

December 1, 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 ELECTRIC 11/28/2020 Total

of Customers w/ Arrears
Residential
Low Income Residential
Small C&L
Medium C&L
Large C&L
Total

Arrears 30-60
Residential Residential
Low Income Residential
Small C&I
Medium C&I
Large C&I
Total

GAS GAS 11/28/2020 ompany: Narragansett Electric Company (Electric Business)
ab: COMBINED
ate: 11/28/2020

	11/28/2020			
	2019 Mar Aar May lun luly Aun Sen Ort Nay Dec lan Feb	2020 Mar Anr May Iun Iul Aun Sent Ort 11/28/2020 Dec	2019 / 2020 Variance (Percent Change) Mor Anr Moy Jun Jul Aug Sen Oct Nov Dec h	2019 / 2020 Variance (Amount Change) Mor Apr Moy Iun Iul Aug Sen Oct Nov Dec
# of Customers	675 131 675 774 674 582 674 195 674 379 674 580 675 333 676 158 678 946 631 451 631 798 632 566	633.817 635.406 634.411 634.468 633.575 635.100 635.757 638.790 639.849	148 168 168 168 158 178 168 168	8.681 10.1321 9.829 10.773 9.146 10.529 9.924 17.137
Low Income Residential	54,078 54,056 54,058 53,983 53,965 53,957 53,961 54,079 54,330 54,480 54,485 54,544 56,630 66,67 60,683 60,733 60,787 60,882 71,071 70,182 70,718 71,065 71,174 71,457	54,569 54,579 55,330 55,270 55,948 54,632 54,540 51,881 51,128 71,674 71,878 71,815 71,700 71,755 71,838 71,832 71,832 71,832 71,832 71,832 71,832 71,832	0.9% 1.0% 2.4% 3.7% 1.3% 1.1% -4.1% 7.0% 7.0% 7.0% 7.0% 7.0% 7.0% 7.0% 7.0	491 523 1,272 1,287 1,983 675 579 (2,198)
Medium C&I Large C&I	13,174 13,182 13,181 13	13,374 13,390 13,389 13,375 13,269 13,229 13,220 13,224 1	1.5%	
	1,816 1,816 1,815 1,814 1,814 1,815 1,818 1,822 1,829 1,833 1,834 1,836 763,828 763,995 763,318 762,940 763,155 763,446 764,369 765,491 769,117 772,191 772,126 773,770	1,636 1,640 1,630 1,634 1,632 1,632 1,632 1,632 1,635	1.2% 1.5% 1.7% 1.8% 1.8% 1.7% 1.7% 1.6% 1.5%	
If of Customers w/ Arrears Residential Low Income Residential Small C&I Medium C&I	100,734 108,379 102,252 99,177 106,144 106,559 110,434 110,647 123,009 116,886 116,414 128,082		34_1%29.5%29.6%36.4%18.7%24.3%26.4%27.7%	34,350 31,938 30,230 36,117 19,829 25,922 29,193 30,609 30,609
Low Income Residential Small C&I	22,859 23,424 21,530 20,069 20,012 20,159 21,174 21,573 22,833 23,855 24,390 22,234 10,373 12,631 12,645 9,666 12,315 10,489 12,482 10,404 13,194 12,720 12,206 12,340		3.4%5.6%2.6% - 5.3% - 4.5% - 5.6% - 16%7.4%	
Medium C&I Large C&I	1,649 2,188 2,006 1,519 1,870 1,613 1,837 1,627 2,080 2,124 1,855 1,929 168 245 232 170 227 1,77 2,14 1,80 2,18 2,57 2,28 1,96		49.7% 41.3% 11.9% 46.1% 10.8% 14.5% 0.1% 20.9% 20.9% 58.3% 33.1% 33.9% 55.9% 36.6% 37.3% 6.5% 21.7%	819 904 238 701 202 234 1
Large C&I Total # Arrears 30-60	168 245 232 170 227 177 214 180 218 257 228 196 135,783 146,867 138,665 130,601 140,568 138,997 146,141 144,431 161,334 155,332 155,093 154,781	175,819 182,484 170,161 172,594 162,055 168,424 175,050 176,178 178,803 175,819 182,484 170,161 172,594 162,055	29.5% 24.3% 22.7% 32.2% 15.3% 21.2% 19.8% 22.0% 20.0%	40,036 35,617 31,496 41,993 21,487 29,427 28,909 31,747
	50,764 54,685 46,532 42,717 51,718 51,339 54,239 51,384 57,711 51,536 48,683 61,753	<u></u>	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)
Low Income Residential Small C&I	5,033 5,160 4,455 4,011 4,591 4,660 5,300 4,838 4,899 4,950 5,059 4,820 5,941 6,190 7,424 4,794 7,645 5,684 7,556 5,388 8,218 7,630 6,667 7,367	9,536 7,281 5,333 5,685 5,294 5,549 5,299 6,742 6,831	-1/10% -24.4% -24.4% -3.7% -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 Large C&I	987 1,550 1,262 882 1,215 968 1,195 978 1,399 1,428 1,124 1,327 110 189 151 115 162 113 151 122 163 198 153 133	1,657 1,710 1,012 1,143 1,015 877 1,009 1,176 1,283 193 204 131 153 187 134 118 136 175	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%	
# Arrears 60-90	62,835 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 59,277	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	18,992 21,282 21,872 19,020 16,064 17,635 18,637 21,749 22,789 20,774 21,861 22,136 3570 3.888 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 19,973 3302 2,806 2,509 2,203 1,925 1,831 2,124 2,157 2,048	51.0% 44.2% 12.4% 5.1% 16.8% -7.9% 3.7% 4.2% -7.5% -17.2% -19.1% -15.3% 9.8% -14.8% -12.0% -30.1%	9,687 9,402 2,717 978 2,699 (1,385) 681 (910) (268) (582) (582) (593) (397) (210) (319) (221) (928)
Small C&I Medium C&I	2.411 2.222 2.898 2.196 2.013 2.271 2.297 2.300 2.174 2.365 2.595 2.237 2.207 2.20 2.20 2.20 2.20 2.20 2.20 2.	3,190 4,728 2,585 1,873 1,753 1,480 1,566 1,643 1,972	32.3% 112.8% -10.8% -14.7% -12.9% -34.8% -31.8% -28.6%	779 2,506 (313) (323) (260) (791) (731) (657)
Large C&I	32 27 47 25 34 30 26 28 24 29 45 37 37	- 473 - 634 - 473 - 320 - 333 - 260 - 213 - 260 - 314 47 - 81 - 44 - 42 - 49 - 36 - 15 - 30 - 34	46.9% 200.0% -6.4% 68.0% 44.1% 20.0% -42.3% 7.1%	
# Arrears 90>	25,398 27,251 28,377 24,159 20,570 22,446 23,729 27,492 28,384 26,498 28,138 27,726	35,693 39,135 30,202 24,442 22,803 19,863 25,242 24,929 24,341	40.5% 48.6% 6.4% 1.2% 10.9% -11.5% -2.1% -9.3%	10,295 11,882 1,825 283 2,233 (2,583) (487) (2,563)
	3,978 3,2412 3,3484 37,440 38,362 37,585 37,558 37,514 42,509 44,576 45,870 44,193 114,256 14,876 13,373 13,458 13,286 13,349 13,459 13,650 14,863 15,450 16,088 14,410	- 47,433	- 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 33,188 557 1,112 1,696 22,521 2,182 1,488 659 659
Low Income Residential Small C&I Medium C&I Large C&I Total	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	57.7% 109.0% 171.8% 128.6% 116.3% 118.6% 90.3% 60.7% 135.4% 124.8% 147.0% 111.8% 66.5%	$-\frac{1,166}{67}$ $-\frac{2,418}{242^1}$ $-\frac{3,992}{471}$ $-\frac{3,442}{432}$ $-\frac{3,091}{413}$ $-\frac{3,005}{419}$ $-\frac{2,375}{322}$ $-\frac{1,648}{212}$ $-\frac{1}{2}$
Large C&I	$\begin{bmatrix} -& 25 & -& 25 & -& 34 & -& 30 & -& -& 31 & -& 34 & -& 37 & -& 30 & -& -& 31 & -& -& 30 & -& -& 30 & -& -& 30 & -& -& 26 & -& -& -& -& -& -& -& -& -& -& -& -& -$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	0.0% 41.4% 94.1% 133.3% 138.7% 114.7% 81.1% 76.7% 57.5% 64.8% 62.6% 62.6% 63.6% 65.6%	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$
\$ Arrears 30-60	15,589,204 16,567,788 12,042,108 8,886,354 9,563,670 11,240,100 12,539,513 10,979,726 10,577,419 10,719,820 13,260,162 18,266,644 3,460,050 3377,241 2,040,345 17,79,489 17,77,467 1,824,381 2,093,820 1306,677 18,543,39 2,095,778 2,606,600 12,985,502	10 10 10 10 10 10 10 10 10 10 10 10 10 1		140.541 3.40.541 3.40.541 3.40.541 3.40.541 4.50.500 4.40.344
SArrears 30-60 Residential Low Income Residential Small C&I Medium C&I Large C&I Total	15,539,304 16,527,788 12,041,008 8,386,354 55,66,170 112,40,100 12,539,513 10,979,726 10,577,419 10,719,320 13,500,142 18,586,644 3,460,600 3,477,241 2,600,345 1,799,489 1,777,667 12,424,321 2,000,320 1,006,657 1,384,339 2,007,78 2,668,600 1,209,597 2,316,840 1,209,320 1,006,657 1,384,339 2,007,78 2,668,600 1,209,597 2,316,840 1,209,320 1,209,3	2,619,647 2,343,848 2,085,356 1,999,635 1,543,659 1,963,292 2,331,596 1,787,640 1,465,677	22.43% 30.6% 16.3% 15.0% 10.1% 7.6% 11.4% 6.2% 52.2% 5	5840,403) (1,033,393) (404,989) 260,146 (173,808) 139,011 237,776 (118,977) 1
Small C&I Medium C&I	15,000 1	3,041,165 3,644,423 2,338,438 1,541,343 1,667,986 2,005,199 2,208,917 2,143,481 1,934,215 3,226,555 4,705,572 2,984,348 2,657,655 2,354,764 2,376,649 2,689,895 2,672,198 2,833,308	- 31.4% - 43.2% - 22.3% - 46.4% - 2.8% - 23.7% - 11.8% - 30.6% 5	580,000 (175,000) (175,000
Large C&I Total	7.200.407 1.131.547 2.177.853 1.778.640 2.727.838 7.798.359 2.195.359 1.855.125 2.293.746 2.265.651 2.185.259 2.655.250 2.133.407 2.787.240 1.205.351 1.427.155 2.778.285 2.656.250 2.405.250 1.407.250 1.407.155 2.133.47 2.407.455 2.107.250 1.407.250 2.559.851 2.547.155 2.133.47 2.407.450 2.359.851 2.359.85	\$2,525.552 4,705.572 2,984.346 2,557.655 2,334.756 2,376.649 2,889.95 2,672.198 2,833.308 3,272.820 3,255.588 2,385.800 2,568.108 3,386.549 2,680.694 2,187.684 2,562.521 2,960.370 (53.05.99.380 531.652.770 55.532.555 52.395.693 50.118.535 52.335.656 528.423.012 524.219.424 522.2276	49.9% 16.6% 24.2% 81.9% 63.6% 132.5% · 11.4% 125.0% 51.57% 12.6% 23.3% 58.7% 15.5% 38.4% 33.0% 39.3%	336,105
\$ Arrears 60-90 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 11,066,913 9,999.644	54.6% 51.5% 42.1% 70.4% 89.4% 66.6% 93.7% 89.4% SS	
Low Income Residential	2,641,184 2,829,427 2,525,729 1,830,398 1,354,246 1,225,800 1,341,371 1,625,077 1,561,292 1,541,054 1,849,360 2,127,128 681,876 747,968 87,400 576,014 478,938 51,403 555,876 680,483 680,760 574,001 576,014 478,938 51,403 555,876 680,483 680,760 574,001 576,014 478,938 51,403 555,876 680,483 680,760 574,001 576,014 478,938 51,403 555,876 680,483 680,760 574,001 576,014 678,938 680,483 680	2,421,495 2,219,193 1,972,934 1,841,545 1,619,040 1,315,650 1,515,354 1,636,598 1,493,063	8.3% -21.6% -21.9% 0.6% 19.6% 7.3% 13.0% 0.7% (6.5.4%) 106.5% 54.0% 54.5% 54.7%	5219,689) (610,234) (552,795) 11,147 264,794 89,850 173,983 11,521 1,521 4,521,632 1,632,632 1,6
Medium C&I Large C&I	- 0012/0	909,096 1,679,996 1,581,502 1,237,503 1,016,047 872,866 930,033 919,824 1,058,848 773,033 1,016,047 872,866 930,035 919,824 1,058,848		948-3,607 1,047,590 867,404 953,729 305,174 3-52,244 3-17,255 3-52,244 3-17,255 3-52,345 3-
Total	10,000 301,000 300,000 317,000 301,000	\$15,974,180 \$18,700,330 \$17,356,827 \$15,365,589 \$13,547,166 \$11,539,228 \$12,937,602 \$15,519,013 \$14,093,076	32.0.07 20.3.07 31.77 200.37 342.77 5/.75 188.05 5 40.8% 47.0% 36.8% 63.5% 88.2% 68.5% 76.0% 73.5% 54	52.07.032 202,233 109,907 310,022 900,222 1,034,225 202,284 341,783 341,783 6,629,844 55,978,247 \$4,670,127 55,967,674 56,347,967 \$4,691,712 \$5,587,921 \$6,572,018
Total S Arcers 50- Residential Cov income Residential Small CS Medium C&I Large CS Total Total Total	18,341,187	32,607,502 38,586,035 44,148,487 47,339,782 50,832,240 54,140,759 55,266,777 60,007,926 65,659,683	77.8% 94.2% 109.4% 103.8% 111.7% 126.3% 132.2% 151.5% 514	,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 12,475,065 12,615,322 12,726,428 12,889,150 13,739,248 14,074,262 14,721,054 13,809,563 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 1,705,339	14,447,099 15,552,080 16,090,700 16,642,429 18,007,784 18,165,623 17,621,147 16,766,172 17,028,412 1,949,784 2,696,862 3,645,578 4,107,420 4,20,101 4,554,579 4,224,316 3,918,847 4,166,744	22.9% 22.3% 26.5% 32.6% 44.3% 44.0% 38.5% 30.1% 52.5% 52.73.3% 122.2% 179.1% 211.7% 232.0% 256.4% 233.8% 197.9% 55.5% 55	.692,725
Medium C&I Large C&I	61565		38.6% 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 2,030,740 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
Total Streets	\$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	550,499,401 \$59,013,599 \$67,040,783 \$71,817,088 \$77,354,506 \$81,164,476 \$81,128,450 \$84,302,828 \$90,648,119 \$	56.3% 69.1% 84.5% 87.6% 97.8% 107.0% 106.8% 113.3% 518	200,128 \$24,107,488 \$30,701,680 \$33,542,726 \$38,238,508 \$41,952,885 \$41,889,971 \$44,784,973
Residential Low Income Residential	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	61,829,116 68,257,616 70,992,619 72,498,514 70,655,354 76,695,403 83,351,143 86,428,681 88,758,034	50.9% 55.0% 72.8% 89.7% 84.9% 94.4% 102.7% 112.5% 520	868,925 24,226,181 29,910,431 34,287,823 32,440,338 37,241,239 42,221,376 45,747,736
Small C&I Medium C&I	1/855,008 18,942,447 17/458,021 16,118,641 15,247,777 15,565,0403 16,161,620 16,460,955 17,154,879 17,167,5094 18,942,422 14,422,016 4,507,335 4,039,655 3,269,796 3,525,796 3,442,321 3,797,269 3,645,583 3,846,2213 3,819,223 4,391,536 4,000,207 4,258,616 4,704,389 3,813,678 3,122,824 3,706,709 3,226,574 3,662,218 3,338,794 3,925,560 3,992,128 3,863,600 4,243,661	19,488,241 20,115,122 20,148,992 20,483,611 21,170,483 21,444,564 21,468,098 20,190,411 19,987,152 6,118,711 8,137,203 7,692,821 7,310,533 7,072,197 7,404,265 7,370,023 7,128,954 7,168,514	9.1% 6.3% 13.6% 27.1% 36.2% 36.9% 32.8% 23.0% 3.1 48.4% 80.5% 90.4% 123.6% 100.6% 116.9% 94.1% 95.5% 55.5% 51.6%	.652,654 1,192,775 2,610,971 4,364,970 5,622,706 5,779,161 5,306,478 3,769,566 996,695 3,629,868 3,653,166 4,040,737 3,546,401 3,990,034 3,572,754 3,482,971
Medium C&I Large C&I	4.28,8.16 4.704.389 3.813.678 3.127.824 3.706.709 3.226.574 3.66.218 3.338.294 3.925.640 3.929.128 3.665.600 4.243.661 2.884.959 3.5721.44 2.890.150 2.003.617 2.738.453 1.914.213 3.211.836 1.766.873 2.415.673 2.415.673 3.010.03 3.713.206 2.835.012 5.700.81.889 575.737.650 589.583.692 562.772.569 583.783.750 583.674.856 567.962.709 563.872.94 569.409.29 572.295.00 579.870.103 587.298.002	5,315,136 8,139,673 7,107,954 6,805,290 6,343,669 6,251,615 6,350,745 6,029,013 6,498,610 5,294,121 3,949,058 4,264,207 4,621,160 -		.056,320 3,435,284 3,294,276 3,682,466 2,727,960 3,025,041 2,688,527 2,690,719 3,025,041 2,688,527 2,690,719 3,379,908 737,222 2,497,334
		\$97,072,961 \$109,366,699 \$109,730,565 \$111,119,613 \$111,020,208 \$117,089,968 \$122,489,067 \$124,041,266 \$127,033,470	38.5% 44.4% 57.7% 77.1% 74.2% 83.9% 80.2% 88.4% \$26	991,371 \$33,629,049 \$40,166,873 \$48,367,044 \$47,286,456 \$53,415,382 \$54,526,358 \$58,188,325
Billed Sales kWh or therms Residential Low Income Residential	249,961,813 203,392,856 197,891,015 198,297,493 274,460,888 347,737,188 265,643,409 190,963,111 188,402,630 243,580,135 295,302,002 233,881,939 211,73,771 17,515,416 16,580,000 15,916,176 20,550,919 25,810,603 19,757,97 14,392,617 14,727,878 19,443,313 27,165,435 18,374,617	227,358,423	9.0% 10.7% 9.4% 9.3% 16.7% 10.9% 1.8% 10.8% (22	.603.390 \$21,816,376 \$18,686,880 \$18,368,493 \$45,971,827 \$38,075,221 \$4,849,322 \$20,621,173
Small C&I	60,501,499 55,363,476 51,663,015 53,571,483 59,013,215 68,525,479 59,09,466 50,776,478 47,100,630 55,982,487 66,125,889 58,120,417	58,910,939 52,729,483 49,217,751 49,212,129 59,574,220 66,485,926 56,724,983 53,946,578 N/A	-2.6% -4.8% -4.7% -8.1% 1.0% -3.0% -5.3% 6.2% (1	(\$2,633,93) (\$2,633,93) (\$2,633,93) (\$2,445,263) (\$4,359,354) \$561,005 (\$2,039,553) (\$3,184,483) \$3,170,100
Small C&I	707,851,024 715,250,948 190,444,782 194,342,846 221,139,906 240,623,455 214,367,576 190,984,212 197,354,004 203,71,699 103,748,589 7222,019,983 649,664,385 592,785,314 559,697,707 563,941,241 692,007,820 816,459,519 675,029,240 548,525,285 542,349,613 630,516,966 611,109,625 639,156,701	214,763,631 207,094,302 194,558,813 192,866,773 203,454,641 210,270,879 196,361,087 188,505,834 N/A	3.3% -3.8% 2.2% -0.8% -8.0% -12.6% -8.4% -1.3% -6	(31,007,23) (31,00
Billed Total Revenue \$	649,664,399 592,785,314 559,697,707 563,541,241 692,007,820 816,459,519 676,029,240 548,525,285 542,349,613 650,516,966 611,109,625 639,156,701	625,149,073 599,514,913 563,391,322 564,946,244 715,596,768 818,355,024 648,624,723 569,276,059 N/A	-3.8% 1.1% 0.7% 0.2% 3.4% 0.2% -4.1% 3.8% (24	51,005,003 522,588,948 51,895,503 (527,404,517) 520,750,774
Residential Low Income 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 \$82,178,103 \$102,204,276 \$77,413,039 \$7,002,594 \$4,743,494 \$3,884,361 \$3,864,875 \$3,888,078 \$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 \$57,609,220 \$4,342,470 \$4,341,650 \$3,665,296 \$3,256,431 \$4,345,167 \$4,541,439 \$3,825,237 \$2,934,290 \$3,097,924	0.7%	5536,436
Small 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 \$15,355,596 \$25,766,057 \$22,532,243 \$19,984,266 \$18,471,066 \$24,295,424 \$20,650,630 \$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 \$9,480,927 \$12,622,137 \$13,523,034 \$12,607,262 \$11,873,866 \$10,067,102 \$12,515,889 \$20,168,496 \$18,616,863 \$18,027,384 \$21,399,749 \$24,338,532 \$27,644,590 \$20,365,713 \$16,462,315	-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% (\$)	5895,097 (\$252,035 (\$228,743 (\$430,436 \$621,226 \$781,485 \$1,059,719 \$494,434
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 \$155,695,098 \$129,986,928 \$115,733,268 \$103,092,344 \$131,499,011 \$196,882,239 \$121,245,597 \$119,180,815 \$107,643,828 \$150,528,370 \$183,029,601 \$145,016,465	\$23,304,888 \$24,109,688 \$22,156,474 \$27,036,705 \$25,185,501 \$26,536,015 \$26,536,546 \$23,563,048 \$21,161,556 \$144,934,792 \$133,898,855 \$123,688,433 \$113,615,678 \$147,744,138 \$155,808,041 \$139,778,723 \$119,941,739 \$108,398,117	-16.8% -9.0% -9.3% 24.4% 2.0% 4.6% 9.0% -7.9% (\$4	.691,352 (\$2,386,266) (\$2,267,088) \$5,300,771 \$494,867 \$1,173,428 \$2,188,232 (\$2,010,169) 960,305 \$3,908,927 \$7,955,165 \$10,583,334 \$16,255,127 \$18,925,802 \$18,532,926 \$760,924
Supplier Receivables Purchased (for EDCs)(1)				
Low Income Residential	∤ ' ' ' ' ' ' ' ' ' ' ' ' ' ∤ + + + +	''	::::	
Medium C&I	= = > = = = = = = = = = = = = = =		-	
Total Payenus Billed S (Line 11 + Line 12)	l ====================================			
Total Revenue Billed \$ (Line 11 + Line 12) 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 82,178,103 102,204,276 77,413,039	79,921,738 72,969,146 68,517,723 55,814,231 84,141,584 86,849,021 69,194,889 61,204,822 77,609,220	0.7% - 15.0% - 21.3% - 12.6% - 26.5% - 17.8% - 13.2% - 4.4%	5536,436 - 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	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 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 15,355,596	4,342,470 4,131,650 3,665,296 3,256,431 4,395,167 4,541,439 3,825,237 2,934,290 3,097,924 14,849,807 12,516,876 10,732,078 9,480,927 12,622,137 13,523,034 12,607,262 11,873,866 10,067,102	-38.0% -12.9% -5.6% -3.2% 10.2% 3.9% 2.8% -22.4% (\$2.52%) -5.7% -2.0% -2.1% -4.3% 5.2% 6.1% 9.2% 4.3%	.660,124) [611,844) [219,065] [108,444] 407,089 170,152 102,585 [845,551] 5895,097] (252,035) [228,743] [430,436] 621,226 781,485 1,059,719 494,434
Small C&I Medium C&I	15,749,504 12,769,511 10,500,820 9,511,505 12,600,512 12,741,530 11,347,245 11,347,245 11,347,245 11,347,245 12,347,245 12,347,245 12,347,245 12,347,245 12,347,245 12,347,245 12,347,245 12,347,245 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,347,345 12,347,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,345 12,347,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,347,347 12,	22,515,889 20,168,496 18,616,863 18,027,384 21,399,749 24,358,532 27,644,590 20,365,713 16,462,315 23,304,888 24,109,688 27,156,474 27,036,705 25,185,501 26,536,015 26,536,015 26,536,018 27,151,556	-12.6% -10.5% -6.8% -2.4% -11.9% 18.0% 34.8% 2.9% -7.9% (64.6% 9.0% 7.9% -7.9% (64.6% 9.0% 7.9% 7.9% (64.6% 9.0% 7.9% 7.9% 7.9% (64.6% 9.0% 7.9% 7.9% 7.9% 7.9% 7.9% (64.6% 9.0% 7.9% 7.9% 7.9% 7.9% 7.9% 7.9% 7.9% 7.9	883,197 (2-2,035) (2-26,743) (45,0436) 0.1,226 /61,463 1,059,713 494,434 (250,168) (2,365,747) (1,367,403) (443,682) (2,895,675) 3,707,902 7,130,222 565,814 (691,352) (2,386,266) (2,267,088) 5,300,771 494,867 11,73,428 2,188,232 (2,101,169)
Total S Researce (Research Researce (2)	\$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 \$183,029,601 \$145,016,465	\$144,934,792 \$133,895,855 \$123,688,433 \$113,615,678 \$147,744,138 \$155,808,041 \$139,778,523 \$119,941,739 \$108,398,117		960,305 \$3,908,927 \$7,955,165 \$10,583,334 \$16,255,127 \$18,925,802 \$18,532,926 \$760,924
Residential Residential	83,854,903 76,028,627 64,713,060 51,017,617 56,356,336 69,077,087 66,340,760 61,286,503 50,088,882 66,498,347 84,474,270 79,791,078	81,654,701 70,822,519 66,870,880 61,353,505 64,117,645 76,242,132 73,576,782 63,864,882 50,014,167	-2.5% -6.8% 3.3% 20.3% 13.8% 10.4% 9.9% 4.2% 52 -16.8% -38.1% -22.4% -30.0% -13.9% -7.6% 11.2% -14.6% (6	,200,202 (5,206,108) 2,157,820 10,335,887 7,761,308 7,165,044 6,636,022 2,577,979 5696,888 (2,108,326 1988,409 (1,326,763) (505,243 (257,599 375,121 (476,887)
Small C&I	4,151,123 5,398,763 4,412,611 4,418,506 3,622,941 3,408,263 3,353,492 3,272,260 2,472,943 2,963,744 4,169,293 5,775,974 16,911,723 14,765,528 13,203,836 9,740,805 10,356,328 12,313,376 11,242,249 11,661,643 9,166,631 11,746,194 15,861,675 14,740,187	3,454,235 3,290,437 3,424,202 3,091,743 3,117,698 3,150,665 3,778,613 2,795,373 2,034,585 14,581,234 11,382,445 11,882,482 10,249,667 10,310,847 11,894,344 12,768,012 11,263,824 8,603,033		
Medium C&I Large C&I	8882900 - 6058077 54,711000 51,07101 54,556.10 603,07100 65,540.00 01,780.00	22,912,865 17,197,398 20,128,484 17,445,675 18,285,309 19,460,403 22,415,066 19,544,743 14,472,982 23,953,666 18,954,242 24,212,723 19,597,436 22,662,668 22,041,588 28,121,941 22,521,383 17,794,768	-11.88 -22.98 -10.08 5.28 0.48 3.48 13.68 3.48 [52 -9.69 -26.29 13.09 0.38 1.48 5.88 21.18 1.58 1.58 5.68 5.28 5.28 5.28 5.28 5.28 5.28 5.28 5.2	330,488
Total # Revenue (Payments) Received	\$156,216,407 \$143,346,372 \$132,433,349 \$102,779,312 \$110,323,134 \$132,076,146 \$121,033,716 \$120,539,759 \$97,698,220 \$122,217,512 \$154,802,266 \$147,675,760	\$146,545,423 \$121,647,041 \$126,518,771 \$111,738,025 \$118,493,966 \$132,789,131 \$140,610,414 \$119,990,205 \$92,919,535 \$	7.8% 20.5% 40.2% 3.1% 3.8% 17.2% 34.0% 4.0% 5.0% 5.0% 5.0% 5.0% 5.0% 5.0% 5.0% 5	.670,984) (\$21,699,331) (\$5,914,578) \$8,958,713 \$8,170,832 \$712,985 \$19,576,698 (\$549,554) \$
State Stat	\$13,775 \$28,899 \$50,098 \$88,611 \$51,229 \$544,99 \$313,731 \$99,237 \$925,537 \$542,96 \$99,044 \$52,360 \$43,234 \$50,855 \$49,661 \$51,229 \$32,256 \$47,311 \$46,280 \$90,226 \$42,441 \$47,611 \$52,725 \$68,83 \$69,90 \$63,534 \$64,715 \$99,444 \$61,19 \$66,129 \$60,257 \$72,99 \$61,334 \$67,944 \$65,79 \$66,79 \$66,79 \$13,695 \$12,680 \$12,690	595,760 562,182 556,208 586,069 592,389 577,606 565,836 589,000 495,479 536,000 49,735 51,769 49,486 49,589 45,543 50,159 47,864 49,908	13.7% 7.1% 3.0% 19.9% 5.4% 6.1% 6.0% 1.7% 240% 7.2% 3.6% 3.4% 5.1% 8.6% 4.6%	71,984 37,373 16,170 97,456 30,460 33,107 32,085 (10,284)
Small C&I	64,990 63,534 68,715 59,941 66,119 68,194 60,857 72,995 61,933 67,904 89,579 69,675	68,245 62,635 67,142 69,751 71,981 70,878 72,385 71,681 58,587 14,540 11,974 14,460 14,470 14,800 14	5.0% -1.4% -2.3% 16.4% 8.9% 3.9% 18.9% 1.8% -1.8%	3,255 (899) (1,574) 9,810 5,862 2,684 11,528 (1,314) 1772) (619) 1,749 443 377 3,199 (4,76)
Large C&i	2,119 2,099 2,330 2,115 2,126 2,228 1,225 2,291 1,221 2,142 3,249 2,415 6,47 7,8 55,493 575,133 514,539 66,799 2,795 6,7	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	10,366
Difference between billed and keceived kevend			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)
Residential Small C&l Small C&l Medium C&l Large C&l Total	St. 485.007 St. 525.007	(51,732,964) 52,146,626 51,646,843 (55,539,274) 520,023,939 \$10,606,889 (54,381,893) (52,660,060) 57,595,053 \$888,235 \$841,213 \$241,094 \$164,688 \$1,277,469 \$1,390,774 \$96,625 \$138,917 \$1,063,339 \$1,063,339	-61.2% -117.1% -120.0% 277.2% 97.1% 126.7% -24.4% 0.8% 52 -68.8% -228.4% -145.6% -115.6% 249.9% 44.4% 73.8% 72.6% (51	80,643 53,444 15,535 107,777 54,633 54,540 51,647 [14,500] 736,638 14,728,377 5,727,654 (40,70,72) 58,6512 52,77,700 [14,15,14] 361,136 [16,642] 70,344 [17,14,31] 91,232 47,723 [17,23,34] 66,641
Small C&I Medium C&I	[51,166,819] [51,96,617] [\$2,243,016] \$170,557 \$1,644,583 \$428,173 \$305,294 [\$28,2211] \$2,075,036 \$3,351,472 \$2,035,637 \$615,409 \$435,184 (\$771,328) (\$3,159,864) \$1,084,464 \$6,255,234 (\$5,418) \$2,006,621 (\$48,273) \$1,291,402 \$3,248,567 \$2,846,014 \$416,184	\$\frac{5268,573}{(\$385,697)}\$\$\frac{51,134,431}{52,971,098}\$\$\frac{(\$51,150,404)}{(\$1,511,621)}\$\$\frac{5268,740}{581,709}\$\$\frac{52,311,291}{53,114,440}\$\$\frac{51,628,690}{54,898,129}\$\$\frac{5160,751}{55,229,524}\$\$\frac{5610,042}{510,042}\$\$\frac{51,464,069}{51,989,333}\$\$\frac{511,464,069}{54,898,129}\$\$\frac{5529,524}{55,229,524}\$\$\frac{510,042}{510,989,333}\$\$\frac{510,042}{51,989,333}\$\$510	-123.0% -156.8% -48.7% -550.7% -40.5% -280.4% -152.7% -316.2% -512.7% -180.07% -1800.7% -1800.7% -1800.7%	.435,392 3,131,048 1,092,611 (939,298) 666,708 1,200,517 (466,045) 892,253
Large C&i Total	\$2,028,456	[\$648,778] \$5,155,445 [\$2,056,250] \$7,439,270 \$2,523,033 \$4,494,428 [\$1,615,395] \$1,041,665 \$3,365,788 [\$1,610,631] \$12,248,814 \$2,830,338 \$1,877,653 \$29,250,172 \$23,018,910 [\$81,891] [\$48,466] \$15,478,582	12.50 15.6 15.6 16.7 15.7 16.7	. 35.392 11.1058 1792.251 199.261 199.269 104.705 105.251
Customers on Arrearage Mgmt/Forgiveness Plan Residential		442, 438, 391, 337, 701, 770, 727, 722, 727	-35.2%, -38.4%, 49.0%, -53.9%50.1%, -61.7%, -65.5%64.2%	
Low Income Residential	1.857 2.074 2.645 2.965 3.046 3.161 3.118 3.056 2.875 2.875 2.657 2.516 2.405	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	27.4% 14.1% -15.3% 31.7% -28.2% 41.9% 45.3% 53.6%	- (240) - (275) - (375) - (394) - (420) - (441) - (450) - (420) - (420) - (508
Medium C&I	1	; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	_ =
Total Total	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,807 2,805 2,631 2,363 2,477 2,117 1,942 1,650 1,581	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 Residential	1 234 234 1,253 776 1,284 1,383 726 2 1 1 0 23			20 (234) (874) (1,253) [776] (1,294) (1,383) [726]
Low Income Residential Small C&I	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$-\frac{3}{8}$ $-\frac{0}{0}$ $-\frac{0}{0}$ $-\frac{0}{0}$ $-\frac{0}{0}$ $-\frac{0}{0}$ $-\frac{0}{0}$ $-\frac{0}{3}$ $-\frac{0}{3}$ $-\frac{0}{3}$ $-\frac{0}{9}$ $-\frac{0}{9}$	0.0% -100.0% -	0 (38) (288) (381) (218) (381) (282) (231) (31) (31) (28) (21) (32) (28) (21) (21)
Medium C&I			-40.0% -100.0%	
Total Customers on Promont Plans	1 48 337 1,192 1,680 1,025 1,714 - 1,698 979 62 + - 37 + - 25 + - 59		200.05%	(13) (337) (1,192) (1,680) (1,025) (1,714) (1,695) (935)
Residential Residential	15,109 14,415 16,222 16,905 16,306 15,656 15,902 15,750 14,514 15,605 15,900	12,877 8,980 7,660 8,311 8,889 8,063 8,055 10,021 11,106	-1.076 -37.779 -32.079 -30.079 -49.279 -49.370 -30.479	(232) (5,433) (8,562) (8,592) (7,419) (7,795) (7,847) (5,729)
Low Income Residential Small C&I		2,901 2,249 2,207 2,375 2,465 2,163 2,147 2,256 2,337 182 145 251 355 425 435 536 677 622 2	42.94 -33.84 0.4% 47.3% 87.2% 99.5% 208.0% 262.0%	
Customers on Payment Plans Residential Low Income Residential Small C&I Medium C&I Large C&I Total	+ % % % % % % % % % % % %	- 31 - 29 - 62 - 68 - 95 - 123 - 141 - 173 - 161 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	-16.7% -29.3% 34.8% 21.4% 77.7% 127.8% 215.7% 343.6%	$-\frac{\binom{6}{1}}{\binom{1}{2}}\frac{\binom{12}{1}}{\binom{1}{2}}\frac{\binom{16}{1}}{\binom{1}{2}}\frac{\binom{12}{1}}{\binom{1}{2}}\frac{\binom{16}{1}}{\binom{1}{2}}\binom{$
Total Current A/R	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 13,140 14,238	-7.7% -39.6% -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)
Residential	5.622.07 4.979.265 31.979.47 34.972.27 41.0120 6.992.244 43.945.07 32.912.	52,142,666 48,923,468 45,950,997 38,197,271 57,128,576 63,282,948 47,999,371 42,086,309 45,641,500		349,381
Small C&I	3,720,300 2,940,601 2,071,167 2,717,721 5,440,775 3,097,819 2,813,542 3,196,259 4,223,584 5,050,075 3,791,932 11,094,759 8,801,393 7,198,000 7,307,270 7,805,111 8,583,176 8,226,543 7,257,610 8,157,837 10,768,450 12,092,383 11,579,172	-3,-24,-27,-27,-27,-27,-27,-27,-27,-27,-27,-27		,728,072) (483,766) (34,128) (297,838) 665,245 320,011 (83,959) (592,272) (001,380) 522,325 281,127 (558,711) 870,477 1,198,708 35,406 223,626
Medium C&I Large C&I	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	15,413,571	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$.261,885) 507,237 6,518 369,667 527,422 3,839,048 145,272 174,347 80,90330 1,722,642 1,563,931 1,612,362 1,932,235 5,087,887 161,767 141,760
Total Collection Effectiveness	108,221,905 \$86,521,967 \$73,099,198 \$75,082,486 \$80,648,311 \$91,299,341 \$85,628,184 \$75,462,207 \$83,890,541 \$105,615,263 \$119,505,977 \$111,810,239	596,078,249 \$668,397 \$691,952 \$6659,843 \$6659,843 \$6659,843 \$6659,843 \$6659,843 \$6659,843		. <mark>143,656 \$9,219,056 \$12,161,031</mark> \$2,131,170 \$19,913,694 \$23,775,758 \$4,430,711 \$5,173,017
Total Current A/R Residential Low income Besidential Small Cki Medium Cki Large Cki Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code Code C			-19.3% -20.1% -19.7% -21.1% -20.2% -21.6% -31.1% -37.0% -33.7% -41.3% -49.7% -16.5% -3.3% 5.6%	- 1 - 1278 - 1278 - 1138 - 1108 - 1258 - 1338 - 1328 - 1 - 55, - 648, - 018, - 1128 - 318, - 065, - 118,
Small C&I	76.5% 76.3% 76.4% 76.1% 78.0% 75.2% 77.4% 75.2% 76.6% 78.5%	37.554 50.534 49.2284 46.154 48.794 49.284 48.284 42.684 36.684 17.555 17.555 15.2% 16.545 14.355 12.355 15.2% 15.	- 1 - 34.0 - 42.7 - 42.	- 15.6% - 13.5% - 17.2% - 15.4% - 15.9% - 9.4% - 13.0%
Large C&I	83.9% 55.7% 56.1% 56.2% 56.5% 56.5% 56.5% 54.5% 56.5% 59.1% 59.1% 59.5% 58.5% 59.2% 56.5% 54.5% 54.1% 59.0% 57.6% 65.5% 58.5% 59.5% 59.5% 56.5% 66.5%	7.1.25° 58.15° 52.29° 59.21° 60.73° 52.50° 55.85° 54.45° 55.60° 7.74° 75.724° 73.240° 75.240° 75.240° 75.240° 75.724° 73.724° 75.724° 75.724° 75.724° 75.724° 75.724° 75.725°		- 16.2% - 10.0% - 12.5% - 10.3% - 9.5% - 1.3% - 8.4% - 1.5% - 1.5% - 1.3% - 8.4% - 1.5
Total	65.8% 66.0% 63.2% 66.2% 66.5% 64.3% 66.6% 57.6% 63.6% 63.6% 62.5%	60.8% 66.5% 52.9% 50.3% 57.1% 56.1% 52.3% 48.8% 45.3%	1.0% -19.9% -20.5% -13.8% -15.6% -18.7% -26.7%	0.6% -13.1% -13.0% -9.1% -10.4% -12.0% -17.8%