 2.813.542 3.196.259 4.275.584 5.050.075 3.791.93  | \$2,142,666  | 4.60% 15.50% 29.0% 4.8% 38.3% 26.7% 10.3% 14.2% 44.9% 13.0% 12.2% 24.5% 9.4% 2.7% 21.1%  | (\$3,349,381)   |
| Small C&I<br>Medium C&I  | 6.070,045 3,770,308 2,90,861 2,671,187 2,717,721 3,40,276 3,097,819 2,813,54 3,105,259 4,223,34 5,050,075 3,791,935 11,094,759 8,801,391 7,1094,077 7,207,270 7,805,111 8,383,176 8,226,644 7,227,510 8,157,437 11,076,440 12,023,831 11,579,174 11,767,5456 15,152,781 11,327,197 13,136,273 13,782,330 13,900,151 11,965,659 13,020,393 16,574,114 18,200,200 17,416,77  | 3,341,973 3,236,548 2,506,733 2,373,349 3,382,366 3,740,287 3,013,860 2,221,270 2,472,101 10,093,379 9,323,718 7,479,134 6,748,559 8,675,568 9,781,884 8,62,049 7,481,236 8,684,048 15,143,571 15,700,018 13,263,715 12,767,706 140,992,577 17,691,428 13,757,433 13,140,916 15,306,899  | -44.9% -13.0% -12.8% -12.8% -9.4% -2.7% -21.18 -1.2% -11.2 |   |
| Large C&i  | 71757,495, 15,522,781, 13,27,127, 13,18,6273, 13,41,855, 13,82,330, 13,900,015, 2,266,559, 13,02,793, 16,574,144, 18,290,220, 17,415,77, 17,885,985, 16,834,165, 1   | 15,433,571 15,700,018 13,263,715 12,767,726 140,99,257 17,691,428 13,754,743 13,140,516 15,365,899 15,365,899 15,365,866 13,575,771 15,696,500 17,127,271 17,275,518 20,375,532 17,008,277 15,755,698 13,95,277 15,696,500 15,365,367 1   | -44.9% -43.0% -42.8% -41.2% -24.5% -9.4% -2.7% -21.1% -9.0% -5.9% -1.9% -1.12% -1.12% -0.4% -0.4% -3.13% -0.5% -1.12% -1.12% -0.4% -1.12% -0.4% -1.12% -0.5% -1.13% -0.5% -1.12% -1.12% -1.0% -0.5% -1.13% -0.9% -1.12% -0.2% -1.13% -0.9% -0.2% |   |
| Collection Effectiveness Residential   | 57 75 51 51 55 57 51 51 75 51 51 55 51 55 51 55 51 55 51 51 55 51 51   | 57 584 50 584 49 794 46 794 48 794 49 394 48 394 47 694 17 794   | -19.3% -20.1% -19.7% -27.1% -20.2% -21.6% -31.1%   | -12.1% -12.4% -13.0% -13.0% -12.5% -13.3% -19.2%  |
| Low Income Residential Small C&I Medium C&I Large C&I  | 24.2% 24.5% 24.5% 22.5% 18.5% 18.5% 18.0% 18.6% 14.3% 38.5% 17.7% 25.9 76.5% 76.5% 76.5% 76.5% 76.5% 8   | 17.5% 15.2% 16.4% 14.4% 11.3% 15.4% 17.4% 19.9% 4.2% 71.2% 58.1% 62.9% 59.2% 60.7% 62.0% 65.8% 64.4% 20.0%   | -37.0% -33.7% -41.3% -49.7% -16.5% -3.3% 5.6% -12.6% -16.8%  | -8.9%, -8.4%, -10.1%, -11.2%, -3.1%, -0.6%, 1.1%, -13.5%, -17.2%, -15.4%, -15.9%, -9.4%, -13.0%, -13.0%   |
| Medium C&I<br>Large C&I  | 83.9% 85.7% 86.1% 86.3% 86.5% 84.5% 86.3% 80.1% 82.7% 86.8% 84.6<br>88.3% 90.6% 91.2% 89.8% 93.2% 87.1% 94.1% 89.0% 87.5% 88.5% 89.9   | 8 81.5% 67.7% 75.7% 73.4% 76.1% 77.0% 83.2% 77.9% 31.3% 51.5% 81.1% 87.3% 86.3% 80.4% 81.7% 88.8% 85.2% 42.9%  |  | $ \begin{array}{cccccccccccccccccccccccccccccccccccc$   |
| Total  | b5.8%  66.0%  63.2%  66.2%  66.5%  64.3%  66.6%  57.6%  63.6%  66.9%  62.5%  | 6 51.3% 52.3% 52.9% 50.3% 57.1% 56.1% 52.3% 48.8% 21.1%  | 1.0% -19.9% -20.5% -13.8% -15.6% -18.7% -26.7%   | U-0% -13.1% -13.0% -9.1% -10.4% -12.0% -17.8%   |