nationalgrid

Raquel J. Webster
Senior Counsel

March 9, 2021

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

Raquel J. Webster

Enclosure

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

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

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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
    - Arrears 30 Days - 60 Days
    - Arrears 60 Days – 90 Days
    - 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:
    - Residential
    - Residential Low-Income
    - Small Commercial and Industrial ("C&I")
    - Medium C&I
    - 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.

Prepared by or under the supervision of: Kimberly Frodelius

Company: *Narragansett Electric Company (Electric Business)*
Tab: *ELECTRIC*
Date: *3/6/2021*

ELECTRIC

	2019											
	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
# of Customers												
Residential	402,439	402,660	402,309	402,127	402,402	402,537	402,999	403,444	404,678	406,006	405,968	406,644
Low Income Residential	33,730	33,723	33,714	33,684	33,697	33,700	33,713	33,759	33,874	33,949	33,948	33,981
Small C&I	50,972	51,024	51,082	51,217	51,283	51,370	51,491	51,581	51,829	52,070	52,138	52,326
Medium C&I	8,072	8,078	8,081	8,094	8,108	8,110	8,121	8,126	8,143	8,162	8,165	8,185
Large C&I	1,042	1,043	1,044	1,045	1,045	1,047	1,049	1,049	1,050	1,052	1,052	1,053
Total	**496,255**	**496,528**	**496,230**	**496,167**	**496,535**	**496,764**	**497,373**	**497,959**	**499,574**	**501,239**	**501,271**	**502,189**
# of Customers w/ Arrears												
Residential	61,152	65,215	61,544	60,130	65,491	67,412	71,579	72,123	79,745	75,462	73,196	78,962
Low Income Residential	13,608	13,907	13,210	13,108	13,421	13,647	14,469	14,687	15,405	15,530	15,576	15,259
Small C&I	7,753	9,118	9,642	7,240	9,665	7,968	9,866	7,965	9,951	9,516	9,447	9,022
Medium C&I	1,046	1,307	1,299	958	1,257	1,047	1,239	1,038	1,301	1,342	1,202	1,179
Large C&I	84	117	131	96	140	104	122	107	102	144	120	98
Total	**83,643**	**89,664**	**85,826**	**81,532**	**89,974**	**90,178**	**97,275**	**95,920**	**106,504**	**101,994**	**99,541**	**104,520**
# Arrears 30-60												
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
Low Income Residential	3,095	3,303	3,064	2,994	3,580	3,803	4,273	3,740	3,554	3,381	3,047	3,335
Small C&I	4,316	5,722	5,876	3,606	6,095	4,312	6,077	4,069	6,028	5,526	5,102	5,143
Medium C&I	629	909	881	574	862	650	830	637	845	903	728	809
Large C&I	57	88	99	65	114	72	93	74	75	117	78	72
Total	**38,630**	**43,505**	**39,505**	**35,500**	**45,697**	**45,317**	**50,511**	**44,524**	**48,617**	**43,305**	**38,792**	**47,188**
# Arrears 60-90												
Residential	11,203	12,109	12,532	11,515	10,189	11,571	12,994	16,004	16,275	14,504	14,302	13,253
Low Income Residential	1,888	1,898	1,821	1,643	1,435	1,608	1,908	2,460	2,327	2,123	2,026	1,939
Small C&I	1,753	1,614	1,961	1,640	1,512	1,716	1,745	1,752	1,693	1,755	1,933	1,552
Medium C&I	241	214	246	204	206	240	244	224	233	222	256	176
Large C&I	15	14	12	14	10	17	11	20	14	13	30	11
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**
# 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
Low Income Residential	8,625	8,706	8,325	8,471	8,406	8,236	8,288	8,487	9,524	10,026	10,503	9,985
Small C&I	1,684	1,782	1,805	1,994	2,058	1,940	2,044	2,144	2,230	2,235	2,412	2,327
Medium C&I	176	184	172	180	189	157	165	177	223	217	218	194
Large C&I	12	15	20	17	16	15	18	13	13	14	12	15
Total	**29,913**	**30,310**	**29,749**	**31,016**	**30,925**	**29,709**	**29,862**	**30,936**	**37,345**	**40,072**	**42,202**	**40,401**
$ Arrears 30-60												
Residential	$8,438,345	$8,657,784	$6,848,514	$5,808,898	$7,096,342	$9,466,796	$10,947,284	$9,316,187	$8,279,962	$7,756,521	$8,194,075	$10,749,333
Low Income Residential	$1,724,403	$1,668,605	$1,339,642	$1,139,013	$1,278,865	$1,520,501	$1,803,909	$1,596,835	$1,381,152	$1,421,638	$1,526,356	$1,827,968
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
Medium C&I	$1,963,997	$2,200,862	$1,564,576	$1,342,715	$1,944,172	$1,568,200	$1,973,554	$1,582,906	$1,915,740	$1,794,912	$1,676,691	$1,888,360
Large C&I	$1,765,305	$2,086,877	$1,421,078	$1,217,107	$1,785,934	$933,926	$2,207,733	$855,084	$1,482,084	$2,208,117	$2,064,029	$1,559,699
Total	**$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**
$ Arrears 60-90												
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
Low Income Residential	$1,374,327	$1,377,654	$1,251,581	$1,018,769	$857,421	$892,260	$1,085,119	$1,376,427	$1,277,240	$1,177,433	$1,245,935	$1,347,464
Small C&I	$521,955	$516,800	$544,826	$460,990	$383,267	$433,943	$498,413	$600,603	$597,863	$513,705	$568,307	$577,608
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
Large C&I	$363,949	$346,647	$250,697	$217,165	$179,010	$213,703	$178,120	$214,896	$144,897	$170,691	$531,332	$136,972
Total	**$6,646,855**	**$6,906,289**	**$6,504,626**	**$5,257,989**	**$4,439,519**	**$4,855,994**	**$5,805,331**	**$7,451,947**	**$7,281,316**	**$6,585,671**	**$7,230,193**	**$7,476,134**
$ Arrears 90>												
Residential	$11,527,224	$12,036,319	$12,083,069	$12,527,165	$12,503,281	$12,290,720	$12,356,057	$12,847,938	$15,321,242	$16,611,302	$18,122,115	$18,638,211
Low Income Residential	$7,447,249	$7,799,308	$7,714,794	$7,896,957	$7,875,151	$7,819,372	$7,875,741	$8,048,384	$8,829,441	$9,191,522	$9,683,333	$9,572,895
Small C&I	$979,966	$1,032,111	$1,064,351	$1,024,510	$1,024,622	$998,125	$989,000	$1,047,932	$1,153,643	$1,246,423	$1,295,388	$1,306,094
Medium C&I	$363,633	$313,515	$309,730	$306,969	$336,055	$328,354	$392,470	$363,728	$431,711	$434,889	$444,664	$428,783
Large C&I	$163,690	$188,858	$252,994	$187,879	$237,619	$315,486	$270,757	$274,485	$216,615	$249,689	$173,240	$148,714
Total	**$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**
$ Total Arrears												
Residential	$23,948,960	$24,878,528	$22,919,896	$21,551,987	$22,260,806	$24,687,390	$26,974,257	$27,019,706	$28,393,160	$28,669,787	$30,785,289	$34,386,707
Low Income Residential	$10,545,980	$10,845,567	$10,306,016	$10,054,739	$10,011,438	$10,232,133	$10,764,770	$11,021,645	$11,487,833	$11,790,592	$12,455,624	$12,748,327
Small C&I	$3,068,732	$3,255,663	$3,048,448	$2,570,468	$2,922,503	$2,905,936	$3,287,017	$3,143,218	$3,295,758	$3,217,827	$3,390,223	$3,611,153
Medium C&I	$2,730,862	$2,995,141	$2,343,514	$1,994,825	$2,638,865	$2,282,767	$2,738,787	$2,351,074	$2,816,810	$2,651,679	$2,536,874	$2,732,070
Large C&I	$2,292,945	$2,622,382	$1,924,770	$1,622,151	$2,202,563	$1,463,115	$2,656,610	$1,344,464	$1,843,596	$2,628,497	$2,768,601	$1,845,385
Total	**$42,587,479**	**$44,597,280**	**$40,542,643**	**$37,794,170**	**$40,036,174**	**$41,571,341**	**$46,421,441**	**$44,880,109**	**$47,837,158**	**$48,958,382**	**$51,936,611**	**$55,323,642**
Billed Sales kWh or therms												
Residential	219,736,184	183,753,979	185,764,185	191,785,656	270,542,849	344,045,731	261,815,047	185,762,701	176,457,939	218,680,024	262,620,380	206,990,343
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
Small C&I	56,132,333	52,774,351	50,210,604	52,858,660	58,577,152	68,071,301	59,479,002	50,199,478	45,663,614	52,483,273	61,534,981	53,902,635
Medium C&I	101,174,693	94,668,173	98,788,856	99,241,600	115,086,239	132,150,035	115,103,865	99,469,750	90,847,607	100,320,108	114,468,573	98,574,412
Large C&I	192,559,340	201,664,053	179,583,426	185,513,622	213,577,059	232,777,993	206,704,558	183,051,609	187,136,490	189,712,167	87,811,988	207,125,038
Total	**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**
Billed Total Revenue $												
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
Low Income Residential	$3,187,134	$2,762,205	$2,625,359	$2,541,588	$3,401,152	$3,867,696	$3,181,668	$3,012,557	$2,819,369	$3,579,087	$3,927,040	$3,060,085
Small 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
Medium C&I	$18,614,726	$16,886,605	$16,085,408	$15,733,170	$21,967,359	$18,540,175	$18,302,020	$17,012,211	$13,289,222	$16,360,560	$19,931,450	$16,850,376
Large C&I	$22,899,446	$22,100,771	$20,209,300	$19,094,127	$22,106,031	$23,107,732	$22,000,691	$22,949,414	$17,336,710	$20,539,158	$23,641,442	$19,373,090
Total	**$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**
Supplier Receivables Purchased (for EDCs)(1)												
Residential												
Low Income Residential												
Small C&I												
Medium C&I												
Large C&I												
Total												
Total Revenue Billed $ (Line 11 + Line 12)												
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
Low Income Residential	$3,187,134	$2,762,205	$2,625,359	$2,541,588	$3,401,152	$3,867,696	$3,181,668	$3,012,557	$2,819,369	$3,579,087	$3,927,040	$3,060,085
Small 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
Medium C&I	$18,614,726	$16,886,605	$16,085,408	$15,733,170	$21,967,359	$18,540,175	$18,302,020	$17,012,211	$13,289,222	$16,360,560	$19,931,450	$16,850,376
Large C&I	$22,899,446	$22,100,771	$20,209,300	$19,094,127	$22,106,031	$23,107,732	$22,000,691	$22,949,414	$17,336,710	$20,539,158	$23,641,442	$19,373,090
Total	**$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**
$ Revenue (Payments) Received (2)												
Residential	$47,674,636	$43,971,577	$40,843,851	$35,193,807	$43,502,946	$58,256,134	$56,870,494	$49,996,841	$37,735,673	$44,101,852	$52,171,134	$48,303,049
Low Income Residential	$2,760,078	$2,714,381	$2,925,580	$2,290,567	$2,534,082	$2,907,431	$2,876,292	$2,718,307	$2,019,485	$2,239,311	$2,814,782	$2,844,296
Small C&I	$11,432,787	$10,087,619	$9,922,478	$7,924,451	$9,040,374	$11,218,486	$10,276,529	$10,577,447	$7,968,495	$9,099,145	$11,136,759	$10,244,498
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	$13,080,666	$14,628,612	$17,937,039	$16,502,165
Large C&I	$20,934,091	$19,410,992	$22,608,643	$17,377,232	$19,599,598	$23,879,972	$19,156,702	$21,628,899	$18,542,621	$18,344,493	$21,057,974	$19,740,122
Total	**$100,881,833**	**$92,808,926**	**$94,067,973**	**$76,860,960**	**$90,097,502**	**$114,570,681**	**$105,699,546**	**$102,334,721**	**$79,346,940**	**$88,413,412**	**$105,117,689**	**$97,634,130**
# Revenue (Payments) Received												
Residential	338,578	339,770	350,659	317,451	367,116	356,160	350,025	393,786	341,936	378,203	388,053	357,291
Low Income Residential	27,240	28,400	30,993	27,410	31,329	29,539	28,707	31,522	26,474	28,722	30,944	31,322
Small C&I	48,307	46,945	50,675	44,399	48,585	50,772	44,809	54,256	46,108	49,682	64,890	51,917
Medium C&I	8,506	8,665	9,449	7,990	8,854	9,024	8,163	9,959	7,847	8,945	12,231	8,946
Large C&I	1,328	1,298	1,415	1,290	1,270	1,348	1,154	1,330	1,167	1,201	2,229	1,586
Total	**423,959**	**425,078**	**443,191**	**398,540**	**457,154**	**446,843**	**432,858**	**490,853**	**423,532**	**466,753**	**498,347**	**451,062**
Difference Between Billed and Received Revenue (Line 13 - Line 14)												
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)
Low Income Residential	$427,056	$47,825	($300,221)	$251,021	$867,070	$960,265	$305,376	$294,249	$799,884	$1,339,776	$1,112,259	$215,788
Small C&I	($827,238)	($710,791)	($1,023,981)	$768,409	$1,794,382	$497,721	$189,617	($626,189)	$316,731	$1,438,289	$1,263,129	$41,315
Medium C&I	$534,486	$262,247	($1,682,012)	$1,658,268	$6,546,858	$231,517	$1,782,492	($401,016)	$208,557	$1,731,948	$1,994,411	$348,212
Large C&I	$1,965,354	$2,689,779	($2,399,343)	$1,716,894	$2,506,433	($772,240)	$2,843,988	$1,320,515	($1,205,911)	$2,194,665	$2,583,467	($367,032)
Total	**($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)**
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]												
Residential	421	429	445	419	407	407	395	369	337	304	279	247
Low Income Residential	1,204	1,316	1,632	1,816	1,887	1,989	2,010	2,002	1,915	1,779	1,690	1,617
Small C&I												
Medium C&I												
Large C&I												
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**
Customers Disconnected for Non-Payment												
Residential		184	838	1,119	714	1,174	1,230	666	1	1		6
Low Income Residential		25	274	349	205	344	244	196				2
Small C&I	20	47	25	36	23	29	29	14	48	28	18	15
Medium C&I	1	5	3	4	4	4	2	5	2	2	1	2
Large C&I												
Total	**21**	**261**	**1,140**	**1,508**	**946**	**1,551**	**1,505**	**881**	**51**	**31**	**19**	**25**
Customers on Payment Plans												
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
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
Small C&I	136	162	182	176	171	172	145	158	188	187	201	179
Medium C&I	27	30	35	41	37	34	22	24	26	29	33	28
Large C&I	3	3	3	3	1	1	1	1				
Total	**11,052**	**11,737**	**13,356**	**14,086**	**13,460**	**13,309**	**13,707**	**14,107**	**13,274**	**12,625**	**11,738**	**11,635**
Current A/R												
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
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	$2,737,027	$3,088,911	$2,479,572
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
Medium C&I	$12,767,530	$11,641,174	$10,810,664	$11,347,866	$12,030,758	$12,527,810	$12,330,254	$11,208,640	$10,567,197	$12,431,401	$13,672,164	$12,927,091
Large C&I	$15,252,895	$14,598,453	$12,564,331	$14,148,291	$13,826,719	$14,646,131	$15,663,749	$14,326,614	$13,951,053	$14,233,765	$14,617,621	$15,238,560
Total	**68,984,255**	**$60,551,791**	**$55,435,758**	**$62,092,294**	**$70,690,204**	**$81,530,307**	**$74,712,732**	**$63,199,332**	**$61,974,425**	**$72,560,892**	**$79,853,115**	**$73,742,253**
Collection Effectiveness												
Residential		63.1%	64.5%	62.2%	68.4%	68.6%	67.5%	66.3%	56.1%	60.4%	63.8%	57.4%
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%
Small C&I		75.6%	76.3%	77.0%	77.0%	79.1%	76.1%	78.0%	71.4%	74.3%	77.3%	74.6%
Medium C&I		85.6%	88.2%	88.6%	88.7%	89.0%	86.8%	88.7%	82.7%	84.7%	88.1%	86.4%
Large C&I		89.5%	92.3%	91.7%	90.8%	94.0%	88.2%	95.0%	90.3%	88.1%	89.3%	91.4%
Total		**68.2%**	**70.1%**	**67.9%**	**72.1%**	**72.4%**	**69.8%**	**71.3%**	**61.8%**	**64.8%**	**68.0%**	**63.8%**

	2020												
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	3/6/2021
# of Customers													
Residential	407,456	408,445	408,144	408,367	408,072	409,305	409,538	411,519	412,275	412,575	411,563	411,456	411,429
Low Income Residential	33,994	33,998	34,243	34,191	34,453	33,499	33,286	31,441	30,980	30,773	32,042	32,487	32,437
Small C&I	52,454	52,639	52,655	52,675	52,739	52,722	52,718	52,723	52,768	52,816	52,814	52,883	52,892
Medium C&I	8,195	8,201	8,199	8,185	8,189	8,185	8,161	8,149	8,148	8,146	8,141	8,134	8,130
Large C&I	1,054	1,056	1,055	1,055	1,052	1,051	1,050	1,046	1,047	1,046	1,044	1,040	1,041
Total	**503,153**	**504,339**	**504,296**	**504,473**	**504,505**	**504,762**	**504,753**	**504,878**	**505,218**	**505,356**	**505,604**	**506,000**	**505,929**
# of Customers w/ Arrears													
Residential	82,598	85,457	80,380	82,261	77,379	83,247	90,003	91,765	92,495	94,828	81,182	84,758	82,836
Low Income Residential	15,198	15,053	14,160	14,150	13,771	14,122	14,564	13,403	13,260	13,257	12,697	13,538	13,370
Small C&I	11,923	11,724	10,277	9,918	9,448	9,275	8,744	9,666	9,829	9,758	8,842	8,926	9,490
Medium C&I	1,573	1,867	1,416	1,344	1,238	1,185	1,204	1,254	1,413	1,337	1,304	1,207	1,234
Large C&I	135	155	136	130	119	131	101	116	136	145	155	138	129
Total	**111,427**	**114,256**	**106,369**	**107,803**	**101,955**	**107,960**	**114,616**	**116,204**	**117,133**	**119,325**	**104,180**	**108,567**	**107,059**
# Arrears 30-60													
Residential	36,001	32,194	26,510	31,015	27,525	33,483	37,692	33,769	31,171	33,751	24,718	29,220	28,557
Low Income Residential	2,944	2,738	2,368	2,759	2,416	3,083	3,558	2,668	2,308	2,457	2,047	2,622	2,661
Small C&I	7,092	4,970	3,862	4,086	3,987	4,128	3,922	5,176	5,007	4,828	4,306	4,468	5,184
Medium C&I	1,082	1,028	655	687	613	588	685	755	846	757	769	696	756
Large C&I	107	104	88	83	74	87	70	80	98	105	114	101	87
Total	**47,226**	**41,034**	**33,483**	**38,630**	**34,615**	**41,369**	**45,927**	**42,448**	**39,430**	**41,898**	**31,954**	**37,107**	**37,245**
# Arrears 60-90													
Residential	17,333	18,176	14,690	12,179	11,635	10,916	13,846	15,814	14,310	11,778	10,071	10,056	9,298
Low Income Residential	2,153	1,818	1,606	1,414	1,282	1,309	1,635	1,718	1,555	1,255	1,121	1,193	1,069
Small C&I	2,196	3,173	1,787	1,334	1,250	1,121	1,181	1,242	1,506	1,472	1,162	1,171	1,039
Medium C&I	267	493	287	191	182	167	148	164	200	215	156	176	149
Large C&I	16	32	24	19	16	12	5	15	17	17	18	13	22
Total	**21,965**	**23,692**	**18,394**	**15,137**	**14,365**	**13,525**	**16,815**	**18,953**	**17,588**	**14,737**	**12,528**	**12,609**	**11,577**
# Arrears 90>													
Residential	29,264	35,087	39,180	39,067	38,219	38,848	38,465	42,182	47,014	49,299	46,393	45,482	44,981
Low Income Residential	10,101	10,497	10,186	9,977	10,073	9,730	9,371	9,017	9,397	9,545	9,529	9,723	9,640
Small C&I	2,635	3,581	4,628	4,498	4,211	4,026	3,641	3,248	3,316	3,458	3,374	3,287	3,267
Medium C&I	224	346	474	466	443	430	371	335	367	365	379	335	329
Large C&I	12	19	24	28	29	32	26	21	21	23	23	24	20
Total	**42,236**	**49,530**	**54,492**	**54,036**	**52,975**	**53,066**	**51,874**	**54,803**	**60,115**	**62,690**	**59,698**	**58,851**	**58,237**
$ Arrears 30-60													
Residential	$10,425,564	$10,149,610	$9,310,253	$9,362,688	$8,752,687	$13,306,220	$16,952,397	$13,172,884	$10,690,003	$11,311,449	$10,845,158	$13,324,190	$13,672,235
Low Income Residential	$1,620,197	$1,463,095	$1,343,069	$1,336,715	$1,213,728	$1,698,234	$2,081,193	$1,498,576	$1,191,182	$1,299,881	$1,405,467	$1,786,111	$1,872,231
Small C&I	$2,096,008	$2,534,705	$1,743,751	$1,496,658	$1,466,495	$1,823,458	$2,032,482	$1,957,147	$1,727,752	$1,815,057	$1,764,402	$1,937,965	$2,068,507
Medium C&I	$2,417,444	$3,529,826	$2,331,151	$2,080,390	$2,001,324	$2,117,141	$2,409,394	$2,365,009	$2,501,401	$2,354,808	$2,458,749	$2,413,984	$2,575,985
Large C&I	$2,311,369	$2,210,494	$1,897,341	$2,005,009	$2,528,543	$2,249,307	$1,863,188	$2,070,352	$2,618,973	$2,314,468	$3,106,421	$2,834,020	$2,541,511
Total	**$18,870,582**	**$19,887,730**	**$16,625,565**	**$16,281,460**	**$15,962,777**	**$21,194,360**	**$25,338,654**	**$21,063,968**	**$18,729,311**	**$19,095,663**	**$19,580,197**	**$22,296,270**	**$22,730,469**
$ Arrears 60-90													
Residential	$6,369,550	$6,680,835	$6,392,718	$6,096,180	$5,357,437	$5,376,794	$7,643,274	$9,789,408	$8,539,553	$6,879,853	$6,405,758	$7,180,031	$6,854,317
Low Income Residential	$1,538,095	$1,360,415	$1,229,740	$1,157,721	$1,045,499	$1,001,269	$1,288,769	$1,443,673	$1,236,078	$975,112	$1,036,485	$1,180,693	$1,119,392
Small C&I	$844,165	$1,212,397	$1,237,416	$933,410	$761,726	$725,641	$843,151	$983,316	$971,701	$848,511	$821,920	$903,468	$779,153
Medium C&I	$648,991	$1,187,224	$1,150,504	$897,821	$748,775	$725,078	$773,168	$785,592	$919,818	$779,851	$626,890	$718,514	$610,459
Large C&I	$508,966	$560,196	$505,775	$356,984	$806,279	$1,152,308	$378,147	$736,350	$378,970	$824,416	$837,929	$397,373	$743,776
Total	**$9,909,767**	**$11,001,067**	**$10,516,153**	**$9,442,116**	**$8,719,716**	**$8,981,090**	**$10,926,509**	**$13,738,339**	**$12,046,120**	**$10,307,743**	**$9,728,982**	**$10,380,079**	**$10,107,097**
$ Arrears 90>													
Residential	$20,036,874	$23,317,811	$26,153,505	$27,606,534	$29,423,017	$31,367,617	$32,812,687	$37,647,335	$43,277,184	$47,315,557	$48,312,927	$49,880,736	$49,932,093
Low Income Residential	$9,974,117	$10,605,684	$10,914,927	$11,134,624	$11,838,454	$11,842,524	$11,601,575	$11,161,555	$11,532,962	$11,863,804	$12,162,785	$12,576,146	$12,596,381
Small C&I	$1,495,271	$2,053,134	$2,699,760	$3,040,236	$3,261,585	$3,361,351	$3,280,573	$3,155,842	$3,430,135	$3,761,602	$3,921,692	$4,020,053	$4,049,908
Medium C&I	$485,219	$882,574	$1,494,458	$1,757,125	$1,987,669	$1,995,356	$1,834,437	$1,676,312	$1,828,926	$1,962,520	$1,883,061	$1,801,913	$1,781,527
Large C&I	$176,188	$174,739	$287,765	$402,456	$454,747	$543,075	$485,776	$469,495	$565,912	$693,256	$588,001	$544,673	$428,787
Total	**$32,167,669**	**$37,033,942**	**$41,550,415**	**$43,940,975**	**$46,965,472**	**$49,109,923**	**$50,015,048**	**$54,110,539**	**$60,635,119**	**$65,596,739**	**$66,868,466**	**$68,823,521**	**$68,788,696**
$ Total Arrears													
Residential	$36,831,989	$40,148,256	$41,856,476	4306540200%	$43,533,141	$50,050,631	$57,408,358	$60,609,627	$62,506,740	$65,506,860	$65,563,842	$70,384,957	$70,458,644
Low Income Residential	$13,132,409	$13,429,195	$13,487,737	1362906100%	$14,097,682	$14,542,027	$14,971,538	$14,103,805	$13,960,222	$14,138,798	$14,604,737	$15,542,950	$15,588,004
Small C&I	$4,435,443	$5,800,236	$5,680,928	547030400%	$5,489,806	$5,910,450	$6,156,206	$6,096,305	$6,129,588	$6,425,170	$6,508,014	$6,861,486	$6,897,568
Medium C&I	$3,551,654	$5,599,624	$4,976,113	473533500%	$4,737,768	$4,837,574	$5,016,999	$4,826,913	$5,250,145	$5,097,179	$4,968,700	$4,934,411	$4,967,972
Large C&I	$2,996,523	$2,945,429	$2,690,881	276444900%	$3,789,569	$3,944,690	$2,727,112	$3,276,198	$3,563,855	$3,832,140	$4,532,351	$3,776,066	$3,714,073
Total	**$60,948,018**	**$67,922,740**	**$68,692,135**	**$69,664,551**	**$71,647,966**	**$79,285,372**	**$86,280,213**	**$88,912,848**	**$91,410,550**	**$95,000,147**	**$96,177,644**	**$101,499,870**	**$101,626,261**
Billed Sales kWh or therms													
Residential	202,833,419	205,593,448	201,016,204	210,448,899	316,255,729	382,026,612	266,952,054	206,584,212	198,500,947	226,743,311	269,767,074	253,425,366	N/A
Low Income Residential	16,532,919	16,772,046	16,426,723	16,372,521	23,097,518	29,029,822	19,862,580	14,626,519	14,668,071	15,816,077	20,163,375	19,439,767	N/A
Small C&I	55,649,222	50,309,117	47,525,067	48,592,143	59,189,208	66,084,617	56,337,542	53,398,996	45,324,036	52,456,048	58,951,348	59,309,680	N/A
Medium C&I	97,883,566	90,268,378	80,854,270	87,178,918	107,114,514	124,902,250	103,537,158	98,229,432	84,875,228	97,253,092	97,437,231	102,593,245	N/A
Large C&I	200,865,529	194,538,447	183,548,784	184,674,869	196,177,855	203,012,030	188,754,508	180,807,512	167,532,194	185,371,001	184,994,889	183,778,496	N/A
Total	**573,764,655**	**557,481,436**	**529,371,048**	**547,267,350**	**701,834,824**	**805,055,331**	**635,443,842**	**553,646,671**	**510,900,476**	**577,639,529**	**631,313,917**	**618,546,554**	**N/A**
Billed Total Revenue $													
Residential	$47,948,183	$46,054,789	$45,133,090	$44,170,174	$73,102,241	$77,607,497	$60,991,494	$49,693,322	$44,322,443	$56,325,289	$62,804,000	$56,793,737	$14,536,267
Low Income Residential	$2,983,591	$2,834,117	$2,685,953	$2,702,590	$3,896,458	$4,138,159	$3,389,980	$2,445,322	$2,365,664	$2,849,422	$3,419,626	$3,173,490	$572,725
Small C&I	$10,603,918	$9,293,258	$8,208,391	$8,286,831	$11,456,691	$12,423,744	$11,756,770	$10,679,247	$8,761,320	$10,723,045	$11,296,775	$11,281,073	$2,818,943
Medium C&I	$16,804,217	$15,505,898	$14,747,466	$15,332,970	$18,194,701	$22,313,535	$24,810,673	$17,948,093	$14,165,995	$18,591,809	$17,921,418	$20,055,709	$4,843,237
Large C&I	$18,272,205	$19,983,752	$18,310,514	$23,677,034	$22,519,365	$23,905,834	$24,098,688	$20,197,865	$19,120,369	$25,237,485	$21,177,655	$22,955,473	$7,182,846
Total	**$96,612,113**	**$93,671,813**	**$89,085,415**	**$94,169,598**	**$129,169,456**	**$140,388,769**	**$125,047,604**	**$100,963,849**	**$88,735,792**	**$113,727,050**	**$116,619,474**	**$114,259,482**	**$29,954,018**
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	$47,948,183	$46,054,789	$45,133,090	$44,170,174	$73,102,241	$77,607,497	$60,991,494	$49,693,322	$44,322,443	$56,325,289	$62,604,921	$56,793,737	$14,536,267
Low Income Residential	$2,983,591	$2,834,117	$2,685,953	$2,702,590	$3,896,458	$4,138,159	$3,389,980	$2,445,322	$2,365,664	$2,849,422	$3,446,846	$3,173,490	$572,725
Small C&I	$10,603,918	$9,293,258	$8,208,391	$8,286,831	$11,456,691	$12,423,744	$11,756,770	$10,679,247	$8,761,320	$10,723,045	$11,279,551	$11,281,073	$2,818,943
Medium C&I	$16,804,217	$15,505,898	$14,747,466	$15,332,970	$18,194,701	$22,313,535	$24,810,673	$17,948,093	$14,165,995	$18,591,809	$17,909,542	$20,055,709	$4,843,237
Large C&I	$18,272,205	$19,983,752	$18,310,514	$23,677,034	$22,519,365	$23,905,834	$24,098,688	$20,197,865	$19,120,369	$25,237,485	$21,168,945	$22,955,473	$7,182,846
Total	**$96,612,113**	**$93,671,813**	**$89,085,415**	**$94,169,598**	**$129,169,456**	**$140,388,769**	**$125,047,604**	**$100,963,849**	**$88,735,792**	**$113,727,050**	**$116,619,474**	**$114,259,482**	**$29,954,018**
$ Revenue (Payments) Received (2)													
Residential	$48,845,205	$43,803,623	$42,524,492	$42,366,344	$51,410,855	$66,060,461	$64,083,032	$53,588,657	$44,611,907	$46,167,291	$52,650,401	$52,281,691	$14,000,394
Low Income Residential	$2,376,054	$2,370,740	$2,394,500	$2,417,072	$2,567,159	$2,754,513	$3,095,684	$2,456,975	$1,904,141	$2,249,581	$2,709,589	$2,387,068	$720,709
Small C&I	$9,905,041	$8,250,893	$8,657,235	$8,066,316	$8,996,250	$10,772,484	$11,566,391	$10,160,608	$8,497,586	$8,874,045	$9,452,744	$10,025,178	$3,057,828
Medium C&I	$16,748,783	$12,928,022	$15,396,802	$14,030,779	$15,861,655	$17,328,761	$20,298,578	$17,392,573	$14,179,010	$13,958,632	$15,381,237	$15,921,715	$5,448,553
Large C&I	$19,260,256	$15,659,908	$19,286,609	$16,588,872	$19,876,624	$19,371,654	$25,364,055	$19,897,467	$17,441,270	$18,005,764	$20,043,892	$19,650,385	$5,786,416
Total	**$97,135,340**	**$83,013,186**	**$88,259,638**	**$83,469,383**	**$98,712,542**	**$116,287,872**	**$124,407,739**	**$103,496,280**	**$86,633,914**	**$89,255,313**	**$100,237,864**	**$100,266,037**	**$29,013,900**
# Revenue (Payments) Received													
Residential	386,604	365,693	362,109	383,729	388,960	380,250	370,588	386,581	363,830	374,913	364,091	361,272	99,437
Low Income Residential	29,995	28,991	28,895	30,546	30,346	27,851	30,568	31,075	27,739	31,450	31,086	27,374	7,724
Small C&I	50,005	47,224	49,849	52,037	53,593	52,778	53,937	53,446	48,677	50,376	60,073	50,649	13,744
Medium C&I	9,118	7,690	9,140	9,324	9,440	9,338	10,532	10,286	8,623	9,393	11,311	9,487	2,830
Large C&I	1,387	1,222	1,473	1,478	1,452	1,362	1,795	1,675	1,449	1,501	1,497	1,408	404
Total	**477,109**	**450,820**	**451,466**	**477,114**	**483,791**	**471,579**	**467,420**	**483,063**	**450,318**	**467,633**	**468,058**	**450,190**	**124,139**
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	($897,023)	$2,251,166	$2,608,598	$1,803,829	$21,691,386	$11,547,036	($3,091,538)	($3,895,335)	$2,388,925	$10,598,901	$10,020,047	$4,512,046	$535,873
Low Income Residential	$607,536	$463,376	$291,453	$285,518	$1,329,299	$1,383,646	$294,297	($11,653)	$580,701	$484,122	$726,860	$786,422	($147,984)
Small C&I	$698,877	$1,042,364	($448,844)	$220,515	$2,460,442	$1,651,261	$190,379	$518,639	$738,522	$1,955,996	$1,823,888	$1,255,895	($238,885)
Medium C&I	$55,433	$2,577,876	($649,336)	$1,302,191	$2,333,047	$4,984,774	$4,512,094	$555,520	$1,003,136	$4,437,277	$2,541,500	$4,133,994	($605,316)
Large C&I	($988,051)	$4,323,844	($976,095)	$7,088,162	$2,642,741	$4,534,180	($1,265,367)	$300,398	$2,343,398	$6,050,433	$1,125,324	$3,305,088	$1,396,430
Total	**($523,226)**	**$10,658,627**	**$825,777**	**$10,700,215**	**$30,456,914**	**$24,100,897**	**$639,865**	**($2,532,431)**	**$7,054,682**	**$23,526,729**	**$16,237,619**	**$13,993,445**	**$940,118**
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	247	251	230	206	193	202	171	165	170	149	128	102	95
Low Income Residential	1,601	1,607	1,525	1,418	1,534	1,302	1,206	1,007	962	933	940	921	899
Small C&I													
Medium C&I													
Large C&I													
Total	**1,848**	**1,858**	**1,755**	**1,624**	**1,727**	**1,504**	**1,377**	**1,172**	**1,132**	**1,082**	**1,068**	**1,023**	**994**
Customers Disconnected for Non-Payment													
Residential	6						0	0	0	0	0	0	0
Low Income Residential	1						0	0	0	0	0	0	0
Small C&I	4						3	20	7	5	4	9	0
Medium C&I	3						0	4	1	0	2	4	0
Large C&I							0	0	0	0	0	0	0
Total	**14**	**0**	**0**	**0**	**0**	**0**	**3**	**24**	**8**	**5**	**6**	**13**	**0**
Customers on Payment Plans													
Residential	8,200	5,622	4,731	5,091	5,477	5,079	5,145	6,671	7,501	7,164	6,912	6,634	6,732
Low Income Residential	2,134	1,657	1,601	1,721	1,742	1,519	1,541	1,625	1,687	1,521	1,581	1,577	1,623
Small C&I	148	106	169	247	299	326	392	501	469	397	450	425	431
Medium C&I	18	17	41	45	62	86	97	125	118	97	105	102	98
Large C&I		1	1	2	4	5	5	4	5	3	3	3	3
Total	**10,500**	**7,403**	**6,543**	**7,106**	**7,584**	**7,015**	**7,180**	**8,926**	**9,780**	**9,182**	**9,051**	**8,741**	**8,887**
Current A/R													
Residential	$31,722,305	$30,721,872	$30,670,306	$30,343,883	$50,130,186	$56,510,922	$41,536,092	$33,793,292	$32,735,525	$37,136,728	$44,668,886	$43,166,544	$42,883,779
Low Income Residential	$2,232,924	$2,227,272	$2,105,180	$1,948,791	$3,017,630	$3,398,271	$2,628,614	$1,834,067	$1,958,285	$1,987,452	$2,773,896	$2,754,881	$2,507,383
Small C&I	$7,211,184	$6,907,526	$5,864,376	$5,949,302	$7,991,086	$9,073,282	$7,607,765	$6,630,870	$6,610,177	$7,379,405	$8,562,049	$8,943,522	$8,519,724
Medium C&I	$11,710,033	$12,099,491	$10,666,033	$11,148,120	$12,768,487	$16,258,216	$12,477,860	$11,517,227	$10,751,479	$13,013,124	$13,508,835	$15,187,761	$13,929,546
Large C&I	$12,527,458	$15,138,288	$13,497,589	$15,202,310	$16,337,324	$18,954,069	$15,558,825	$14,160,770	$14,486,796	$17,020,471	$16,275,979	$17,200,980	$17,521,563
Total	**$65,403,904**	**$67,094,449**	**$62,803,484**	**$64,592,406**	**$90,244,713**	**$104,194,760**	**$79,809,156**	**$67,936,226**	**$66,542,262**	**$76,537,180**	**$85,789,645**	**$87,253,688**	**$85,361,995**
Collection Effectiveness													
Residential	57.1%	52.1%	50.9%	50.1%	54.8%	56.4%	54.4%	47.2%	41.0%	42.8%	45.6%	43.2%	17.3%
Low Income Residential	17.8%	15.9%	16.9%	16.6%	14.3%	18.6%	19.9%	22.6%	14.6%	15.7%	13.1%	12.7%	4.7%
Small C&I	70.1%	58.7%	62.3%	60.6%	63.1%	64.9%	67.8%	65.8%	58.8%	60.1%	60.6%	60.6%	31.7%
Medium C&I	82.9%	70.0%	77.2%	76.1%	77.8%	79.5%	85.0%	79.8%	73.4%	76.4%	77.9%	78.9%	55.0%
Large C&I	86.9%	85.5%	88.2%	88.8%	84.3%	84.3%	91.3%	86.5%	83.9%	85.4%	82.4%	85.8%	65.1%
Total	**62.0%**	**55.6%**	**57.4%**	**56.7%**	**58.6%**	**60.0%**	**62.3%**	**55.3%**	**48.9%**	**51.3%**	**52.5%**	**51.4%**	**23.8%**

	Year-Over-Year Variance (Percent Change)												
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
# of Customers													
Residential	1.2%	1.4%	1.5%	1.6%	1.4%	1.7%	1.6%	2.0%	1.9%	1.6%	1.4%	1.2%	
Low Income Residential	0.8%	0.8%	1.6%	1.5%	2.2%	-0.6%	-1.3%	-6.9%	-8.5%	-9.4%	-5.6%	-4.4%	
Small C&I	2.9%	3.2%	3.1%	2.8%	2.8%	2.6%	2.4%	2.2%	1.8%	1.4%	1.3%	1.1%	
Medium C&I	1.5%	1.5%	1.5%	1.1%	1.0%	0.9%	0.5%	0.3%	0.1%	-0.2%	-0.3%	-0.6%	
Large C&I	1.2%	1.2%	1.1%	1.0%	0.7%	0.4%	0.1%	-0.3%	-0.3%	-0.6%	-0.8%	-1.2%	
Total	**1.4%**	**1.6%**	**1.6%**	**1.7%**	**1.6%**	**1.6%**	**1.5%**	**1.4%**	**1.1%**	**0.8%**	**0.9%**	**0.8%**	
# of Customers w/ Arrears													
Residential	35.1%	31.0%	30.6%	36.8%	18.2%	23.5%	25.7%	27.2%	16.0%	25.7%	10.9%	7.3%	
Low Income Residential	11.7%	8.2%	7.2%	7.9%	2.6%	3.5%	0.7%	-8.7%	-13.9%	-14.6%	-18.5%	-11.3%	
Small C&I	53.8%	28.6%	6.6%	37.0%	-2.2%	16.4%	-11.4%	21.4%	-1.2%	2.5%	-6.4%	-1.1%	
Medium C&I	50.4%	42.8%	9.0%	40.3%	-1.5%	13.2%	-2.8%	20.8%	8.6%	-0.4%	8.5%	2.4%	
Large C&I	60.7%	32.5%	3.8%	35.4%	-15.0%	26.0%	-17.2%	8.4%	33.3%	0.7%	29.2%	40.8%	
Total	**33.2%**	**27.4%**	**23.9%**	**32.2%**	**13.3%**	**19.7%**	**17.8%**	**21.1%**	**10.0%**	**17.0%**	**4.7%**	**3.9%**	
# Arrears 30-60													
Residential	17.9%	-3.8%	-10.4%	9.7%	-21.5%	-8.2%	-3.9%	-6.2%	-18.2%	1.1%	-17.2%	-22.8%	
Low Income Residential	-4.9%	-17.1%	-22.7%	-7.8%	-32.5%	-18.9%	-16.7%	-28.7%	-35.1%	-27.3%	-32.8%	-21.4%	
Small C&I	64.3%	-13.1%	-34.3%	13.3%	-34.6%	-4.3%	-35.5%	27.2%	-16.9%	-12.6%	-15.6%	-13.1%	
Medium C&I	72.0%	13.1%	-25.7%	19.7%	-28.9%	-9.5%	-17.5%	18.5%	0.1%	-16.2%	5.6%	-14.0%	
Large C&I	87.7%	18.2%	-11.1%	27.7%	-35.1%	20.8%	-24.7%	8.1%	30.7%	-10.3%	46.2%	40.3%	
Total	**22.3%**	**-5.7%**	**-15.2%**	**8.8%**	**-24.3%**	**-8.7%**	**-9.1%**	**-4.7%**	**-18.9%**	**-3.2%**	**-17.6%**	**-21.4%**	
# Arrears 60-90													
Residential	54.7%	50.1%	17.2%	5.8%	14.2%	-5.7%	6.6%	-1.2%	-12.1%	-18.8%	-29.6%	-24.1%	
Low Income Residential	14.0%	-4.2%	-11.8%	-13.9%	-10.7%	-18.6%	-14.3%	-30.2%	-33.2%	-40.9%	-44.7%	-38.5%	
Small C&I	25.3%	96.6%	-8.9%	-18.7%	-17.3%	-34.7%	-32.3%	-29.1%	-11.0%	-16.1%	-39.9%	-24.5%	
Medium C&I	10.8%	130.4%	16.7%	-6.4%	-11.7%	-30.4%	-39.3%	-26.8%	-14.2%	-3.2%	-39.1%	0.0%	
Large C&I	6.7%	128.6%	100.0%	35.7%	60.0%	-29.4%	-54.5%	-25.0%	21.4%	30.8%	-40.0%	18.2%	
Total	**45.5%**	**49.5%**	**11.0%**	**0.8%**	**7.6%**	**-10.7%**	**-0.5%**	**-7.4%**	**-14.4%**	**-20.8%**	**-32.5%**	**-25.5%**	
# Arrears 90>													
Residential	50.7%	78.8%	101.7%	91.9%	88.7%	100.7%	98.8%	109.7%	85.4%	78.7%	59.7%	63.1%	
Low Income Residential	17.1%	20.6%	22.4%	17.8%	19.8%	18.1%	13.1%	6.2%	-1.3%	-4.8%	-9.3%	-2.6%	
Small C&I	56.5%	101.0%	156.4%	125.6%	104.6%	107.5%	78.1%	51.5%	48.7%	54.7%	39.9%	41.3%	
Medium C&I	27.3%	88.0%	175.6%	158.9%	134.4%	173.9%	124.8%	89.3%	64.6%	68.2%	73.9%	72.7%	
Large C&I	0.0%	26.7%	20.0%	64.7%	81.3%	113.3%	44.4%	61.5%	61.5%	64.3%	91.7%	60.0%	
Total	**41.2%**	**63.4%**	**83.2%**	**74.2%**	**71.3%**	**78.6%**	**73.7%**	**77.1%**	**61.0%**	**56.4%**	**41.5%**	**45.7%**	
$ Arrears 30-60													
Residential	23.5%	17.2%	35.9%	61.2%	23.3%	40.6%	54.9%	41.4%	29.1%	45.8%	32.4%	24.0%	
Low Income Residential	-6.0%	-12.3%	0.3%	17.4%	-5.1%	11.7%	15.4%	-6.2%	-13.8%	-8.6%	-7.9%	-2.3%	
Small C&I	33.8%	48.5%	21.2%	37.9%	-3.2%	23.7%	12.9%	30.9%	11.9%	24.5%	15.6%	12.2%	
Medium C&I	23.1%	60.4%	49.0%	54.9%	2.9%	35.0%	22.1%	49.4%	30.6%	31.2%	46.6%	27.8%	
Large C&I	30.9%	5.9%	33.5%	64.7%	41.6%	140.8%	-15.6%	142.1%	76.7%	4.8%	50.5%	81.7%	
Total	**22.1%**	**21.9%**	**31.8%**	**53.7%**	**17.2%**	**41.6%**	**35.3%**	**41.9%**	**28.3%**	**30.4%**	**30.6%**	**25.6%**	
$ Arrears 60-90													
Residential	59.9%	59.7%	60.3%	89.6%	101.3%	83.5%	108.2%	101.6%	78.2%	59.9%	43.3%	43.6%	
Low Income Residential	11.9%	-1.3%	-1.7%	13.6%	21.9%	12.2%	18.8%	4.9%	-3.2%	-17.2%	-16.8%	-12.4%	
Small C&I	61.7%	134.6%	127.1%	102.5%	98.7%	67.2%	69.2%	63.7%	62.5%	65.2%	44.6%	56.4%	
Medium C&I	60.9%	146.9%	145.2%	160.1%	108.8%	87.7%	107.4%	94.2%	96.0%	84.9%	50.9%	73.2%	
Large C&I	39.8%	61.6%	101.7%	64.4%	350.4%	439.2%	112.3%	242.7%	161.5%	383.0%	57.7%	190.1%	
Total	**49.1%**	**59.3%**	**61.7%**	**79.6%**	**96.4%**	**84.9%**	**88.2%**	**84.4%**	**65.4%**	**56.5%**	**34.6%**	**38.8%**	
$ Arrears 90>													
Residential	73.8%	93.7%	116.4%	120.4%	135.3%	155.2%	165.6%	193.0%	182.5%	184.8%	166.6%	167.6%	
Low Income Residential	33.9%	36.0%	41.5%	41.0%	50.3%	51.5%	47.3%	38.7%	30.6%	29.1%	25.6%	31.4%	
Small C&I	52.6%	98.9%	153.7%	196.8%	218.3%	236.8%	231.7%	201.1%	197.3%	201.8%	202.7%	207.8%	
Medium C&I	33.4%	181.5%	382.5%	472.4%	491.5%	507.7%	367.4%	360.9%	323.6%	351.3%	323.5%	320.2%	
Large C&I	7.6%	-7.5%	13.7%	114.2%	91.4%	72.1%	79.4%	71.0%	161.3%	177.6%	239.4%	266.3%	
Total	**57.1%**	**73.3%**	**93.9%**	**100.2%**	**113.7%**	**125.8%**	**128.5%**	**139.6%**	**133.6%**	**136.5%**	**125.0%**	**128.7%**	
$ Total Arrears													
Residential	53.8%	61.4%	82.6%	99.8%	95.6%	102.7%	112.8%	124.3%	120.1%	128.5%	113.0%	104.7%	
Low Income Residential	24.5%	23.8%	30.9%	35.5%	40.8%	42.1%	39.1%	28.0%	21.5%	19.9%	17.3%	21.9%	
Small C&I	44.5%	78.2%	86.4%	112.8%	87.8%	103.4%	87.3%	94.0%	86.0%	99.7%	92.0%	90.0%	
Medium C&I	30.1%	87.0%	112.3%	137.4%	79.5%	111.9%	83.2%	105.3%	86.4%	92.2%	95.9%	80.6%	
Large C&I	30.7%	12.3%	39.8%	70.4%	72.1%	169.6%	2.7%	143.7%	93.3%	45.8%	63.7%	104.6%	
Total	**43.1%**	**52.3%**	**69.4%**	**84.3%**	**79.0%**	**90.7%**	**85.9%**	**98.1%**	**91.1%**	**94.0%**	**85.2%**	**83.5%**	
Billed Sales kWh or therms													
Residential	-7.7%	11.9%	8.2%	9.7%	16.9%	11.0%	2.0%	11.2%	12.5%	3.7%	2.7%	22.4%	
Low Income Residential	-9.9%	7.2%	6.7%	7.4%	14.3%	14.3%	5.5%	5.5%	7.1%	-8.6%	3.1%	20.3%	
Small C&I	-0.9%	-4.7%	-5.3%	-8.1%	1.0%	-2.9%	-5.3%	6.4%	-0.7%	-0.1%	-4.2%	10.0%	
Medium C&I	-3.3%	-4.6%	-18.2%	-12.2%	-6.9%	-5.5%	-10.0%	-1.2%	-6.6%	-3.1%	-14.9%	4.1%	
Large C&I	4.3%	-3.5%	2.2%	-0.5%	-8.1%	-12.8%	-8.7%	-1.2%	-10.5%	-2.3%	110.7%	-11.3%	
Total	**-2.4%**	**1.6%**	**-0.1%**	**0.5%**	**3.5%**	**0.3%**	**-4.0%**	**4.0%**	**-0.6%**	**-0.1%**	**15.6%**	**6.1%**	
Billed Total Revenue $													
Residential	8.1%	21.0%	18.0%	16.6%	30.0%	20.5%	18.7%	9.1%	18.2%	11.2%	3.0%	25.9%	
Low Income Residential	-6.4%	2.6%	2.3%	6.3%	14.6%	7.0%	6.5%	-18.8%	-16.1%	-20.4%	-12.9%	3.7%	
Small C&I	0.0%	-0.9%	-7.8%	-4.7%	5.7%	6.0%	12.3%	7.3%	5.7%	1.8%	-8.9%	9.7%	
Medium C&I	-9.7%	-8.2%	-8.3%	-2.5%	-17.2%	20.4%	35.6%	5.5%	6.6%	13.6%	-10.1%	19.0%	
Large C&I	-20.2%	-9.6%	-9.4%	24.0%	1.9%	3.5%	9.5%	-12.0%	10.3%	22.9%	-10.4%	18.5%	
Total	**-3.1%**	**5.0%**	**3.5%**	**12.2%**	**12.8%**	**15.4%**	**18.7%**	**2.5%**	**12.0%**	**11.9%**	**-3.5%**	**20.7%**	
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	8.1%	21.0%	18.0%	16.6%	30.0%	20.5%	18.7%	9.1%	18.2%	11.2%	2.7%	25.9%	
Low Income Residential	-6.4%	2.6%	2.3%	6.3%	14.6%	7.0%	6.5%	-18.8%	-16.1%	-20.4%	-12.2%	3.7%	
Small C&I	0.0%	-0.9%	-7.8%	-4.7%	5.7%	6.0%	12.3%	7.3%	5.7%	1.8%	-9.0%	9.7%	
Medium C&I	-9.7%	-8.2%	-8.3%	-2.5%	-17.2%	20.4%	35.6%	5.5%	6.6%	13.6%	-10.1%	19.0%	
Large C&I	-20.2%	-9.6%	-9.4%	24.0%	1.9%	3.5%	9.5%	-12.0%	10.3%	22.9%	-10.5%	18.5%	
Total	**-3.1%**	**5.0%**	**3.5%**	**12.2%**	**12.8%**	**15.4%**	**18.7%**	**2.5%**	**12.0%**	**11.9%**	**-3.5%**	**20.7%**	
$ Revenue (Payments) Received (2)													
Residential	2.5%	-0.4%	4.1%	20.4%	18.2%	13.4%	12.7%	7.2%	18.2%	4.7%	0.9%	8.2%	
Low Income Residential	-13.9%	-12.7%	-18.2%	5.5%	1.3%	-5.3%	7.6%	-9.6%	-5.7%	0.5%	-3.7%	-16.1%	
Small C&I	-13.4%	-18.2%	-12.8%	1.8%	-0.5%	-4.0%	12.6%	-3.9%	6.6%	-2.5%	-15.1%	-2.1%	
Medium C&I	-7.4%	-22.2%	-13.3%	-0.3%	2.9%	-5.4%	22.9%	-0.1%	8.4%	-4.6%	-14.2%	-3.5%	
Large C&I	-8.0%	-19.3%	-14.7%	-4.5%	1.4%	-18.9%	32.4%	-8.0%	-5.9%	-1.8%	-4.8%	-0.5%	
Total	**-3.7%**	**-10.6%**	**-6.2%**	**8.6%**	**9.6%**	**1.5%**	**17.7%**	**1.1%**	**9.2%**	**1.0%**	**-4.6%**	**2.7%**	
# Revenue (Payments) Received													
Residential	14.2%	7.6%	3.3%	20.9%	6.0%	6.8%	5.9%	-1.8%	6.4%	-0.9%	-6.2%	1.1%	
Low Income Residential	10.1%	2.1%	-6.8%	11.4%	-3.1%	-5.7%	6.5%	-1.4%	4.8%	9.5%	0.5%	-12.6%	
Small C&I	3.5%	0.6%	-1.6%	17.2%	10.3%	4.0%	20.4%	-1.5%	5.6%	1.4%	-7.4%	-2.4%	
Medium C&I	7.2%	-11.3%	-3.3%	16.7%	6.6%	3.5%	29.0%	3.3%	9.9%	5.0%	-7.5%	6.0%	
Large C&I	4.4%	-5.9%	4.1%	14.6%	14.3%	1.0%	55.5%	25.9%	24.2%	25.0%	-32.8%	-11.2%	
Total	**12.5%**	**6.1%**	**1.9%**	**19.7%**	**5.8%**	**5.5%**	**8.0%**	**-1.6%**	**6.3%**	**0.2%**	**-6.1%**	**-0.2%**	
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	-72.8%	-138.2%	-200.4%	-33.0%	70.3%	88.5%	-43.8%	-12.5%	-1160.3%	62.3%	13.9%	-241.6%	
Low Income Residential	42.3%	868.9%	-197.1%	13.7%	53.3%	44.1%	-3.6%	-104.0%	-27.4%	-63.9%	-34.7%	264.4%	
Small C&I	-184.5%	-246.6%	-56.2%	-71.3%	37.1%	231.8%	0.4%	-182.8%	133.2%	36.0%	44.4%	2939.8%	
Medium C&I	-89.6%	883.0%	-61.4%	-21.5%	-64.4%	2053.1%	153.1%	-238.5%	381.0%	156.2%	27.4%	1087.2%	
Large C&I	-150.3%	60.8%	-59.3%	312.8%	5.4%	-687.1%	-144.5%	-77.3%	-294.3%	175.7%	-56.4%	-1000.5%	
Total	**-56.4%**	**-395.3%**	**-110.3%**	**51.0%**	**24.5%**	**242.2%**	**-267.2%**	**-34.4%**	**-6752.9%**	**77.7%**	**3.1%**	**-574.6%**	
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	-41.3%	-41.5%	-48.3%	-50.8%	-52.6%	-50.4%	-56.7%	-55.3%	-49.6%	-51.0%	-54.1%	-58.7%	
Low Income Residential	33.0%	22.1%	-6.6%	-21.9%	-18.7%	-34.5%	-40.0%	-49.7%	-49.8%	-47.6%	-44.4%	-43.0%	
Small 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%	
Medium 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%	
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%	
Total	**13.7%**	**6.5%**	**-15.5%**	**-27.3%**	**-24.7%**	**-37.2%**	**-42.7%**	**-50.6%**	**-49.7%**	**-48.1%**	**-45.8%**	**-45.1%**	
Customers Disconnected for Non-Payment													
Residential	0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%	-100.0%	
Low Income Residential	0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%	0.0%	0.0%	-100.0%	
Small C&I	-80.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-89.7%	42.9%	-85.4%	-82.1%	-77.8%	-40.0%	
Medium C&I	200.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-20.0%	-50.0%	-100.0%	100.0%	100.0%	
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%	
Total	**-33.3%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-99.8%**	**-97.3%**	**-84.3%**	**-83.9%**	**-68.4%**	**-48.0%**	
Customers on Payment Plans													
Residential	-0.5%	-36.1%	-51.3%	-49.7%	-43.6%	-46.8%	-48.2%	-34.8%	-22.5%	-23.0%	-21.8%	-26.6%	
Low Income Residential	-19.4%	-39.7%	-53.3%	-54.1%	-50.8%	-57.3%	-57.4%	-56.0%	-50.2%	-50.9%	-40.6%	-33.9%	
Small C&I	8.8%	-34.6%	-7.1%	40.3%	74.9%	89.5%	170.3%	217.1%	149.5%	112.3%	123.9%	137.4%	
Medium C&I	-33.3%	-43.3%	17.1%	9.8%	67.6%	152.9%	340.9%	420.8%	353.8%	234.5%	218.2%	264.3%	
Large C&I	-100.0%	-66.7%	-66.7%	-33.3%	300.0%	400.0%	400.0%	300.0%	0.0%	0.0%	0.0%	0.0%	
Total	**-5.0%**	**-36.9%**	**-51.0%**	**-49.6%**	**-43.7%**	**-47.3%**	**-47.6%**	**-36.7%**	**-26.3%**	**-27.3%**	**-22.9%**	**-24.9%**	
Current A/R													
Residential	2.5%	20.0%	26.7%	8.2%	41.9%	30.1%	13.7%	16.7%	13.5%	4.6%	11.4%	22.4%	
Low Income Residential	-13.3%	3.8%	6.7%	-7.0%	28.7%	12.5%	-1.0%	-18.4%	-13.7%	-27.4%	-10.2%	11.1%	
Small C&I	-3.0%	5.4%	-0.1%	-7.8%	11.7%	14.9%	1.0%	2.8%	4.2%	-3.8%	2.4%	14.2%	
Medium C&I	-8.3%	3.9%	-1.3%	-1.8%	6.1%	29.8%	1.2%	2.8%	1.7%	4.7%	-1.2%	17.5%	
Large C&I	-17.9%	3.7%	7.4%	7.4%	18.2%	29.4%	-0.7%	-1.2%	3.8%	19.6%	11.3%	12.9%	
Total	**-5.2%**	**10.8%**	**13.3%**	**4.0%**	**27.7%**	**27.8%**	**6.8%**	**7.5%**	**7.4%**	**5.5%**	**7.4%**	**18.3%**	
Collection Effectiveness													
Residential		-17.3%	-21.0%	-19.4%	-19.9%	-17.8%	-19.3%	-28.7%	-26.8%	-29.2%	-28.5%	-24.8%	
Low Income Residential		-24.4%	-30.8%	-20.8%	-40.8%	-17.5%	-8.9%	1.2%	-13.5%	-18.2%	-31.0%	-39.5%	
Small C&I		-22.4%	-18.4%	-21.3%	-18.0%	-18.0%	-10.9%	-15.7%	-17.7%	-19.1%	-21.6%	-18.8%	
Medium C&I		-18.2%	-12.6%	-14.1%	-12.3%	-10.7%	-2.1%	-10.0%	-11.2%	-9.8%	-11.6%	-8.8%	
Large C&I		-4.5%	-4.3%	-3.1%	-7.2%	-10.4%	3.6%	-8.9%	-7.2%	-3.1%	-7.7%	-6.2%	
Total		**-18.5%**	**-18.1%**	**-16.5%**	**-18.7%**	**-17.2%**	**-10.8%**	**-22.4%**	**-20.8%**	**-20.7%**	**-22.9%**	**-19.4%**	

	Year-Over-Year Variance (Amount Change)												
	Dec	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
# of Customers													
Residential	5,017	5,785	5,835	6,240	5,670	6,768	6,539	8,075	7,597	6,569	5,595	4,812	
Low Income Residential	264	275	529	507	756	(201)	(427)	(2,318)	(2,894)	(3,176)	(1,906)	(1,494)	
Small C&I	1,482	1,615	1,573	1,458	1,456	1,352	1,227	1,142	939	746	676	557	
Medium C&I	123	123	118	91	81	75	40	23	5	(16)	(24)	(51)	
Large C&I	12	13	11	10	7	4	1	(3)	(3)	(6)	(8)	(13)	
Total	**6,898**	**7,811**	**8,066**	**8,306**	**7,970**	**7,998**	**7,380**	**6,919**	**5,644**	**4,117**	**4,333**	**3,811**	
# of Customers w/ Arrears													
Residential	21,446	20,242	18,836	22,131	11,888	15,835	18,424	19,642	12,750	19,366	7,986	5,796	
Low Income Residential	1,590	1,146	950	1,042	350	475	95	(1,284)	(2,145)	(2,273)	(2,879)	(1,721)	
Small C&I	4,170	2,606	635	2,678	(217)	1,307	(1,122)	1,701	(122)	242	(605)	(96)	
Medium C&I	527	560	117	386	(19)	138	(35)	216	112	(5)	102	28	
Large C&I	51	38	5	34	(21)	27	(21)	9	34	1	35	40	
Total	**27,784**	**24,592**	**20,543**	**26,271**	**11,981**	**17,782**	**17,341**	**20,284**	**10,629**	**17,331**	**4,639**	**4,047**	
# Arrears 30-60													
Residential	5,468	(1,289)	(3,075)	2,754	(7,521)	(2,997)	(1,546)	(2,235)	(6,944)	373	(5,119)	(8,609)	
Low Income Residential	(151)	(565)	(696)	(235)	(1,164)	(720)	(715)	(1,072)	(1,246)	(924)	(1,000)	(713)	
Small C&I	2,776	(752)	(2,014)	480	(2,108)	(184)	(2,155)	1,107	(1,021)	(698)	(796)	(675)	
Medium C&I	453	119	(226)	113	(249)	(62)	(145)	118	1	(146)	41	(113)	
Large C&I	50	16	(11)	18	(40)	15	(23)	6	23	(12)	36	29	
Total	**8,596**	**(2,471)**	**(6,022)**	**3,130**	**(11,082)**	**(3,948)**	**(4,584)**	**(2,076)**	**(9,187)**	**(1,407)**	**(6,838)**	**(10,081)**	
# Arrears 60-90													
Residential	6,130	6,067	2,158	664	1,446	(655)	852	(190)	(1,965)	(2,726)	(4,231)	(3,197)	
Low Income Residential	265	(80)	(215)	(229)	(153)	(299)	(273)	(742)	(772)	(868)	(905)	(746)	
Small C&I	443	1,559	(174)	(306)	(262)	(595)	(564)	(510)	(187)	(283)	(771)	(381)	
Medium C&I	26	279	41	(13)	(24)	(73)	(96)	(60)	(33)	(7)	(100)	0	
Large C&I	1	18	12	5	6	(5)	(6)	(5)	3	4	(12)	2	
Total	**6,865**	**7,843**	**1,822**	**121**	**1,013**	**(1,627)**	**(87)**	**(1,507)**	**(2,954)**	**(3,880)**	**(6,019)**	**(4,322)**	
# Arrears 90>													
Residential	9,848	15,464	19,753	18,713	17,963	19,487	19,118	22,067	21,659	21,719	17,336	17,602	
Low Income Residential	1,476	1,791	1,861	1,506	1,667	1,494	1,083	530	(127)	(481)	(974)	(262)	
Small C&I	951	1,799	2,823	2,504	2,153	2,086	1,597	1,104	1,086	1,223	962	960	
Medium C&I	48	162	302	286	254	273	206	158	144	148	161	141	
Large C&I	0	4	4	11	13	17	8	8	8	9	11	9	
Total	**12,323**	**19,220**	**24,743**	**23,020**	**22,050**	**23,357**	**22,012**	**23,867**	**22,770**	**22,618**	**17,496**	**18,450**	
$ Arrears 30-60													
Residential	$1,987,219	1,491,826	2,461,739	3,553,790	1,656,345	3,839,424	6,005,113	3,856,697	2,410,041	3,554,928	2,651,083	2,574,857	
Low Income Residential	($104,206)	(205,510)	3,427	197,702	(65,137)	177,733	277,284	(98,259)	(189,970)	(121,757)	(120,889)	(41,857)	
Small C&I	$529,197	827,952	304,480	411,691	(48,119)	349,590	232,878	462,464	183,501	357,358	237,874	210,514	
Medium C&I	$453,447	1,328,964	766,575	737,675	57,152	548,941	435,840	782,103	585,661	559,896	782,058	525,624	
Large C&I	$546,064	123,617	476,263	787,902	742,609	1,315,381	(344,545)	1,215,268	1,136,889	106,351	1,042,392	1,274,321	
Total	**$3,411,720**	**$3,566,850**	**$4,012,484**	**$5,688,760**	**$2,342,849**	**$6,231,069**	**$6,606,569**	**$6,218,273**	**$4,126,122**	**$4,456,777**	**$4,592,519**	**$4,543,459**	
$ Arrears 60-90													
Residential	$2,386,159	2,496,410	2,404,405	2,880,256	2,696,254	2,446,920	3,972,358	4,933,827	3,747,597	2,577,889	1,936,658	2,180,868	
Low Income Residential	$163,768	(17,239)	(21,841)	138,952	188,078	109,009	203,650	67,246	(41,162)	(202,321)	(209,450)	(166,771)	
Small C&I	$322,210	695,597	692,590	472,420	378,459	291,698	344,738	382,713	373,838	334,806	253,613	325,860	
Medium C&I	$245,758	706,461	681,297	552,680	390,137	338,864	400,405	381,151	450,458	357,973	211,370	303,587	
Large C&I	$145,017	213,549	255,078	139,819	627,269	938,605	200,027	521,454	234,073	653,725	306,597	260,401	
Total	**$3,262,913**	**$4,094,778**	**$4,011,527**	**$4,184,127**	**$4,280,197**	**$4,125,096**	**$5,121,178**	**$6,286,392**	**$4,764,804**	**$3,722,072**	**$2,498,789**	**$2,903,945**	
$ Arrears 90>													
Residential	$8,509,650	11,281,492	14,070,436	15,079,369	16,919,736	19,076,897	20,456,630	24,799,397	27,955,942	30,704,255	30,190,812	31,242,525	
Low Income Residential	$2,526,868	2,806,376	3,200,133	3,237,667	3,963,303	4,023,152	3,725,834	3,113,171	2,703,521	2,672,282	2,479,452	3,003,251	
Small C&I	$515,305	1,021,023	1,635,409	2,015,726	2,236,963	2,363,226	2,291,573	2,107,910	2,276,492	2,515,179	2,626,304	2,713,959	
Medium C&I	$121,586	569,059	1,184,728	1,450,156	1,651,614	1,667,002	1,441,967	1,312,584	1,397,215	1,527,631	1,438,397	1,373,130	
Large C&I	$12,498	(14,119)	34,771	214,577	217,128	227,589	215,019	195,010	349,297	443,567	414,761	395,959	
Total	**$11,685,906**	**$15,663,831**	**$20,125,478**	**$21,997,495**	**$24,988,744**	**$27,357,867**	**$28,131,023**	**$31,528,072**	**$34,682,467**	**$37,862,914**	**$37,149,726**	**$38,728,824**	
$ Total Arrears													
Residential	$12,883,029	15,269,728	18,936,580	21,513,415	21,272,335	25,363,241	30,434,101	33,589,921	34,113,580	36,837,073	34,778,553	35,998,250	
Low Income Residential	$2,586,430	2,583,628	3,181,721	3,574,322	4,086,244	4,309,894	4,206,768	3,082,160	2,472,389	2,348,206	2,149,113	2,794,623	
Small C&I	$1,366,711	2,544,573	2,632,480	2,899,836	2,567,303	3,004,514	2,869,189	2,953,087	2,833,830	3,207,343	3,117,791	3,250,333	
Medium C&I	$820,791	2,604,483	2,632,599	2,740,510	2,098,903	2,554,807	2,278,212	2,475,839	2,433,335	2,445,500	2,431,826	2,202,341	
Large C&I	$703,579	323,047	766,111	1,142,298	1,587,006	2,481,575	70,502	1,931,734	1,720,259	1,203,643	1,763,750	1,930,681	
Total	**$18,360,540**	**$23,325,460**	**$28,149,492**	**$31,870,381**	**$31,611,792**	**$37,714,031**	**$39,858,772**	**$44,032,739**	**$43,573,392**	**$46,041,765**	**$44,241,033**	**$46,176,228**	
Billed Sales kWh or therms													
Residential	(16,902,765)	$21,839,469	$15,252,019	$18,663,243	$45,712,880	$37,980,881	$5,137,007	$20,821,511	$22,043,008	$8,063,287	$7,146,694	$46,435,023	
Low Income Residential	(1,823,041)	$1,122,166	$1,025,612	$1,124,886	$2,886,025	$3,622,299	$1,028,702	$762,098	$966,091	($1,487,163)	$615,241	$3,281,707	
Small C&I	(483,111)	($2,465,234)	($2,685,537)	($4,266,517)	$612,056	($1,986,684)	($3,141,460)	$3,199,518	($339,578)	($27,225)	($2,583,633)	$5,407,045	
Medium C&I	(3,291,127)	($4,399,795)	($17,934,586)	($12,062,682)	($7,971,725)	($7,247,785)	($11,566,707)	($1,240,318)	($5,972,379)	($3,067,016)	($17,031,342)	$4,018,833	
Large C&I	8,306,189	($7,125,606)	$3,965,358	($838,753)	($17,399,204)	($29,765,963)	($17,950,050)	($2,244,097)	($19,604,296)	($4,341,166)	$97,182,901	($23,346,542)	
Total	**(14,193,855)**	**$8,971,000**	**($377,134)**	**$2,620,177**	**$23,840,032**	**$2,602,748**	**($26,492,508)**	**$21,298,712**	**($2,907,154)**	**($859,283)**	**$85,329,861**	**$35,796,066**	
Billed Total Revenue $													
Residential	$3,573,735	$7,981,843	$6,888,639	$6,285,251	$16,859,448	$13,226,322	$9,625,127	$4,145,887	$6,812,069	$5,691,663	$1,836,504	$11,677,471	
Low Income Residential	($203,543)	$71,911	$60,595	$161,002	$495,305	$270,463	$208,312	($567,235)	($453,704)	($729,664)	($507,414)	$113,405	
Small C&I	($1,630)	($83,570)	($690,105)	($406,030)	$621,935	$707,537	$1,290,624	$727,989	$476,094	$185,611	($1,103,114)	$995,260	
Medium C&I	($1,810,510)	($1,380,707)	($1,337,942)	($400,200)	($3,772,657)	$3,773,359	$6,508,653	$935,882	$876,773	$2,231,249	($2,010,032)	$3,205,333	
Large C&I	($4,627,241)	($2,117,019)	($1,898,786)	$4,582,907	$413,334	$798,102	$2,097,997	($2,751,549)	$1,783,659	$4,698,327	($2,463,787)	$3,582,383	
Total	**($3,069,189)**	**$4,472,459**	**$3,022,400**	**$10,222,930**	**$14,617,365**	**$18,775,783**	**$19,730,712**	**$2,490,975**	**$9,494,891**	**$12,077,185**	**($4,247,843)**	**$19,573,852**	
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	$3,573,735	7,981,843	6,888,639	6,285,251	16,859,448	13,226,322	9,625,127	4,145,887	6,812,069	5,691,663	1,637,425	11,677,471	
Low Income Residential	($203,543)	71,911	60,595	161,002	495,305	270,463	208,312	(567,235)	(453,704)	(729,664)	(480,194)	113,405	
Small C&I	($1,630)	(83,570)	(690,105)	(406,030)	621,935	707,537	1,290,624	727,989	476,094	185,611	(1,120,338)	995,260	
Medium C&I	($1,810,510)	(1,380,707)	(1,337,942)	(400,200)	(3,772,657)	3,773,359	6,508,653	935,882	876,773	2,231,249	(2,021,908)	3,205,333	
Large C&I	($4,627,241)	(2,117,019)	(1,898,786)	4,582,907	413,334	798,102	2,097,997	(2,751,549)	1,783,659	4,698,327	(2,472,497)	3,582,383	
Total	**($3,069,189)**	**$4,472,459**	**$3,022,400**	**$10,222,930**	**$14,617,365**	**$18,775,783**	**$19,730,712**	**$2,490,975**	**$9,494,891**	**$12,077,185**	**($4,457,512)**	**$19,573,852**	
$ Revenue (Payments) Received (2)													
Residential	$1,170,569	(167,955)	1,680,641	7,172,538	7,907,908	7,804,328	7,212,538	3,591,816	6,876,235	2,065,439	479,266	3,978,642	
Low Income Residential	($384,024)	(343,640)	(531,080)	126,505	33,076	(152,918)	219,391	(261,332)	(115,344)	10,270	(105,192)	(457,228)	
Small C&I	($1,527,746)	(1,836,725)	(1,265,243)	141,864	(44,125)	(446,003)	1,289,862	(416,839)	529,091	(225,099)	(1,684,015)	(219,320)	
Medium C&I	($1,331,457)	(3,696,336)	(2,370,619)	(44,124)	441,155	(979,898)	3,779,050	(20,654)	1,098,344	(669,980)	(2,555,802)	(580,450)	
Large C&I	($1,673,836)	(3,751,084)	(3,322,034)	(788,360)	277,026	(4,508,318)	6,207,352	(1,731,432)	(1,101,352)	(338,729)	(1,014,082)	(89,737)	
Total	**($3,746,494)**	**($9,795,740)**	**($5,808,335)**	**$6,608,423**	**$8,615,041**	**$1,717,191**	**$18,708,194**	**$1,161,559**	**$7,286,974**	**$841,901**	**($4,879,825)**	**$2,631,907**	
# Revenue (Payments) Received													
Residential	48,026	25,923	11,450	66,278	21,844	24,090	20,563	(7,205)	21,894	(3,290)	(23,962)	3,981	
Low Income Residential	2,755	591	(2,098)	3,136	(983)	(1,688)	1,861	(447)	1,265	2,728	142	(3,948)	
Small C&I	1,698	279	(826)	7,638	5,008	2,006	9,128	(810)	2,569	694	(4,817)	(1,268)	
Medium C&I	612	(975)	(309)	1,334	586	314	2,369	327	776	448	(920)	541	
Large C&I	59	(76)	58	188	182	14	641	345	282	300	(732)	(178)	
Total	**53,150**	**25,742**	**8,275**	**78,574**	**26,637**	**24,736**	**34,562**	**(7,790)**	**26,786**	**880**	**(30,289)**	**(872)**	
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	$2,403,166	8,149,798	5,207,997	(887,286)	8,951,540	5,421,995	2,412,589	554,071	2,614,224	4,067,127	1,223,686	7,698,829	
Low Income Residential	$180,481	415,552	591,675	34,497	462,229	423,381	(11,079)	(305,902)	(219,183)	(855,654)	(385,399)	570,634	
Small C&I	$1,526,116	1,753,155	575,138	(547,894)	666,060	1,153,540	762	1,144,828	421,791	517,707	560,759	1,214,580	
Medium C&I	($479,052)	2,315,629	1,032,676	(356,076)	(4,213,812)	4,753,257	2,729,603	956,536	794,579	2,705,329	547,089	3,785,782	
Large C&I	($2,953,405)	1,634,065	1,423,248	5,371,267	136,308	5,306,420	(4,109,355)	(1,020,117)	3,549,309	3,855,768	(1,458,143)	3,672,120	
Total	**$677,305**	**$14,268,199**	**$8,830,734**	**$3,614,507**	**$6,002,324**	**$17,058,592**	**$1,022,519**	**$1,329,416**	**$7,160,721**	**$10,290,277**	**$487,991**	**$16,941,945**	
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	(174)	(178)	(215)	(213)	(214)	(205)	(224)	(204)	(167)	(155)	(151)	(145)	
Low Income Residential	397	291	(107)	(398)	(353)	(687)	(804)	(995)	(953)	(846)	(750)	(696)	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Medium C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Total	**223**	**113**	**(322)**	**(611)**	**(567)**	**(892)**	**(1,028)**	**(1,199)**	**(1,120)**	**(1,001)**	**(901)**	**(841)**	
Customers Disconnected for Non-Payment													
Residential	6	(184)	(838)	(1,119)	(714)	(1,174)	(1,230)	(666)	(1)	(1)	0	(6)	
Low Income Residential	1	(25)	(274)	(349)	(205)	(344)	(244)	(196)	0	0	0	(2)	
Small C&I	(16)	(47)	(25)	(36)	(23)	(29)	(26)	6	(41)	(23)	(14)	(6)	
Medium C&I	2	(5)	(3)	(4)	(4)	(4)	(2)	(1)	(1)	(2)	1	2	
Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Total	**(7)**	**(261)**	**(1,140)**	**(1,508)**	**(946)**	**(1,551)**	**(1,502)**	**(857)**	**(43)**	**(26)**	**(13)**	**(12)**	
Customers on Payment Plans													
Residential	(38)	(3,174)	(4,978)	(5,028)	(4,236)	(4,468)	(4,780)	(3,560)	(2,174)	(2,145)	(1,929)	(2,408)	
Low Income Residential	(514)	(1,089)	(1,826)	(2,026)	(1,796)	(2,036)	(2,073)	(2,068)	(1,698)	(1,579)	(1,082)	(809)	
Small C&I	12	(56)	(13)	71	128	154	247	343	281	210	249	246	
Medium C&I	(9)	(13)	6	4	25	52	75	101	92	68	72	74	
Large C&I	(3)	(2)	(2)	(1)	3	4	4	3	5	3	3	3	
Total	**(552)**	**(4,334)**	**(6,813)**	**(6,980)**	**(5,876)**	**(6,294)**	**(6,527)**	**(5,181)**	**(3,494)**	**(3,443)**	**(2,687)**	**(2,894)**	
Current A/R													
Residential	$766,399	5,112,990	6,456,096	2,293,382	14,798,123	13,073,037	5,000,135	4,828,684	3,891,239	1,649,366	4,559,195	7,901,213	
Low Income Residential	($343,404)	80,664	131,333	(146,865)	673,214	377,479	(25,316)	(414,344)	(310,966)	(749,575)	(315,015)	275,309	
Small C&I	($220,413)	350,851	(8,330)	(500,679)	834,837	1,175,593	78,922	179,811	267,538	(291,931)	197,321	1,111,823	
Medium C&I	($1,057,497)	458,317	(144,631)	(199,746)	737,729	3,730,406	147,606	308,587	184,282	581,723	(163,329)	2,260,670	
Large C&I	($2,725,437)	539,835	933,258	1,054,019	2,510,605	4,307,938	(104,924)	(165,844)	535,743	2,786,706	1,658,358	1,962,420	
Total	**($3,580,351)**	**$6,542,658**	**$7,367,726**	**$2,500,112**	**$19,554,509**	**$22,664,453**	**$5,096,424**	**$4,736,894**	**$4,567,837**	**$3,976,288**	**$5,936,530**	**$13,511,435**	
Collection Effectiveness													
Residential		-10.9%	-13.5%	-12.0%	-13.6%	-12.2%	-13.0%	-19.0%	-15.1%	-17.6%	-18.2%	-14.2%	
Low Income Residential		-5.1%	-7.5%	-4.4%	-9.9%	-3.9%	-1.9%	0.3%	-2.3%	-3.5%	-5.9%	-8.3%	
Small C&I		-16.9%	-14.0%	-16.4%	-13.9%	-14.2%	-8.3%	-12.3%	-12.6%	-14.2%	-16.7%	-14.0%	
Medium C&I		-15.6%	-11.1%	-12.5%	-10.9%	-9.5%	-1.8%	-8.9%	-9.3%	-8.3%	-10.2%	-7.6%	
Large C&I		-4.0%	-4.0%	-2.9%	-6.5%	-9.8%	3.2%	-8.5%	-6.5%	-2.7%	-6.9%	-5.6%	
Total		**-12.6%**	**-12.7%**	**-11.2%**	**-13.5%**	**-12.5%**	**-7.5%**	**-16.0%**	**-12.9%**	**-13.4%**	**-15.6%**	**-12.3%**	

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: GAS
Date: 3/6/2021

GAS

	2019											
	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
# of Customers												
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	20,537	20,563
Small C&I	18,657	18,643	18,600	18,536	18,504	18,512	18,530	18,601	18,889	19,026	19,036	19,131
Medium C&I	5,102	5,104	5,100	5,101	5,102	5,102	5,115	5,124	5,151	5,169	5,170	5,182
Large C&I	774	773	771	769	769	768	769	773	779	781	782	783
Total	267,573	267,467	267,088	266,773	266,620	266,682	266,996	267,532	269,543	270,952	270,855	271,581
# of Customers w/ Arrears												
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
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
Small C&I	2,620	3,513	3,003	2,426	2,650	2,521	2,616	2,439	3,243	3,204	2,759	3,318
Medium C&I	603	881	707	561	613	566	598	589	779	782	653	750
Large C&I	84	128	101	74	87	73	92	73	116	113	108	98
Total	52,140	57,203	52,839	49,069	50,594	48,819	48,866	48,511	54,830	53,358	55,552	60,261
# Arrears 30-60												
Residential	20,231	21,202	16,947	14,456	16,672	14,859	15,001	15,380	19,596	18,158	18,846	23,924
Low Income Residential	1,938	1,857	1,391	1,017	1,011	857	1,027	1,098	1,345	1,569	2,012	1,485
Small C&I	1,625	2,468	1,548	1,188	1,550	1,372	1,479	1,319	2,190	2,104	1,565	2,224
Medium C&I	358	641	381	308	353	318	365	341	554	525	396	518
Large C&I	53	101	52	50	48	41	58	48	88	81	75	61
Total	24,205	26,269	20,319	17,019	19,634	17,447	17,930	18,186	23,773	22,437	22,894	28,212
# Arrears 60-90												
Residential	7,789	9,173	9,340	7,505	5,875	6,064	5,643	5,745	6,514	6,270	7,559	8,883
Low Income Residential	1,682	1,490	1,281	957	700	542	507	625	744	842	1,217	1,065
Small C&I	658	608	937	556	501	555	552	548	481	610	662	685
Medium C&I	152	118	212	114	118	120	110	106	93	143	138	136
Large C&I	17	13	35	11	24	13	15	8	10	16	15	26
Total	10,298	11,402	11,805	9,143	7,218	7,294	6,827	7,032	7,842	7,881	9,591	10,795
# Arrears 90>												
Residential	11,562	12,789	14,421	17,086	18,106	18,224	18,211	17,399	17,154	16,996	16,813	16,313
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
Small C&I	337	437	518	682	599	594	585	572	572	490	532	409
Medium C&I	93	122	114	139	142	128	123	142	132	114	119	96
Large C&I	14	14	14	13	15	19	19	17	18	16	18	11
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
$ Arrears 30-60												
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
Low Income Residential	$1,735,646	$1,708,637	$1,150,703	$600,477	$438,602	$303,780	$289,911	$309,782	$473,187	$638,141	$1,082,245	$1,067,624
Small C&I	$748,063	$838,851	$472,799	$240,877	$200,856	$147,483	$176,237	$146,582	$203,832	$277,292	$472,861	$718,306
Medium C&I	$876,450	$930,671	$608,277	$373,745	$334,711	$230,159	$222,365	$272,219	$377,976	$471,539	$509,908	$716,930
Large C&I	$418,102	$700,403	$499,435	$195,039	$284,632	$197,461	$261,722	$150,272	$265,207	$351,734	$530,686	$654,098
Total	$10,979,120	$11,788,576	$7,924,808	$4,487,592	$3,798,627	$2,652,187	$2,642,464	$2,542,395	$3,617,659	$4,702,004	$7,661,787	$10,676,269
$ Arrears 60-90												
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	$1,090,972	$1,989,320	$3,286,198
Low Income Residential	$1,266,857	$1,451,773	$1,274,148	$811,629	$496,825	$333,540	$256,252	$248,650	$284,052	$363,622	$603,425	$779,664
Small C&I	$159,921	$231,169	$276,574	$165,024	$95,669	$80,999	$57,463	$88,765	$62,896	$60,699	$267,240	$171,503
Medium C&I	$171,472	$260,754	$318,222	$181,331	$134,409	$125,802	$90,413	$98,267	$112,749	$140,315	$147,375	$164,659
Large C&I	$102,822	$160,122	$347,770	$100,384	$122,770	$93,987	$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	$1,727,569	$3,175,219	$4,572,899
$ Arrears 90>												
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
Low Income Residential	$4,307,125	$4,916,370	$5,007,154	$4,651,797	$4,600,913	$4,795,950	$4,850,687	$4,840,767	$4,909,807	$4,882,740	$5,037,721	$4,236,607
Small C&I	$145,300	$181,652	$241,835	$293,428	$306,768	$279,812	$276,551	$267,417	$283,727	$263,415	$261,213	$399,245
Medium C&I	$480,032	$517,823	$543,665	$572,924	$598,724	$587,846	$610,653	$616,734	$618,104	$665,595	$669,443	$630,001
Large C&I	$71,090	$89,237	$118,175	$113,044	$128,489	$159,650	$169,949	$199,764	$236,552	$248,840	$246,060	$164,654
Total	$11,817,510	$13,536,000	$14,914,166	$16,330,881	$17,139,270	$17,459,535	$17,354,454	$16,935,389	$16,957,874	$16,907,545	$17,096,486	$16,666,992
$ Total Arrears												
Residential	$17,011,230	$19,152,907	$18,162,292	$16,658,703	$15,954,210	$14,766,774	$14,155,510	$13,661,239	$14,205,364	$14,901,225	$17,937,458	$22,041,992
Low Income Residential	$7,309,628	$8,076,780	$7,432,005	$6,063,902	$5,536,340	$5,433,270	$5,396,850	$5,399,200	$5,667,046	$5,884,502	$6,723,390	$6,083,895
Small C&I	$1,053,284	$1,251,672	$991,207	$699,328	$603,293	$508,295	$510,252	$502,765	$550,455	$601,406	$1,001,314	$1,289,054
Medium C&I	$1,527,954	$1,709,249	$1,470,164	$1,127,999	$1,067,844	$943,807	$923,431	$987,220	$1,108,830	$1,277,449	$1,326,725	$1,511,591
Large C&I	$592,014	$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												
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
Low Income Residential	2,767,741	1,865,536	1,178,889	668,541	419,426	403,080	423,719	528,196	1,035,848	2,138,073	2,617,301	2,166,552
Small C&I	4,369,166	2,589,125	1,452,411	712,823	436,063	454,178	430,464	577,000	1,437,016	3,499,214	4,590,908	4,217,782
Medium C&I	9,051,667	6,554,544	4,330,039	2,571,643	1,677,653	1,612,780	1,747,327	2,029,118	3,906,915	7,621,224	9,299,137	8,235,337
Large C&I	15,291,684	13,626,795	10,861,356	8,829,224	7,561,847	7,845,442	7,663,018	7,842,603	10,217,514	13,859,532	15,936,601	14,894,945
Total	61,705,885	44,274,878	29,949,525	19,294,068	14,013,028	14,006,936	14,092,890	16,177,326	28,541,983	52,018,154	65,125,569	56,406,213
Billed Total Revenue $												
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
Low Income Residential	$3,815,460	$1,981,289	$1,259,002	$823,287	$586,925	$503,591	$540,984	$767,284	$1,169,352	$1,991,161	$2,386,867	$1,917,842
Small C&I	$5,139,355	$3,392,084	$2,062,324	$1,218,502	$1,166,155	$1,025,342	$1,081,397	$1,428,174	$2,957,441	$4,560,233	$5,497,423	$5,069,784
Medium C&I	$7,151,331	$5,645,638	$3,898,858	$2,737,896	$2,328,065	$2,110,454	$2,212,348	$2,787,688	$3,444,815	$5,749,624	$7,209,834	$5,935,940
Large C&I	$5,096,795	$4,395,182	$4,214,261	$2,641,807	$2,584,602	$2,254,855	$2,317,623	$2,623,804	$3,186,488	$5,033,011	$5,831,381	$5,110,498
Total	$56,213,796	$40,787,574	$29,670,252	$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
Supplier Receivables Purchased (for EDCs)(1)												
Residential												
Low Income Residential												
Small C&I												
Medium C&I												
Large C&I												
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
Low Income Residential	$3,815,460	$1,981,289	$1,259,002	$823,287	$586,925	$503,591	$540,984	$767,284	$1,169,352	$1,991,161	$2,386,867	$1,917,842
Small C&I	$5,139,355	$3,392,084	$2,062,324	$1,218,502	$1,166,155	$1,025,342	$1,081,397	$1,428,174	$2,957,441	$4,560,233	$5,497,423	$5,069,784
Medium C&I	$7,151,331	$5,645,638	$3,898,858	$2,737,896	$2,328,065	$2,110,454	$2,212,348	$2,787,688	$3,444,815	$5,749,624	$7,209,834	$5,935,940
Large C&I	$5,096,795	$4,395,182	$4,214,261	$2,641,807	$2,584,602	$2,254,855	$2,317,623	$2,623,804	$3,186,488	$5,033,011	$5,831,381	$5,110,498
Total	$56,213,796	$40,787,574	$29,670,252	$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
$ Revenue (Payments) Received (2)												
Residential	$36,180,267	$32,057,050	$23,869,209	$15,823,810	$12,853,390	$10,820,954	$10,070,266	$11,290,062	$12,353,209	$22,396,495	$32,303,136	$31,488,029
Low Income Residential	$1,391,045	$2,684,383	$1,487,031	$2,127,939	$1,088,859	$500,832	$477,199	$553,953	$453,458	$724,434	$1,354,512	$2,931,678
Small C&I	$5,478,936	$4,677,910	$3,281,358	$1,816,354	$1,315,954	$1,094,890	$965,720	$1,084,196	$1,198,136	$2,647,050	$4,724,915	$4,495,689
Medium C&I	$7,250,633	$6,679,212	$5,376,710	$3,311,700	$2,619,690	$2,347,389	$1,988,218	$2,434,946	$2,361,970	$4,233,005	$6,358,231	$5,867,968
Large C&I	$5,033,693	$4,438,891	$4,351,069	$2,838,549	$2,347,740	$2,741,400	$1,832,766	$2,841,882	$1,984,507	$3,803,117	$4,943,783	$5,258,266
Total	$55,334,574	$50,537,446	$38,365,376	$25,918,352	$20,225,632	$17,505,465	$15,334,170	$18,205,038	$18,351,281	$33,804,099	$49,684,577	$50,041,630
# 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	20,927	17,772	17,573	18,774	16,967	18,889	21,791	34,516
Small C&I	16,683	16,589	18,041	15,542	17,534	17,422	16,048	18,739	15,825	18,222	24,689	17,758
Medium C&I	5,123	5,031	5,639	4,740	5,503	5,439	4,789	6,099	4,633	5,677	7,328	5,151
Large C&I	791	801	915	825	856	890	771	961	654	941	1,020	829
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)												
Residential	($1,169,413)	($6,683,669)	($5,633,402)	($4,159,627)	($2,582,219)	($1,445,943)	($293,913)	$1,810,928	$5,291,622	$9,147,982	$8,933,644	$808,744
Low Income Residential	$2,424,415	($703,093)	($228,029)	($1,304,652)	($501,933)	$2,759	$63,785	$213,331	$715,894	$1,266,728	$1,032,355	($1,013,836)
Small C&I	($339,580)	($1,285,826)	($1,219,034)	($597,852)	($149,799)	($69,548)	$115,677	$343,978	$1,759,305	$1,913,183	$772,508	$574,094
Medium C&I	($99,302)	($1,033,575)	($1,477,852)	($573,804)	($291,624)	($236,935)	$224,130	$352,743	$1,082,845	$1,516,619	$851,603	$67,972
Large C&I	$63,102	($43,709)	($136,807)	($196,741)	$236,862	($486,545)	$484,857	($218,078)	$1,201,981	$1,229,895	$887,598	($147,768)
Total	$879,222	($9,749,872)	($8,695,124)	($6,832,675)	($3,288,713)	($2,236,212)	$594,536	$2,502,902	$10,051,647	$15,074,406	$12,477,708	$289,205
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]												
Residential	261	282	321	312	304	313	292	284	259	235	223	204
Low Income Residential	653	758	1,013	1,149	1,159	1,172	1,108	1,054	960	878	826	788
Small C&I												
Medium C&I												
Large C&I												
Total	914	1,040	1,334	1,461	1,463	1,485	1,400	1,338	1,219	1,113	1,049	992
Customers Disconnected for Non-Payment												
Residential	1	50	36	134	62	120	153	60	1			17
Low Income Residential	3	13	14	32	13	37	38	35				3
Small C&I	19	10	1	6	3	5	2	3	10	4	6	10
Medium C&I	4	3	1			1				2		3
Large C&I					1							1
Total	27	76	52	172	79	163	193	98	11	6	6	34
Customers on Payment Plans												
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
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
Small C&I	54	57	68	65	56	46	29	29	40	43	48	46
Medium C&I	10	11	11	15	18	20	20	15	14	16	19	14
Large C&I	1	1		1	1	1				1	1	1
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
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
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
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
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
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
Total	39,237,650	$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
Collection Effectiveness												
Residential		62.1%	57.1%	49.2%	45.6%	40.4%	41.2%	48.2%	42.6%	61.9%	65.0%	56.3%
Low Income Residential		28.0%	25.2%	29.9%	19.2%	9.7%	9.0%	10.7%	8.7%	17.1%	13.8%	34.5%
Small C&I		78.7%	76.6%	73.9%	70.9%	68.1%	67.7%	72.5%	77.6%	84.3%	81.7%	78.7%
Medium C&I		80.0%	78.1%	76.8%	71.9%	71.4%	68.3%	72.0%	67.9%	76.6%	83.4%	79.5%
Large C&I		82.4%	83.6%	89.2%	81.2%	87.0%	77.0%	86.6%	80.1%	84.6%	85.3%	85.2%
Total		61.8%	58.0%	52.7%	47.3%	43.6%	41.6%	48.7%	44.4%	61.0%	64.6%	60.0%

	2020												
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	3/6/2021
# of Customers													
Residential	226,356	226,961	226,267	226,101	225,453	225,804	225,719	226,771	227,574	228,291	228,351	228,564	228,625
Low Income Residential	20,575	20,581	21,087	21,079	21,495	21,133	21,254	20,440	20,148	19,536	19,423	19,558	19,579
Small C&I	19,170	19,219	19,160	19,074	19,026	19,106	19,125	19,149	19,260	19,298	19,330	19,359	19,359
Medium C&I	5,179	5,189	5,190	5,188	5,186	5,084	5,068	5,071	5,076	5,081	5,085	5,092	5,095
Large C&I	784	784	781	779	777	781	782	788	788	789	793	796	797
Total	272,064	272,734	272,485	272,221	271,937	271,908	271,948	272,219	272,846	272,995	272,982	273,369	273,455
# of Customers w/ Arrears													
Residential	52,486	54,860	52,102	53,033	48,594	49,234	49,624	49,491	50,683	53,963	47,447	52,268	51,610
Low Income Residential	6,890	7,050	6,801	6,989	7,134	7,163	6,952	6,584	6,728	7,076	6,518	7,114	7,218
Small C&I	3,990	4,922	3,956	3,758	3,347	3,293	3,125	3,083	3,376	3,565	3,186	3,361	3,206
Medium C&I	895	1,225	828	876	834	662	634	713	758	854	810	803	798
Large C&I	131	171	105	135	191	112	99	103	125	145	139	114	178
Total	64,392	68,228	63,792	64,791	60,100	60,464	60,434	59,974	61,670	65,603	58,100	63,660	63,010
# Arrears 30-60													
Residential	22,971	19,538	15,533	17,519	13,165	14,264	15,363	15,946	16,560	20,085	15,336	19,960	19,713
Low Income Residential	1,235	1,161	999	1,023	757	840	887	853	949	1,382	1,294	1,719	1,890
Small C&I	2,444	2,311	1,471	1,599	1,307	1,421	1,377	1,566	1,824	1,942	1,705	1,917	1,842
Medium C&I	575	682	357	456	402	289	324	421	437	556	490	518	532
Large C&I	86	100	43	70	113	47	48	56	77	97	90	73	136
Total	27,311	23,792	18,403	20,667	15,744	16,861	17,999	18,842	19,847	24,062	18,915	24,187	24,113
# Arrears 60-90													
Residential	11,346	12,508	9,899	7,819	7,128	5,334	5,472	5,025	5,663	5,488	5,498	6,132	5,976
Low Income Residential	1,149	988	903	789	643	522	489	439	493	549	668	791	699
Small C&I	994	1,555	798	539	503	359	385	401	466	535	465	458	408
Medium C&I	208	341	188	135	131	99	71	96	114	98	125	95	83
Large C&I	31	49	20	23	33	24	10	15	17	17	21	15	16
Total	13,728	15,441	11,808	9,305	8,438	6,338	6,427	5,976	6,753	6,687	6,777	7,491	7,182
# Arrears 90>													
Residential	18,169	22,814	26,670	27,695	28,301	29,636	28,789	28,520	28,460	28,390	26,613	26,176	25,921
Low Income Residential	4,506	4,901	4,899	5,177	5,734	5,801	5,576	5,292	5,286	5,145	4,556	4,604	4,629
Small C&I	552	1,056	1,687	1,620	1,537	1,513	1,363	1,116	1,086	1,088	1,016	986	956
Medium C&I	112	202	283	285	301	274	239	196	207	200	195	190	183
Large C&I	14	22	42	42	45	41	41	32	31	31	28	26	26
Total	23,353	28,995	33,581	34,819	35,918	37,265	36,008	35,156	35,070	34,854	32,408	31,982	31,715
$ Arrears 30-60													
Residential	$8,003,626	$7,558,729	$6,228,666	$5,407,444	$2,412,490	$2,104,214	$2,052,523	$2,180,959	$2,408,703	$4,307,600	$6,102,051	$9,519,342	$10,311,468
Low Income Residential	$999,450	$880,753	$742,287	$662,920	$329,931	$265,058	$250,403	$289,064	$274,495	$501,718	$721,352	$1,180,823	$1,363,338
Small C&I	$945,157	$1,109,718	$594,687	$444,685	$201,491	$181,741	$176,435	$186,334	$206,463	$396,344	$621,252	$944,069	$990,995
Medium C&I	$819,108	$1,175,746	$653,197	$577,265	$353,440	$259,508	$280,501	$307,189	$331,907	$637,283	$823,221	$1,023,074	$1,168,648
Large C&I	$961,457	$1,040,094	$488,549	$563,159	$858,406	$381,387	$324,496	$191,910	$341,397	$550,252	$633,980	$748,601	$1,839,200
Total	$11,728,799	$11,765,040	$8,707,386	$7,655,473	$4,155,758	$3,191,908	$3,084,358	$3,155,456	$3,562,965	$6,393,197	$8,901,856	$13,415,909	$15,673,649
$ Arrears 60-90													
Residential	$4,422,873	$5,282,406	$4,912,495	$4,292,420	$3,300,500	$1,767,416	$1,436,172	$1,277,505	$1,460,091	$1,509,637	$2,514,764	$3,778,183	$3,797,368
Low Income Residential	$883,399	$858,778	$743,194	$683,824	$573,541	$314,381	$226,585	$192,925	$256,985	$224,287	$366,847	$571,660	$534,719
Small C&I	$283,598	$583,521	$471,388	$328,360	$222,384	$118,846	$93,639	$83,310	$95,855	$98,690	$186,035	$230,334	$204,864
Medium C&I	$260,105	$492,772	$430,998	$339,682	$267,272	$147,788	$128,885	$134,232	$139,030	$136,917	$198,367	$257,664	$208,503
Large C&I	$214,437	$481,786	$282,599	$279,187	$463,753	$209,707	$125,812	$92,702	$94,995	$169,833	$144,187	$178,958	$252,763
Total	$6,064,412	$7,699,263	$6,840,674	$5,923,473	$4,827,450	$2,558,138	$2,011,093	$1,780,674	$2,046,956	$2,139,364	$3,410,200	$5,016,799	$4,998,217
$ Arrears 90>													
Residential	$12,570,628	$15,268,224	$17,994,982	$19,733,248	$21,409,223	$22,773,142	$22,454,090	$22,360,591	$22,382,499	$22,823,730	$22,773,286	$23,491,810	$23,666,795
Low Income Residential	$4,472,983	$4,946,396	$5,175,773	$5,507,805	$6,169,330	$6,323,099	$6,019,572	$5,604,617	$5,495,450	$5,199,644	$4,618,910	$4,692,186	$4,751,567
Small C&I	$454,513	$643,728	$945,818	$1,067,184	$1,158,516	$1,193,228	$943,743	$763,005	$736,609	$710,963	$668,031	$704,797	$702,099
Medium C&I	$684,269	$871,532	$1,047,645	$1,153,007	$1,076,188	$1,006,746	$924,360	$760,678	$777,528	$780,983	$743,719	$738,492	$723,617
Large C&I	$149,340	$249,777	$326,150	$414,869	$575,777	$758,338	$771,637	$703,398	$620,914	$615,190	$519,282	$429,655	$424,720
Total	$18,331,732	$21,979,657	$25,490,368	$27,876,113	$30,389,034	$32,054,553	$31,113,402	$30,192,289	$30,013,000	$30,130,510	$29,323,228	$30,056,940	$30,268,798
$ Total Arrears													
Residential	$24,997,127	$28,109,360	$29,136,143	$29,433,112	$27,122,213	$26,644,772	$25,942,785	$25,819,054	$26,251,294	$28,640,967	$31,390,101	$36,789,335	$37,775,631
Low Income Residential	$6,355,832	$6,685,927	$6,661,255	$6,854,550	$7,072,801	$6,902,537	$6,496,560	$6,086,606	$6,026,930	$5,925,649	$5,707,109	$6,444,668	$6,649,624
Small C&I	$1,683,268	$2,336,967	$2,011,893	$1,840,229	$1,582,391	$1,493,815	$1,213,817	$1,032,649	$1,038,926	$1,205,997	$1,475,319	$1,879,200	$1,897,958
Medium C&I	$1,763,482	$2,540,049	$2,131,841	$2,069,955	$1,696,901	$1,414,041	$1,333,746	$1,202,100	$1,248,465	$1,555,184	$1,765,307	$2,019,230	$2,100,767
Large C&I	$1,325,233	$1,771,656	$1,097,298	$1,257,216	$1,897,936	$1,349,431	$1,221,946	$988,009	$1,057,305	$1,335,274	$1,297,449	$1,357,214	$2,516,683
Total	$36,124,942	$41,443,959	$41,038,430	$41,455,062	$39,372,242	$37,804,596	$36,208,854	$35,128,418	$35,622,920	$38,663,071	$41,635,285	$48,489,647	$50,940,663
Billed Sales kWh or therms													
Residential	24,525,004	19,615,784	15,561,691	6,217,087	4,176,986	3,785,797	3,540,677	5,000,072	11,070,910	19,446,223	31,290,611	34,499,559	N/A
Low Income Residential	2,251,811	1,905,659	1,520,926	623,308	427,510	393,576	379,409	496,713	1,101,710	1,712,960	2,804,418	2,943,899	N/A
Small C&I	3,261,717	2,420,366	1,692,684	619,986	385,012	401,309	387,441	547,582	1,309,879	2,544,060	4,471,094	5,120,456	N/A
Medium C&I	7,447,785	5,535,813	4,234,944	2,026,609	1,495,650	1,460,162	1,266,775	1,886,699	3,592,991	5,788,160	8,640,289	9,666,770	N/A
Large C&I	13,898,102	12,555,855	11,010,029	8,191,904	7,276,786	7,258,849	7,606,579	7,698,322	9,417,680	12,137,076	15,440,053	16,522,536	N/A
Total	51,384,418	42,033,477	34,020,274	17,678,894	13,761,944	13,299,693	13,180,881	15,629,388	26,493,171	41,628,478	62,646,465	68,753,220	N/A
Billed Total Revenue $													
Residential	$31,973,555	$26,914,357	$23,384,632	$11,644,057	$11,039,343	$9,241,523	$8,203,395	$11,511,500	$17,281,466	$30,108,773	$43,556,626	$43,344,564	$11,255,027
Low Income Residential	$1,358,880	$1,297,533	$979,342	$553,841	$498,709	$403,280	$435,257	$488,968	$797,031	$1,338,737	$2,056,490	$2,075,631	$366,816
Small C&I	$4,245,889	$3,223,618	$2,523,687	$1,194,096	$1,165,446	$1,099,290	$850,492	$1,194,619	$1,981,921	$3,949,791	$6,046,854	$6,402,171	$1,604,975
Medium C&I	$5,711,672	$4,662,598	$3,869,397	$2,694,414	$3,205,048	$2,044,997	$2,833,917	$2,417,620	$3,198,463	$5,403,120	$7,397,260	$7,540,651	$2,414,328
Large C&I	$5,032,683	$4,125,936	$3,845,959	$3,359,672	$2,666,136	$2,630,181	$2,407,858	$3,365,183	$3,321,240	$4,848,075	$5,878,824	$7,086,942	$3,762,694
Total	$48,322,679	$40,224,042	$34,603,018	$19,446,080	$18,574,682	$15,419,272	$14,730,919	$18,977,890	$26,580,122	$45,648,495	$64,936,054	$66,449,959	$19,403,840
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	$31,973,555	$26,914,357	$23,384,632	$11,644,057	$11,039,343	$9,241,523	$8,203,395	$11,511,500	$17,281,466	$30,108,773	$43,429,290	$43,344,564	$11,255,027
Low Income Residential	$1,358,880	$1,297,533	$979,342	$553,841	$498,709	$403,280	$435,257	$488,968	$797,031	$1,338,737	$2,062,098	$2,075,631	$366,816
Small C&I	$4,245,889	$3,223,618	$2,523,687	$1,194,096	$1,165,446	$1,099,290	$850,492	$1,194,619	$1,981,921	$3,949,791	$6,021,968	$6,402,171	$1,604,975
Medium C&I	$5,711,672	$4,662,598	$3,869,397	$2,694,414	$3,205,048	$2,044,997	$2,833,917	$2,417,620	$3,198,463	$5,403,120	$7,393,448	$7,540,651	$2,414,328
Large C&I	$5,032,683	$4,125,936	$3,845,959	$3,359,672	$2,666,136	$2,630,181	$2,407,858	$3,365,183	$3,321,240	$4,848,075	$5,876,572	$7,086,942	$3,762,694
Total	$48,322,679	$40,224,042	$34,603,018	$19,446,080	$18,574,682	$15,419,272	$14,730,919	$18,977,890	$26,580,122	$45,648,495	$64,783,376	$66,449,959	$19,403,840
$ Revenue (Payments) Received (2)													
Residential	$32,809,496	$27,018,896	$24,346,388	$18,987,160	$12,706,790	$10,181,671	$9,493,750	$10,276,225	$12,109,179	$19,528,409	$29,513,549	$35,176,462	$9,824,489
Low Income Residential	$1,078,181	$919,696	$1,029,702	$674,670	$550,539	$396,152	$632,929	$338,398	$342,882	$470,533	$2,145,773	$1,545,901	$349,609
Small C&I	$4,676,193	$3,131,551	$3,225,247	$2,183,351	$1,314,597	$1,121,861	$1,201,622	$1,103,216	$1,258,808	$2,202,191	$3,768,462	$5,171,873	$1,840,507
Medium C&I	$6,152,803	$4,269,376	$4,731,682	$3,414,896	$2,423,654	$2,131,642	$2,116,487	$2,152,170	$2,313,246	$3,412,202	$5,259,510	$6,753,170	$2,364,064
Large C&I	$4,693,411	$3,294,335	$4,926,114	$3,008,563	$2,785,844	$2,669,934	$2,757,887	$2,623,916	$2,671,676	$2,907,475	$5,291,257	$5,252,952	$1,500,410
Total	$49,410,084	$38,633,855	$38,259,133	$28,268,641	$19,781,424	$16,501,259	$16,202,675	$16,493,925	$18,695,791	$28,520,810	$45,978,551	$53,900,358	$15,879,079
# Revenue (Payments) Received													
Residential	209,156	196,489	194,099	202,340	203,429	197,356	195,248	202,422	193,345	200,835	198,771	195,864	52,727
Low Income Residential	23,605	20,744	22,874	18,940	19,243	17,692	19,591	16,789	16,073	16,207	23,856	20,422	4,042
Small C&I	18,240	15,411	17,293	17,714	18,388	18,100	18,448	18,235	16,672	17,707	21,321	17,610	5,225
Medium C&I	5,422	4,284	5,329	5,155	5,360	5,502	5,619	5,296	4,751	4,728	6,287	5,311	1,623
Large C&I	849	649	891	754	859	836	926	814	738	721	953	932	235
Total	257,272	237,577	240,486	244,903	247,279	239,486	239,832	243,556	231,579	240,198	251,188	240,139	63,852
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	($835,941)	($104,540)	($961,756)	($7,343,103)	($1,667,447)	($940,147)	($1,290,355)	$1,235,275	$5,206,128	$8,425,854	$13,978,027	$8,168,102	$1,430,538
Low Income Residential	$280,699	$377,837	($50,360)	($120,830)	($51,830)	$7,128	($197,672)	$150,570	$482,638	$737,463	($87,635)	$529,730	$17,207
Small C&I	($430,304)	$92,067	($701,561)	($989,255)	($149,151)	($22,571)	($351,130)	$91,403	$725,547	$1,399,003	$2,272,351	$1,230,298	($235,532)
Medium C&I	($441,130)	$393,222	($862,285)	($720,482)	$781,394	($86,645)	$717,430	$265,450	$986,197	$1,714,194	$2,134,280	$787,481	$50,264
Large C&I	$339,272	$831,601	($1,080,155)	$351,108	($119,708)	($39,753)	($350,029)	$741,267	$1,023,390	$2,292,304	$585,963	$1,833,990	$2,262,284
Total	($1,087,404)	$1,590,187	($3,656,116)	($8,822,561)	($1,206,742)	($1,081,987)	($1,471,756)	$2,483,965	$8,423,900	$14,568,818	$18,882,986	$12,549,601	$3,524,761
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	195	187	161	131	98	77	66	68	67	76	87	78	73
Low Income Residential	764	760	715	608	652	536	499	410	382	331	291	274	273
Small C&I													
Medium C&I													
Large C&I													
Total	959	947	876	739	750	613	565	478	449	407	378	352	346
Customers Disconnected for Non-Payment													
Residential	15						0	0	0	0	0	0	0
Low Income Residential	2						0	0	0	0	0	0	0
Small C&I	4						0	18	2	2	5	4	0
Medium C&I							0	1	1	1	0	0	0
Large C&I							0	1	0	0	0	0	0
Total	21	0	0	0	0	0	0	20	3	3	7	4	0
Customers on Payment Plans													
Residential	4,677	3,358	2,929	3,220	3,412	2,984	2,910	3,350	3,605	3,389	3,394	3,518	3,630
Low Income Residential	767	592	606	654	723	644	606	631	650	541	517	538	563
Small C&I	34	39	82	108	126	109	144	176	153	137	146	144	152
Medium C&I	13	12	21	23	33	37	44	48	43	34	41	42	37
Large C&I	2	4	2	2	7	5	8	9	7	7	4	5	6
Total	5,493	4,005	3,640	4,007	4,301	3,779	3,712	4,214	4,458	4,108	4,102	4,247	4,388
Current A/R													
Residential	$20,420,361	$18,201,596	$15,280,691	$7,853,388	$6,998,390	$6,772,026	$6,463,279	$8,293,017	$12,905,975	$19,166,959	$32,166,850	$34,376,874	$34,461,770
Low Income Residential	$1,109,048	$1,009,276	$801,553	$424,558	$365,336	$342,016	$385,246	$387,203	$704,681	$1,022,111	$1,659,981	$1,787,099	$1,647,592
Small C&I	$2,882,196	$2,416,192	$1,614,758	$799,257	$684,502	$708,602	$654,284	$850,366	$1,551,386	$2,671,320	$4,715,675	$5,395,620	$5,074,789
Medium C&I	$3,703,538	$3,600,527	$2,597,682	$1,619,086	$1,330,770	$1,433,212	$1,276,883	$1,623,689	$2,496,243	$3,774,346	$5,792,821	$6,206,563	$6,108,086
Large C&I	$2,559,201	$3,418,983	$2,162,061	$1,924,961	$938,294	$1,624,483	$1,470,047	$1,544,723	$2,362,481	$3,872,162	$3,827,557	$4,492,806	$5,394,062
Total	$30,674,345	$28,646,574	$22,456,745	$12,621,250	$10,317,292	$10,880,339	$10,249,739	$12,698,998	$20,020,766	$30,506,898	$48,162,884	$52,258,962	$52,686,299
Collection Effectiveness													
Residential	58.0%	48.1%	46.5%	38.9%	34.4%	27.2%	26.2%	27.5%	31.8%	42.8%	46.9%	49.3%	21.2%
Low Income Residential	16.9%	13.8%	15.4%	9.7%	4.6%	8.0%	10.9%	12.8%	8.2%	15.9%	22.4%	15.8%	4.3%
Small C&I	73.7%	56.5%	64.5%	54.2%	49.3%	43.8%	49.4%	53.3%	55.1%	68.8%	71.5%	73.9%	50.1%
Medium C&I	78.0%	61.1%	71.2%	64.3%	69.5%	61.1%	69.7%	64.7%	64.6%	71.1%	74.5%	77.3%	53.6%
Large C&I	78.3%	61.4%	84.0%	73.2%	61.3%	64.9%	68.8%	78.1%	69.7%	69.6%	82.1%	82.4%	40.3%
Total	58.8%	47.1%	50.1%	41.0%	36.8%	30.3%	31.9%	33.4%	34.5%	45.4%	51.5%	53.4%	24.5%

	Year-Over-Year Variance (Percent Change)												
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
# of Customers													
Residential	1.6%	2.0%	1.8%	1.8%	1.6%	1.7%	1.5%	1.8%	1.5%	1.3%	1.3%	1.2%	
Low Income Residential	1.1%	1.2%	3.7%	3.8%	6.1%	4.3%	5.0%	0.6%	-1.5%	-4.8%	-5.4%	-4.9%	
Small C&I	2.7%	3.1%	3.0%	2.9%	2.8%	3.2%	3.2%	2.9%	2.0%	1.4%	1.5%	1.2%	
Medium C&I	1.5%	1.7%	1.8%	1.7%	1.6%	-0.4%	-0.9%	-1.0%	-1.5%	-1.7%	-1.6%	-1.7%	
Large C&I	1.3%	1.4%	1.3%	1.3%	1.0%	1.7%	1.7%	1.9%	1.2%	1.0%	1.4%	1.7%	
Total	1.7%	2.0%	2.0%	2.0%	2.0%	2.0%	1.9%	1.8%	1.2%	0.8%	0.8%	0.7%	
# of Customers w/ Arrears													
Residential	32.6%	27.1%	28.0%	35.8%	19.5%	25.8%	27.7%	28.5%	17.1%	30.3%	9.8%	6.4%	
Low Income Residential	-25.5%	-25.9%	-18.3%	0.4%	8.2%	10.0%	3.7%	-4.4%	-9.4%	-9.7%	-26.0%	2.0%	
Small C&I	52.3%	40.1%	31.7%	54.9%	26.3%	30.6%	19.5%	26.4%	4.1%	11.3%	15.5%	1.3%	
Medium C&I	48.4%	39.0%	17.1%	56.1%	36.1%	17.0%	6.0%	21.1%	-2.7%	9.2%	24.0%	7.1%	
Large C&I	56.0%	33.6%	4.0%	82.4%	119.5%	53.4%	7.6%	41.1%	7.8%	28.3%	28.7%	16.3%	
Total	23.5%	19.3%	20.7%	32.0%	18.8%	23.9%	23.7%	23.6%	12.5%	22.9%	4.6%	5.6%	
# Arrears 30-60													
Residential	13.5%	-7.8%	-8.3%	21.2%	-21.0%	-4.0%	2.4%	3.7%	-15.5%	10.6%	-18.6%	-16.6%	
Low Income Residential	-36.3%	-37.5%	-28.2%	0.6%	-25.1%	-2.0%	-13.6%	-22.3%	-29.4%	-11.9%	-35.7%	15.8%	
Small C&I	50.4%	-6.4%	-5.0%	34.6%	-15.7%	3.6%	-6.9%	18.7%	-16.7%	-7.7%	8.9%	-13.8%	
Medium C&I	60.6%	6.4%	-6.3%	48.1%	13.9%	-9.1%	-11.2%	23.5%	-21.1%	5.9%	23.7%	0.0%	
Large C&I	62.3%	-1.0%	-17.3%	40.0%	135.4%	14.6%	-17.2%	16.7%	-12.5%	19.8%	20.0%	19.7%	
Total	12.8%	-9.4%	-9.4%	21.4%	-19.8%	-3.4%	0.4%	3.6%	-16.5%	7.2%	-17.4%	-14.3%	
# Arrears 60-90													
Residential	45.7%	36.4%	6.0%	4.2%	21.3%	-12.0%	-3.0%	-12.5%	-13.1%	-12.5%	-27.3%	-31.0%	
Low Income Residential	-31.7%	-33.7%	-29.5%	-17.6%	-8.1%	-3.7%	-3.6%	-29.8%	-33.7%	-34.8%	-45.1%	-25.7%	
Small C&I	51.1%	155.8%	-14.8%	-3.1%	0.4%	-35.3%	-30.3%	-26.8%	-3.1%	-12.3%	-29.8%	-33.1%	
Medium C&I	36.8%	189.0%	-11.3%	18.4%	11.0%	-17.5%	-35.5%	-9.4%	22.6%	-31.5%	-9.4%	-30.1%	
Large C&I	82.4%	276.9%	-42.9%	109.1%	37.5%	84.6%	-33.3%	87.5%	70.0%	6.3%	40.0%	-42.3%	
Total	33.3%	35.4%	0.0%	1.8%	16.9%	-13.1%	-5.9%	-15.0%	-13.9%	-15.2%	-29.3%	-30.6%	
# Arrears 90>													
Residential	57.1%	78.4%	84.9%	62.1%	56.3%	62.6%	58.1%	63.9%	65.9%	67.0%	58.3%	60.5%	
Low Income Residential	-20.0%	-20.6%	-13.3%	3.8%	17.5%	13.5%	7.8%	2.5%	-1.0%	-5.1%	-18.4%	4.0%	
Small C&I	63.8%	141.6%	225.7%	137.5%	156.6%	154.7%	133.0%	95.1%	89.9%	122.0%	91.0%	141.1%	
Medium C&I	20.4%	65.6%	148.2%	105.0%	112.0%	114.1%	94.3%	38.0%	56.8%	75.4%	63.9%	97.9%	
Large C&I	0.0%	57.1%	200.0%	223.1%	200.0%	115.8%	115.8%	88.2%	72.2%	93.8%	55.6%	136.4%	
Total	32.4%	48.4%	62.1%	52.0%	51.3%	54.8%	49.4%	50.9%	51.1%	51.3%	40.5%	50.5%	
$ Arrears 30-60													
Residential	11.1%	-0.7%	19.9%	75.7%	-5.0%	18.7%	21.3%	31.1%	4.8%	45.4%	20.4%	26.6%	
Low Income Residential	-42.4%	-48.5%	-35.5%	10.4%	-24.8%	-12.7%	-13.6%	-6.7%	-42.0%	-21.4%	-33.3%	10.6%	
Small C&I	26.3%	32.3%	25.8%	84.6%	0.3%	23.2%	0.1%	27.1%	1.3%	42.9%	31.4%	31.4%	
Medium C&I	-6.5%	26.3%	7.4%	54.5%	5.6%	12.8%	26.1%	12.8%	-12.2%	35.1%	61.4%	42.7%	
Large C&I	130.0%	48.5%	-2.2%	188.7%	201.6%	93.1%	24.0%	27.7%	28.7%	56.4%	19.5%	14.4%	
Total	6.8%	-0.2%	9.9%	70.6%	9.4%	20.4%	16.7%	24.1%	-1.5%	36.0%	16.2%	25.7%	
$ Arrears 60-90													
Residential	47.6%	42.3%	23.9%	49.0%	72.8%	30.2%	41.3%	29.4%	46.3%	38.4%	26.4%	15.0%	
Low Income Residential	-30.3%	-40.8%	-41.7%	-15.7%	15.4%	-5.7%	-11.6%	-22.4%	-9.5%	-38.3%	-39.2%	-26.7%	
Small C&I	77.3%	152.4%	70.4%	99.0%	132.5%	46.7%	63.0%	-6.1%	52.4%	62.6%	-30.4%	34.3%	
Medium C&I	51.7%	89.0%	35.4%	87.3%	98.9%	17.5%	42.6%	36.6%	23.3%	-2.4%	34.6%	56.5%	
Large C&I	108.6%	200.9%	-18.7%	178.1%	277.7%	123.1%	1.8%	28.1%	35.1%	136.0%	-14.1%	4.7%	
Total	29.1%	32.4%	10.7%	43.1%	74.9%	28.5%	30.2%	19.1%	33.9%	23.8%	7.4%	9.7%	
$ Arrears 90>													
Residential	84.5%	95.0%	99.9%	84.4%	86.1%	95.7%	96.2%	103.1%	105.2%	110.4%	109.3%	109.1%	
Low Income Residential	3.9%	0.6%	3.4%	18.4%	34.1%	31.8%	24.1%	15.8%	11.9%	6.5%	-8.3%	10.8%	
Small C&I	212.8%	254.4%	291.1%	263.7%	277.7%	326.4%	241.3%	185.3%	159.6%	169.9%	155.7%	76.5%	
Medium C&I	42.5%	68.3%	92.7%	101.2%	79.7%	71.3%	51.4%	23.3%	25.8%	17.3%	11.1%	17.2%	
Large C&I	110.1%	179.9%	176.0%	267.0%	348.1%	375.0%	354.0%	252.1%	162.5%	147.2%	111.0%	160.9%	
Total	55.1%	62.4%	70.9%	70.7%	77.3%	83.6%	79.3%	78.3%	77.0%	78.2%	71.5%	80.3%	
$ Total Arrears													
Residential	46.9%	46.8%	60.4%	76.7%	70.0%	80.4%	83.3%	89.0%	84.8%	92.2%	75.0%	66.9%	
Low Income Residential	-13.0%	-17.2%	-10.4%	13.0%	27.8%	27.0%	20.4%	12.7%	6.4%	0.7%	-15.1%	5.9%	
Small C&I	59.8%	86.7%	103.0%	163.1%	162.3%	193.9%	137.9%	105.4%	88.7%	100.5%	47.3%	45.8%	
Medium C&I	15.4%	48.6%	45.0%	83.5%	58.9%	49.8%	44.4%	21.8%	12.6%	21.7%	33.1%	33.6%	
Large C&I	123.9%	86.5%	13.7%	207.8%	254.2%	199.1%	120.1%	133.9%	84.8%	98.5%	37.4%	37.1%	
Total	31.4%	33.1%	41.4%	66.1%	66.1%	71.0%	68.1%	67.5%	61.2%	65.7%	49.1%	51.9%	
Billed Sales kWh or therms													
Residential	-18.9%	-0.1%	28.3%	-4.5%	6.6%	2.6%	-7.5%	-3.9%	-7.3%	-21.9%	-4.3%	28.3%	
Low Income Residential	-18.6%	2.2%	29.0%	-6.8%	1.9%	-2.4%	-10.5%	-6.0%	6.4%	-19.9%	7.1%	35.9%	
Small C&I	-25.3%	-6.5%	16.5%	-13.0%	-11.7%	-11.6%	-10.0%	-5.1%	-8.8%	-27.3%	-2.6%	21.4%	
Medium C&I	-17.7%	-15.5%	-2.2%	-21.2%	-10.8%	-9.5%	-27.5%	-7.0%	-8.0%	-24.1%	-7.1%	17.4%	
Large C&I	-9.1%	-7.9%	1.4%	-7.2%	-3.8%	-7.5%	-0.7%	-1.8%	-7.8%	-12.4%	-3.1%	10.9%	
Total	-16.7%	-5.1%	13.6%	-8.4%	-1.8%	-5.0%	-6.5%	-3.4%	-7.2%	-20.0%	-3.8%	21.9%	
Billed Total Revenue $													
Residential	-8.7%	6.1%	28.2%	-0.2%	7.5%	-1.4%	-16.1%	-12.1%	-2.1%	-4.6%	5.6%	34.2%	
Low Income Residential	-64.4%	-34.5%	-22.2%	-32.7%	-15.0%	-19.9%	-19.5%	-36.3%	-31.8%	-32.8%	-13.8%	8.2%	
Small C&I	-17.4%	-5.0%	22.4%	-2.0%	-0.1%	7.2%	-21.4%	-16.4%	-33.0%	-13.4%	10.0%	26.3%	
Medium C&I	-20.1%	-17.4%	-0.8%	-1.6%	37.7%	-3.1%	28.1%	-13.3%	-7.2%	-6.0%	2.6%	27.0%	
Large C&I	-1.3%	-6.1%	-8.7%	27.2%	3.2%	16.6%	3.9%	28.3%	4.2%	-3.7%	0.8%	38.7%	
Total	-14.0%	-1.4%	16.6%	1.9%	9.7%	1.0%	-7.5%	-8.4%	-6.4%	-6.6%	4.5%	32.0%	
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	-8.7%	6.1%	28.2%	-0.2%	7.5%	-1.4%	-16.1%	-12.1%	-2.1%	-4.6%	5.3%	34.2%	
Low Income Residential	-64.4%	-34.5%	-22.2%	-32.7%	-15.0%	-19.9%	-19.5%	-36.3%	-31.8%	-32.8%	-13.6%	8.2%	
Small C&I	-17.4%	-5.0%	22.4%	-2.0%	-0.1%	7.2%	-21.4%	-16.4%	-33.0%	-13.4%	9.5%	26.3%	
Medium C&I	-20.1%	-17.4%	-0.8%	-1.6%	37.7%	-3.1%	28.1%	-13.3%	-7.2%	-6.0%	2.5%	27.0%	
Large C&I	-1.3%	-6.1%	-8.7%	27.2%	3.2%	16.6%	3.9%	28.3%	4.2%	-3.7%	0.8%	38.7%	
Total	-14.0%	-1.4%	16.6%	1.9%	9.7%	1.0%	-7.5%	-8.4%	-6.4%	-6.6%	4.2%	32.0%	
$ Revenue (Payments) Received (2)													
Residential	-9.3%	-15.7%	2.0%	20.0%	-1.1%	-5.9%	-5.7%	-9.0%	-2.0%	-12.8%	-8.6%	11.7%	
Low Income Residential	-22.5%	-65.7%	-30.8%	-68.3%	-49.4%	-20.9%	32.6%	-38.9%	-24.4%	-35.0%	58.4%	-47.3%	
Small C&I	-14.7%	-33.1%	-1.7%	20.2%	-0.1%	2.5%	24.4%	1.8%	5.1%	-16.8%	-20.2%	15.0%	
Medium C&I	-15.1%	-36.1%	-12.0%	3.1%	-7.5%	-9.2%	6.5%	-11.6%	-2.1%	-19.4%	-17.3%	15.1%	
Large C&I	-6.8%	-25.8%	13.2%	6.0%	18.7%	-2.6%	50.5%	-7.7%	34.6%	-23.6%	7.0%	-0.1%	
Total	-10.7%	-23.6%	-0.3%	9.1%	-2.2%	-5.7%	5.7%	-9.4%	1.9%	-15.6%	-7.5%	7.7%	
# Revenue (Payments) Received													
Residential	12.9%	6.2%	2.5%	18.2%	4.4%	4.8%	6.3%	-1.5%	5.3%	-2.5%	-5.8%	0.4%	
Low Income Residential	47.6%	-7.6%	20.6%	-20.5%	-8.0%	-0.5%	11.5%	-10.6%	-5.3%	-14.2%	9.5%	-40.8%	
Small C&I	9.3%	-7.1%	-4.1%	14.0%	4.9%	3.9%	15.0%	-2.7%	5.4%	-2.8%	-13.6%	-0.8%	
Medium C&I	5.8%	-14.8%	-5.5%	8.8%	-2.6%	1.2%	17.3%	-13.2%	2.5%	-16.7%	-14.2%	3.1%	
Large C&I	7.3%	-19.0%	-2.6%	-8.6%	0.4%	-6.1%	20.1%	-15.3%	12.8%	-23.4%	-6.6%	12.4%	
Total	15.0%	3.3%	3.2%	13.3%	3.2%	4.2%	7.6%	-2.6%	4.4%	-3.8%	-5.5%	-5.2%	
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	-28.5%	-98.4%	-82.9%	76.5%	-35.4%	-35.0%	339.0%	-31.8%	-1.6%	-7.9%	56.5%	910.0%	
Low Income Residential	-88.4%	-153.7%	-77.9%	-90.7%	-89.7%	158.4%	-409.9%	-29.4%	-32.6%	-41.8%	-108.5%	-152.3%	
Small C&I	26.7%	-107.2%	-42.4%	65.5%	-0.4%	-67.5%	-403.5%	-73.4%	-58.8%	-26.9%	194.2%	114.3%	
Medium C&I	344.2%	-138.0%	-41.7%	25.6%	-367.9%	-63.4%	220.1%	-24.7%	-8.9%	13.0%	150.6%	1058.5%	
Large C&I	437.7%	-2002.6%	689.5%	-278.5%	-150.5%	-91.8%	-172.2%	-439.9%	-14.9%	86.4%	-34.0%	-1341.1%	
Total	-223.7%	-116.3%	-58.0%	29.1%	-63.3%	-51.6%	-347.5%	-0.8%	-16.2%	-3.4%	51.3%	4239.3%	
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	-25.3%	-33.7%	-49.8%	-58.0%	-67.8%	-75.4%	-77.4%	-76.1%	-74.1%	-67.7%	-61.0%	-61.8%	
Low Income Residential	17.0%	0.3%	-29.4%	-47.1%	-43.7%	-54.3%	-55.0%	-61.1%	-60.2%	-62.3%	-64.8%	-65.2%	
Small 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%	
Medium 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%	
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%	
Total	4.9%	-8.9%	-34.3%	-49.4%	-48.7%	-58.7%	-59.6%	-64.3%	-63.2%	-63.4%	-64.0%	-64.5%	
Customers Disconnected for Non-Payment													
Residential	1400.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%	0.0%	-100.0%	
Low Income Residential	-33.3%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%	0.0%	0.0%	-100.0%	
Small C&I	-78.9%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	500.0%	-80.0%	-50.0%	-16.7%	-60.0%	
Medium C&I	-100.0%	-100.0%	-100.0%	0.0%	0.0%	-100.0%	0.0%	0.0%	0.0%	-50.0%	0.0%	-100.0%	
Large C&I	0.0%	0.0%	0.0%	0.0%	-100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100.0%	
Total	-22.2%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-79.6%	-72.7%	-50.0%	16.7%	-88.2%	
Customers on Payment Plans													
Residential	-4.0%	-40.2%	-55.0%	-52.5%	-48.3%	-52.7%	-51.3%	-39.3%	-22.3%	-24.6%	-21.1%	-27.9%	
Low Income Residential	-42.5%	-59.8%	-67.1%	-63.3%	-55.2%	-60.4%	-63.1%	-63.0%	-58.2%	-62.8%	-59.2%	-37.3%	
Small C&I	-37.0%	-31.6%	20.6%	66.2%	125.0%	137.0%	396.6%	506.9%	282.5%	218.6%	204.2%	213.0%	
Medium C&I	30.0%	9.1%	90.9%	53.3%	83.3%	85.0%	120.0%	220.0%	207.1%	112.5%	115.8%	200.0%	
Large C&I	100.0%	300.0%	0.0%	100.0%	600.0%	400.0%	0.0%	0.0%	0.0%	600.0%	300.0%	400.0%	
Total	-12.4%	-44.1%	-56.8%	-53.7%	-48.1%	-52.8%	-51.6%	-42.0%	-28.6%	-31.6%	-27.2%	-26.7%	
Current A/R													
Residential	-16.8%	11.2%	34.1%	-6.5%	17.1%	3.9%	-7.7%	5.0%	-10.8%	-9.3%	23.3%	32.8%	
Low Income Residential	-68.3%	-35.9%	-17.1%	-26.2%	-2.1%	-14.4%	-13.2%	-31.5%	-24.0%	-31.2%	-15.4%	36.2%	
Small C&I	-21.3%	7.6%	21.8%	-6.8%	5.5%	3.4%	-6.2%	5.4%	-14.5%	-13.7%	26.5%	44.0%	
Medium C&I	-24.5%	1.4%	6.2%	-9.5%	-7.7%	8.2%	-18.7%	-7.6%	-8.7%	-8.9%	25.4%	38.2%	
Large C&I	-2.9%	52.9%	41.2%	40.9%	-38.1%	92.3%	22.2%	24.9%	20.2%	21.3%	17.7%	70.7%	
Total	-21.8%	10.3%	27.1%	-2.8%	3.6%	11.4%	-6.1%	3.6%	-8.6%	-7.7%	21.5%	37.3%	
Collection Effectiveness													
Residential		-22.6%	-18.7%	-20.9%	-24.7%	-32.8%	-36.3%	-42.9%	-25.3%	-30.8%	-27.9%	-12.5%	
Low Income Residential		-50.8%	-39.0%	-67.5%	-76.1%	-17.5%	21.7%	20.6%	-5.5%	-6.9%	62.4%	-54.2%	
Small C&I		-28.2%	-15.8%	-26.6%	-30.5%	-35.7%	-27.0%	-26.5%	-29.0%	-18.3%	-12.4%	-6.1%	
Medium C&I		-23.6%	-8.8%	-16.2%	-3.4%	-14.3%	2.1%	-10.1%	-4.8%	-7.2%	-10.7%	-2.8%	
Large C&I		-25.4%	0.6%	-17.9%	-24.4%	-25.4%	-10.7%	-9.8%	-13.0%	-17.7%	-3.8%	-3.2%	
Total		-23.8%	-13.6%	-22.1%	-22.0%	-30.5%	-23.3%	-31.5%	-22.2%	-25.6%	-20.3%	-11.1%	

	Year-Over-Year Variance (Amount Change)												
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
# of Customers													
Residential	3,664	4,347	3,994	4,033	3,476	3,761	3,385	4,057	3,306	2,846	3,021	2,642	
Low Income Residential	227	248	743	780	1,227	876	1,006	120	(308)	(995)	(1,114)	(1,005)	
Small C&I	513	576	560	538	522	594	595	548	371	272	294	228	
Medium C&I	77	85	90	87	84	(18)	(47)	(53)	(75)	(88)	(85)	(90)	
Large C&I	10	11	10	10	8	13	13	15	9	8	11	13	
Total	4,491	5,267	5,397	5,448	5,317	5,226	4,952	4,687	3,303	2,043	2,127	1,788	
# of Customers w/ Arrears													
Residential	12,904	11,696	11,394	13,986	7,941	10,087	10,769	10,967	7,419	12,539	4,229	3,148	
Low Income Residential	(2,361)	(2,467)	(1,519)	28	543	651	247	(302)	(700)	(759)	(2,296)	139	
Small C&I	1,370	1,409	953	1,332	697	772	509	644	133	361	427	43	
Medium C&I	292	344	121	315	221	96	36	124	(21)	72	157	53	
Large C&I	47	43	4	61	104	39	7	30	9	32	31	16	
Total	12,252	11,025	10,953	15,722	9,506	11,645	11,568	11,463	6,840	12,245	2,548	3,399	
# Arrears 30-60													
Residential	2,740	(1,664)	(1,414)	3,063	(3,507)	(595)	362	566	(3,036)	1,927	(3,510)	(3,964)	
Low Income Residential	(703)	(696)	(392)	6	(254)	(17)	(140)	(245)	(396)	(187)	(718)	234	
Small C&I	819	(157)	(77)	411	(243)	49	(102)	247	(366)	(162)	140	(307)	
Medium C&I	217	41	(24)	148	49	(29)	(41)	80	(117)	31	94	0	
Large C&I	33	(1)	(9)	20	65	6	(10)	8	(11)	16	15	12	
Total	3,106	(2,477)	(1,916)	3,648	(3,890)	(586)	69	656	(3,926)	1,625	(3,979)	(4,025)	
# Arrears 60-90													
Residential	3,557	3,335	559	314	1,253	(730)	(171)	(720)	(851)	(782)	(2,061)	(2,751)	
Low Income Residential	(533)	(502)	(378)	(168)	(57)	(20)	(18)	(186)	(251)	(293)	(549)	(274)	
Small C&I	336	947	(139)	(17)	2	(196)	(167)	(147)	(15)	(75)	(197)	(227)	
Medium C&I	56	223	(24)	21	13	(21)	(39)	(10)	21	(45)	(13)	(41)	
Large C&I	14	36	(15)	12	9	11	(5)	7	7	1	6	(11)	
Total	3,430	4,039	3	162	1,220	(956)	(400)	(1,056)	(1,089)	(1,194)	(2,814)	(3,304)	
# Arrears 90>													
Residential	6,607	10,025	12,249	10,609	10,195	11,412	10,578	11,121	11,306	11,394	9,800	9,863	
Low Income Residential	(1,125)	(1,269)	(749)	190	854	688	405	129	(53)	(279)	(1,029)	179	
Small C&I	215	619	1,169	938	938	919	778	544	514	598	484	577	
Medium C&I	19	80	169	146	159	146	116	54	75	86	76	94	
Large C&I	0	8	28	29	30	22	22	15	13	15	10	15	
Total	5,716	9,463	12,866	11,912	12,176	13,187	11,899	11,863	11,855	11,814	9,341	10,728	
$ Arrears 30-60													
Residential	$802,767	(51,285)	1,035,072	2,329,988	(127,337)	330,910	360,294	517,420	111,246	1,344,302	1,035,964	2,000,032	
Low Income Residential	($736,197)	(827,884)	(408,416)	62,443	(108,671)	(38,722)	(39,508)	(20,718)	(198,692)	(136,423)	(360,893)	113,199	
Small C&I	$197,094	270,867	121,888	203,808	635	34,258	198	39,752	2,631	119,052	148,391	225,763	
Medium C&I	($57,341)	245,075	44,920	203,520	18,729	29,349	58,136	34,970	(46,069)	165,744	313,313	306,144	
Large C&I	$543,355	339,691	(10,886)	368,120	573,774	183,926	62,774	41,638	76,190	198,518	103,294	94,503	
Total	$749,679	($23,536)	$782,578	$3,167,881	$357,131	$539,721	$441,894	$613,061	($54,694)	$1,691,193	$1,240,069	$2,739,640	
$ Arrears 60-90													
Residential	$1,426,465	1,570,430	947,135	1,410,861	1,390,493	410,222	419,504	290,512	461,866	418,665	525,444	491,985	
Low Income Residential	($383,457)	(592,995)	(530,954)	(127,805)	76,716	(19,159)	(29,667)	(55,725)	(27,067)	(139,335)	(236,578)	(208,004)	
Small C&I	$123,676	352,352	194,814	163,336	126,715	37,847	36,176	(5,455)	32,959	37,991	(81,205)	58,831	
Medium C&I	$88,633	232,018	112,776	158,351	132,863	21,986	38,472	35,965	26,281	(3,398)	50,992	93,005	
Large C&I	$111,615	321,664	(65,171)	178,803	340,983	115,720	2,258	20,329	24,678	97,871	(23,673)	8,083	
Total	$1,366,932	$1,883,469	$658,600	$1,783,547	$2,067,769	$566,617	$466,743	$285,626	$518,717	$411,795	$234,981	$443,900	
$ Arrears 90>													
Residential	$5,756,665	7,437,307	8,991,644	9,033,559	9,904,848	11,136,866	11,007,477	11,349,884	11,472,817	11,976,776	11,891,236	12,255,326	
Low Income Residential	$165,858	30,026	168,619	856,008	1,568,417	1,527,149	1,168,885	763,850	585,643	316,904	(418,811)	455,579	
Small C&I	$309,213	462,076	703,984	773,756	851,748	913,416	667,192	495,588	452,882	447,548	406,818	305,552	
Medium C&I	$204,237	353,709	503,980	580,083	477,464	418,900	313,707	143,944	159,424	115,388	74,276	108,491	
Large C&I	$78,250	160,540	207,975	301,825	447,288	598,688	601,688	503,634	384,362	366,350	273,222	265,001	
Total	$6,514,221	$8,443,657	$10,576,202	$11,545,232	$13,249,764	$14,595,018	$13,758,948	$13,256,900	$13,055,126	$13,222,965	$12,226,742	$13,389,948	
$ Total Arrears													
Residential	$7,985,897	8,956,453	10,973,851	12,774,409	11,168,003	11,877,998	11,787,275	12,157,815	12,045,930	13,739,742	13,452,643	14,747,343	
Low Income Residential	($953,796)	(1,390,853)	(770,750)	790,648	1,536,461	1,469,267	1,099,710	687,406	359,884	41,147	(1,016,281)	360,773	
Small C&I	$629,983	1,085,295	1,020,686	1,140,901	979,098	985,520	703,565	529,884	488,471	604,591	474,005	590,146	
Medium C&I	$235,528	830,800	661,677	941,956	629,057	470,234	410,315	214,880	139,635	277,735	438,582	507,639	
Large C&I	$733,219	821,894	131,917	848,750	1,362,045	898,333	666,721	565,601	485,228	662,738	352,844	367,587	
Total	$8,630,832	$10,303,589	$12,017,381	$16,496,662	$15,674,665	$15,701,352	$14,667,586	$14,155,586	$13,519,148	$15,325,953	$13,701,793	$16,573,487	
Billed Sales kWh or therms													
Residential	(5,700,625)	($23,093)	$3,434,861	($294,750)	$258,947	$94,340	($287,685)	($200,338)	($873,781)	($5,453,888)	($1,391,011)	$7,607,963	
Low Income Residential	(515,930)	$40,122	$342,037	($45,233)	$8,083	($9,504)	($44,311)	($31,483)	$65,863	($425,113)	$187,117	$777,347	
Small C&I	(1,107,449)	($168,759)	$240,274	($92,837)	($51,051)	($52,869)	($43,023)	($29,418)	($127,136)	($955,155)	($119,814)	$902,674	
Medium C&I	(1,603,882)	($1,018,731)	($95,096)	($545,034)	($182,003)	($152,618)	($480,552)	($142,419)	($313,924)	($1,833,064)	($658,848)	$1,431,433	
Large C&I	(1,393,582)	($1,070,939)	$148,673	($637,321)	($285,061)	($586,592)	($56,439)	($144,280)	($799,834)	($1,722,456)	($496,548)	$1,627,591	
Total	(10,321,467)	($2,241,401)	$4,070,749	($1,615,174)	($251,084)	($707,243)	($912,009)	($547,938)	($2,048,812)	($10,389,676)	($2,479,104)	$12,347,008	
Billed Total Revenue $													
Residential	($3,037,299)	$1,540,975	$5,148,825	($20,126)	$768,172	($133,488)	($1,572,958)	($1,589,490)	($363,365)	($1,435,704)	$2,319,846	$11,047,791	
Low Income Residential	($2,456,580)	($683,756)	($279,660)	($269,446)	($88,216)	($100,311)	($105,727)	($278,316)	($372,321)	($652,424)	($330,377)	$157,789	
Small C&I	($893,466)	($168,465)	$461,363	($24,406)	($709)	$73,948	($230,905)	($233,555)	($975,520)	($610,442)	$549,431	$1,332,387	
Medium C&I	($1,439,658)	($983,040)	($29,461)	($43,482)	$876,983	($65,457)	$621,569	($370,068)	($246,352)	($346,504)	$187,426	$1,604,711	
Large C&I	($64,112)	($269,246)	($368,302)	$717,864	$81,533	$375,326	$90,235	$741,379	$134,752	($184,936)	$47,443	$1,976,444	
Total	($7,891,117)	($563,532)	$4,932,765	$360,404	$1,637,762	$150,018	($1,197,786)	($1,730,050)	($1,822,806)	($3,230,010)	$2,773,770	$16,119,124	
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	($3,037,299)	1,540,975	5,148,825	(20,126)	768,172	(133,488)	(1,572,958)	(1,589,490)	(363,365)	(1,435,704)	2,192,510	11,047,791	
Low Income Residential	($2,456,580)	(683,756)	(279,660)	(269,446)	(88,216)	(100,311)	(105,727)	(278,316)	(372,321)	(652,424)	(324,768)	157,789	
Small C&I	($893,466)	(168,465)	461,363	(24,406)	(709)	73,948	(230,905)	(233,555)	(975,520)	(610,442)	524,545	1,332,387	
Medium C&I	($1,439,658)	(983,040)	(29,461)	(43,482)	876,983	(65,457)	621,569	(370,068)	(246,352)	(346,504)	183,614	1,604,711	
Large C&I	($64,112)	(269,246)	(368,302)	717,864	81,533	375,326	90,235	741,379	134,752	(184,936)	45,191	1,976,444	
Total	($7,891,117)	($563,532)	$4,932,765	$360,404	$1,637,762	$150,018	($1,197,786)	($1,730,050)	($1,822,806)	($3,230,010)	$2,621,092	$16,119,124	
$ Revenue (Payments) Received (2)													
Residential	($3,370,771)	(5,038,154)	477,179	3,163,350	(146,600)	(639,283)	(576,516)	(1,013,837)	(244,031)	(2,868,086)	(2,789,587)	3,688,433	
Low Income Residential	($312,864)	(1,764,686)	(457,329)	(1,453,269)	(538,320)	(104,681)	155,730	(215,555)	(110,576)	(253,900)	791,262	(1,385,777)	
Small C&I	($802,743)	(1,546,358)	(56,111)	366,997	(1,357)	26,971	235,901	19,020	60,672	(444,858)	(956,453)	676,184	
Medium C&I	($1,097,830)	(2,409,837)	(645,028)	103,196	(196,035)	(215,747)	128,270	(282,776)	(48,724)	(820,803)	(1,098,721)	885,202	
Large C&I	($340,282)	(1,144,556)	575,046	170,015	438,104	(71,466)	925,120	(217,966)	687,169	(895,641)	347,474	(5,314)	
Total	($5,924,490)	($11,903,591)	($106,243)	$2,350,290	($444,208)	($1,004,206)	$868,505	($1,711,113)	$344,511	($5,283,289)	($3,706,025)	$3,858,728	
# Revenue (Payments) Received													
Residential	23,958	11,450	4,720	31,178	8,616	9,017	11,522	(3,079)	9,694	(5,168)	(12,190)	795	
Low Income Residential	7,611	(1,711)	3,906	(4,889)	(1,684)	(80)	2,018	(1,985)	(894)	(2,682)	2,065	(14,094)	
Small C&I	1,557	(1,178)	(748)	2,172	854	678	2,400	(504)	847	(515)	(3,368)	(148)	
Medium C&I	299	(747)	(310)	415	(143)	63	830	(803)	118	(949)	(1,041)	160	
Large C&I	58	(152)	(24)	(71)	3	(54)	155	(147)	84	(220)	(67)	103	
Total	33,483	7,662	7,544	28,805	7,646	9,624	16,925	(6,518)	9,849	(9,534)	(14,601)	(13,184)	
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	$333,472	6,579,129	4,671,647	(3,183,476)	914,772	505,795	(996,442)	(575,653)	(85,494)	(722,128)	5,044,383	7,359,358	
Low Income Residential	($2,143,717)	1,080,930	177,669	1,183,822	450,103	4,370	(261,457)	(62,761)	(233,256)	(529,265)	(1,119,990)	1,543,566	
Small C&I	($90,724)	1,377,893	517,474	(391,403)	648	46,977	(466,806)	(252,575)	(1,033,758)	(514,180)	1,499,843	656,204	
Medium C&I	($341,828)	1,426,797	615,567	(146,678)	1,073,018	150,290	493,300	(87,293)	(96,648)	197,575	1,282,677	719,509	
Large C&I	$276,170	875,310	(943,348)	547,850	(356,570)	446,793	(834,886)	959,345	(178,591)	1,062,409	(301,635)	1,981,758	
Total	($1,966,626)	$11,340,059	$5,039,009	($1,989,886)	$2,081,971	$1,154,225	($2,066,291)	($18,937)	($1,627,747)	($505,588)	$6,405,278	$12,260,396	
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	(66)	(95)	(160)	(181)	(206)	(236)	(226)	(216)	(192)	(159)	(136)	(126)	
Low Income Residential	111	2	(298)	(541)	(507)	(636)	(609)	(644)	(578)	(547)	(535)	(514)	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Medium C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Total	45	(93)	(458)	(722)	(713)	(872)	(835)	(860)	(770)	(706)	(671)	(640)	
Customers Disconnected for Non-Payment													
Residential	14	(50)	(36)	(134)	(62)	(120)	(153)	(60)	(1)	0	0	(17)	
Low Income Residential	(1)	(13)	(14)	(32)	(13)	(37)	(38)	(35)	0	0	0	(3)	
Small C&I	(15)	(10)	(1)	(6)	(3)	(5)	(2)	15	(8)	(2)	(1)	(6)	
Medium C&I	(4)	(3)	(1)	0	0	(1)	0	1	1	(1)	0	(3)	
Large C&I	0	0	0	0	(1)	0	0	1	0	0	0	(1)	
Total	(6)	(76)	(52)	(172)	(79)	(163)	(193)	(78)	(8)	(3)	(1)	(30)	
Customers on Payment Plans													
Residential	(194)	(2,259)	(3,584)	(3,564)	(3,183)	(3,327)	(3,067)	(2,169)	(1,034)	(1,107)	(905)	(1,360)	
Low Income Residential	(567)	(882)	(1,237)	(1,129)	(891)	(983)	(1,037)	(1,074)	(904)	(913)	(750)	(320)	
Small C&I	(20)	(18)	14	43	70	63	115	147	113	94	98	98	
Medium C&I	3	1	10	8	15	17	24	33	29	18	22	28	
Large C&I	1	3	2	1	6	4	8	9	7	6	3	4	
Total	(777)	(3,155)	(4,795)	(4,641)	(3,983)	(4,226)	(3,957)	(3,054)	(1,789)	(1,902)	(1,532)	(1,550)	
Current A/R													
Residential	($4,115,780)	1,837,622	3,887,488	(548,359)	1,020,193	257,267	(537,365)	396,871	(1,566,903)	(1,968,094)	6,071,941	8,490,336	
Low Income Residential	($2,384,668)	(564,425)	(165,461)	(150,974)	(7,969)	(57,468)	(58,643)	(177,928)	(222,326)	(464,446)	(301,183)	474,740	
Small C&I	($780,967)	171,473	289,457	(58,033)	35,639	23,115	(43,517)	43,815	(263,413)	(425,794)	988,019	1,648,147	
Medium C&I	($1,204,388)	48,921	151,149	(169,920)	(110,308)	108,642	(292,878)	(134,239)	(239,353)	(368,367)	1,174,165	1,716,877	
Large C&I	($77,501)	1,182,807	630,673	558,343	(578,370)	779,749	266,690	307,604	396,644	679,228	576,079	1,860,877	
Total	($8,563,305)	$2,676,399	$4,793,305	($368,942)	$359,185	$1,111,305	($665,713)	$436,123	($1,895,350)	($2,547,473)	$8,509,022	$14,190,975	
Collection Effectiveness													
Residential		-14.0%	-10.7%	-10.3%	-11.3%	-13.3%	-15.0%	-20.7%	-10.8%	-19.0%	-18.1%	-7.0%	
Low Income Residential		-14.2%	-9.9%	-20.2%	-14.6%	-1.7%	2.0%	2.2%	-0.5%	-1.2%	8.6%	-18.7%	
Small C&I		-22.1%	-12.1%	-19.6%	-21.6%	-24.3%	-18.3%	-19.2%	-22.5%	-15.5%	-10.1%	-4.8%	
Medium C&I		-18.9%	-6.9%	-12.5%	-2.4%	-10.2%	1.4%	-7.3%	-3.3%	-5.5%	-8.9%	-2.3%	
Large C&I		-21.0%	0.5%	-16.0%	-19.8%	-22.1%	-8.2%	-8.5%	-10.4%	-15.0%	-3.2%	-2.8%	
Total		-14.7%	-7.9%	-11.7%	-10.4%	-13.3%	-9.7%	-15.3%	-9.9%	-15.6%	-13.1%	-6.7%	

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: *3/6/2021*

COMBINED

	2019											
	Mar	*Apr*	*May*	*Jun*	*July*	*Aug*	*Sep*	*Oct*	*Nov*	*Dec*	*Jan*	*Feb*
# of Customers												
Residential	625,131	625,274	624,582	624,195	624,379	624,580	625,333	626,158	628,946	631,451	631,298	632,566
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
Small C&I	69,629	69,667	69,682	69,753	69,787	69,882	70,021	70,182	70,718	71,096	71,174	71,457
Medium C&I	13,174	13,182	13,181	13,195	13,210	13,212	13,236	13,250	13,294	13,331	13,335	13,367
Large C&I	1,816	1,816	1,815	1,814	1,814	1,815	1,818	1,822	1,829	1,833	1,834	1,836
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**
# of Customers w/ Arrears												
Residential	100,734	108,379	102,252	99,177	106,144	106,559	110,434	110,647	123,009	116,886	116,414	128,082
Low Income Residential	22,859	23,424	21,530	20,069	20,012	20,159	21,174	21,573	22,833	23,365	24,390	22,234
Small C&I	10,373	12,631	12,645	9,666	12,315	10,489	12,482	10,404	13,194	12,720	12,206	12,340
Medium 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
Large C&I	168	245	232	170	227	177	214	180	218	257	228	196
Total	**135,783**	**146,867**	**138,665**	**130,601**	**140,568**	**138,997**	**146,141**	**144,431**	**161,334**	**155,352**	**155,093**	**164,781**
# Arrears 30-60												
Residential	50,764	54,685	46,532	42,717	51,718	51,339	54,239	51,384	57,711	51,536	48,683	61,753
Low Income Residential	5,033	5,160	4,455	4,011	4,591	4,660	5,300	4,838	4,899	4,950	5,059	4,820
Small C&I	5,941	8,190	7,424	4,794	7,645	5,684	7,556	5,388	8,218	7,630	6,667	7,367
Medium C&I	987	1,550	1,262	882	1,215	968	1,195	978	1,399	1,428	1,124	1,327
Large C&I	110	189	151	115	162	113	151	122	163	198	153	133
Total	**62,835**	**69,774**	**59,824**	**52,519**	**65,331**	**62,764**	**68,441**	**62,710**	**72,390**	**65,742**	**61,686**	**75,400**
# Arrears 60-90												
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
Low Income Residential	3,570	3,388	3,102	2,600	2,135	2,150	2,415	3,085	3,071	2,965	3,243	3,004
Small 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
Medium C&I	393	332	458	318	324	360	354	330	326	365	394	312
Large C&I	32	27	47	25	34	30	26	28	24	29	45	37
Total	**25,398**	**27,251**	**28,377**	**24,159**	**20,570**	**22,446**	**23,729**	**27,492**	**28,384**	**26,498**	**28,138**	**27,726**
# Arrears 90>												
Residential	30,978	32,412	33,848	37,440	38,362	37,585	37,558	37,514	42,509	44,576	45,870	44,193
Low Income Residential	14,256	14,876	13,973	13,458	13,286	13,349	13,459	13,650	14,863	15,450	16,088	14,410
Small C&I	2,021	2,219	2,323	2,676	2,657	2,534	2,629	2,716	2,802	2,725	2,944	2,736
Medium C&I	269	306	286	319	331	285	288	319	355	331	337	290
Large C&I	26	29	34	30	31	34	37	30	31	30	30	26
Total	**47,550**	**49,842**	**50,464**	**53,923**	**54,667**	**53,787**	**53,971**	**54,229**	**60,560**	**63,112**	**65,269**	**61,655**
$ Arrears 30-60												
Residential	15,639,204	16,267,798	12,042,108	8,886,354	9,636,170	11,240,100	12,639,513	10,979,726	10,577,419	10,719,820	13,260,162	18,268,644
Low Income Residential	3,460,050	3,377,241	2,490,345	1,739,489	1,717,467	1,824,281	2,093,820	1,906,617	1,854,339	2,059,778	2,608,600	2,895,592
Small C&I	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
Medium C&I	2,840,447	3,131,534	2,172,853	1,716,460	2,278,883	1,798,359	2,195,919	1,855,125	2,293,716	2,266,451	2,186,599	2,605,290
Large C&I	2,183,407	2,787,280	1,920,514	1,412,145	2,070,565	1,131,387	2,469,455	1,005,355	1,747,290	2,559,851	2,594,715	2,213,797
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**
$ 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
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
Small C&I	681,876	747,968	821,400	626,014	478,936	514,943	555,876	689,368	660,759	574,404	835,547	749,111
Medium C&I	574,705	741,517	787,430	526,472	493,047	512,016	463,175	502,707	582,109	562,193	562,894	579,586
Large C&I	466,771	506,769	598,467	317,549	301,780	307,690	301,675	287,269	215,214	242,653	699,192	307,847
Total	**$11,344,335**	**$12,722,083**	**$12,686,700**	**$9,397,915**	**$7,199,199**	**$6,847,516**	**$7,349,681**	**$8,946,995**	**$8,809,555**	**$8,313,241**	**$10,405,412**	**$12,049,033**
$ Arrears 90>												
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
Low Income Residential	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	13,809,503
Small C&I	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
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
Large C&I	234,780	278,095	371,169	300,923	366,108	475,136	440,706	474,248	453,168	498,529	419,300	313,368
Total	**$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**
$ Total Arrears												
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
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
Small C&I	4,122,016	4,507,335	4,039,655	3,269,796	3,525,796	3,414,231	3,797,269	3,645,983	3,846,213	3,819,233	4,391,536	4,900,207
Medium C&I	4,258,816	4,704,389	3,813,678	3,122,824	3,706,709	3,226,574	3,662,218	3,338,294	3,925,640	3,929,128	3,863,600	4,243,661
Large C&I	2,884,959	3,572,144	2,890,150	2,030,617	2,738,453	1,914,213	3,211,836	1,766,873	2,415,673	3,301,033	3,713,206	2,835,012
Total	**$70,081,589**	**$75,737,650**	**$69,563,692**	**$62,752,569**	**$63,733,752**	**$63,674,586**	**$67,962,709**	**$65,852,941**	**$69,940,929**	**$72,295,500**	**$79,870,103**	**$87,239,802**
Billed Sales kWh or therms												
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
Low Income Residential	21,123,701	17,515,416	16,580,000	15,916,176	20,630,919	25,810,603	19,257,597	14,392,617	14,737,828	19,441,313	22,165,435	18,324,612
Small C&I	60,501,499	55,363,476	51,663,015	53,571,483	59,013,215	68,525,479	59,909,466	50,776,478	47,100,630	55,982,487	66,125,889	58,120,417
Medium C&I	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	106,809,749
Large C&I	207,851,024	215,290,848	190,444,782	194,342,846	221,138,906	240,623,435	214,367,576	190,894,212	197,354,004	203,571,699	103,748,589	222,019,983
Total	**649,664,395**	**592,785,314**	**559,697,707**	**563,941,241**	**692,007,820**	**816,459,519**	**676,029,240**	**548,525,285**	**542,349,613**	**630,516,966**	**611,109,625**	**639,156,701**
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	$82,178,103	$102,204,276	$77,413,039
Low Income Residential	$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
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	$15,097,066	$17,897,312	$15,355,596
Medium C&I	$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
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
Total	**$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**
Supplier Receivables Purchased (for EDCs)(1)												
Residential												
Low Income Residential												
Small C&I												
Medium C&I												
Large C&I												
Total												
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
Low Income Residential	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
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	15,097,066	17,897,312	15,355,596
Medium C&I	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
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
Total	**$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**
$ Revenue (Payments) Received (2)												
Residential	83,854,903	76,028,627	64,713,060	51,017,617	56,356,336	69,077,087	66,940,760	61,286,903	50,088,882	66,498,347	84,474,270	79,791,078
Low Income Residential	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
Small C&I	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
Medium C&I	25,330,874	23,303,570	23,144,131	17,386,602	18,040,190	20,656,047	18,507,746	19,848,173	15,442,636	18,861,617	24,295,270	22,370,132
Large C&I	25,967,784	23,849,883	26,959,712	20,215,781	21,947,339	26,621,372	20,989,469	24,470,781	20,527,129	22,147,610	26,001,757	24,998,388
Total	**$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**
# Revenue (Payments) Received												
Residential	523,776	524,809	540,038	488,613	561,929	544,499	533,751	599,287	525,587	584,206	599,014	552,360
Low Income Residential	43,234	50,855	49,961	51,239	52,256	47,311	46,280	50,296	43,441	47,611	52,735	65,838
Small C&I	64,990	63,534	68,716	59,941	66,119	68,194	60,857	72,995	61,933	67,904	89,579	69,675
Medium C&I	13,629	13,696	15,088	12,730	14,357	14,463	12,952	16,058	12,480	14,622	19,559	14,097
Large C&I	2,119	2,099	2,330	2,115	2,126	2,238	1,925	2,291	1,821	2,142	3,249	2,415
Total	**647,748**	**654,993**	**676,133**	**614,638**	**696,787**	**676,705**	**655,765**	**740,927**	**645,262**	**716,485**	**764,136**	**704,385**
Difference Between Billed and Received Revenue (Line 13 - Line 14)												
Residential	($4,469,602)	($12,582,301)	($8,232,801)	($1,468,512)	$10,157,628	$4,679,099	($5,798,040)	($2,638,478)	$5,066,323	$15,679,756	$17,730,005	($2,378,039)
Low Income Residential	$2,851,471	($655,269)	($528,250)	($1,053,631)	$365,137	$963,023	$369,161	$507,581	$1,515,778	$2,606,504	$2,144,613	($798,048)
Small C&I	($1,166,819)	($1,996,617)	($2,243,016)	$170,557	$1,644,583	$428,173	$305,294	($282,211)	$2,076,036	$3,351,472	$2,035,637	$615,409
Medium C&I	$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
Large C&I	$2,028,456	$2,646,070	($2,536,150)	$1,520,153	$2,743,295	($1,258,785)	$3,328,846	$1,102,436	($3,930)	$3,424,560	$3,471,065	($514,800)
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)**
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]												
Residential	682	711	766	731	711	720	687	653	596	539	502	451
Low Income Residential	1,857	2,074	2,645	2,965	3,046	3,161	3,118	3,056	2,875	2,657	2,516	2,405
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium C&I	0	0	0	0	0	0	0	0	0	0	0	0
Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Total	**2,539**	**2,785**	**3,411**	**3,696**	**3,757**	**3,881**	**3,805**	**3,709**	**3,471**	**3,196**	**3,018**	**2,856**
Customers Disconnected for Non-Payment												
Residential	1	234	874	1,253	776	1,294	1,383	726	2	1	0	23
Low Income Residential	3	38	288	381	218	381	282	231	0	0	0	5
Small C&I	39	57	26	42	26	34	31	17	58	32	24	25
Medium C&I	5	8	4	4	4	5	2	5	2	4	1	5
Large C&I	0	0	0	0	1	0	0	0	0	0	0	1
Total	**48**	**337**	**1,192**	**1,680**	**1,025**	**1,714**	**1,698**	**979**	**62**	**37**	**25**	**59**
Customers on Payment Plans												
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
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
Small C&I	190	219	250	241	227	218	174	187	228	230	249	225
Medium C&I	37	41	46	56	55	54	42	39	40	45	52	42
Large C&I	4	4	3	4	2	2	1	1	0	1	1	1
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**
Current A/R												
Residential	55,492,047	41,972,856	35,607,414	36,452,247	41,310,260	49,952,644	43,536,601	36,860,754	43,317,163	56,622,415	66,204,600	61,151,869
Low Income Residential	6,070,045	3,720,308	2,940,861	2,671,187	2,717,721	3,420,276	3,097,819	2,813,542	3,196,259	4,223,548	5,050,075	3,791,932
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
Medium C&I	17,675,456	15,192,781	13,257,197	13,136,873	13,471,835	13,852,380	13,900,015	12,966,569	13,302,793	16,574,114	18,290,820	17,416,777
Large C&I	17,889,598	16,834,629	14,095,719	15,514,909	15,343,383	15,490,865	16,867,105	15,563,733	15,916,890	17,426,699	17,869,099	17,870,490
Total	**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**	**$119,506,977**	**$111,810,239**
Collection Effectiveness												
Residential		62.7%	61.6%	57.4%	61.7%	61.8%	61.6%	61.8%	52.3%	60.9%	64.2%	57.0%
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%
Small C&I		76.5%	76.3%	76.4%	76.1%	78.0%	75.2%	77.4%	72.5%	76.6%	78.5%	75.8%
Medium C&I		83.9%	85.7%	86.1%	86.3%	86.5%	84.5%	86.3%	80.1%	82.7%	86.8%	84.6%
Large C&I		88.3%	90.6%	91.2%	89.8%	93.2%	87.1%	94.1%	89.0%	87.5%	88.5%	89.9%
Total		**65.8%**	**66.0%**	**63.2%**	**66.2%**	**66.5%**	**64.3%**	**66.6%**	**57.6%**	**63.6%**	**66.9%**	**62.5%**

	2020												
	Mar	*Apr*	*May*	*Jun*	*Jul*	*Aug*	*Sept*	*Oct*	*Nov*	*Dec*	*Jan*	*Feb*	*3/6/2021*
# of Customers													
Residential	633,812	635,406	634,411	634,468	633,525	635,109	635,257	638,290	639,849	640,866	639,914	640,020	640,054
Low Income Residential	54,569	54,579	55,330	55,270	55,948	54,632	54,540	51,881	51,128	50,309	51,465	52,045	52,016
Small C&I	71,624	71,858	71,815	71,749	71,765	71,828	71,843	71,872	72,028	72,114	72,144	72,242	72,251
Medium C&I	13,374	13,390	13,389	13,373	13,375	13,269	13,229	13,220	13,224	13,227	13,226	13,226	13,225
Large C&I	1,838	1,840	1,836	1,834	1,829	1,832	1,832	1,834	1,835	1,835	1,837	1,836	1,838
Total	**775,217**	**777,073**	**776,781**	**776,694**	**776,442**	**776,670**	**776,701**	**777,097**	**778,064**	**778,351**	**778,586**	**779,369**	**779,384**
# of Customers w/ Arrears													
Residential	135,084	140,317	132,482	135,294	125,973	132,481	139,627	141,256	143,178	148,791	128,629	137,026	134,446
Low Income Residential	22,088	22,103	20,961	21,139	20,905	21,285	21,516	19,987	19,988	20,333	19,215	20,652	20,588
Small C&I	15,913	16,646	14,233	13,676	12,795	12,568	11,869	12,749	13,205	13,323	12,028	12,287	12,696
Medium C&I	2,468	3,092	2,244	2,220	2,072	1,847	1,838	1,967	2,171	2,191	2,114	2,010	2,032
Large C&I	266	326	241	265	310	243	200	219	261	290	294	252	307
Total	**175,819**	**182,484**	**170,161**	**172,594**	**162,055**	**168,424**	**175,050**	**176,178**	**178,803**	**184,928**	**162,280**	**172,227**	**170,069**
# Arrears 30-60													
Residential	58,972	51,732	42,043	48,534	40,690	47,747	53,055	49,715	47,731	53,836	40,054	49,180	48,270
Low Income Residential	4,179	3,899	3,367	3,782	3,173	3,923	4,445	3,521	3,257	3,839	3,341	4,341	4,551
Small C&I	9,536	7,281	5,333	5,685	5,294	5,549	5,299	6,742	6,831	6,770	6,011	6,385	7,026
Medium C&I	1,657	1,710	1,012	1,143	1,015	877	1,009	1,176	1,283	1,313	1,259	1,214	1,288
Large C&I	193	204	131	153	187	134	118	136	175	202	204	174	223
Total	**74,537**	**64,826**	**51,886**	**59,297**	**50,359**	**58,230**	**63,926**	**61,290**	**59,277**	**65,960**	**50,869**	**61,294**	**61,358**
# Arrears 60-90													
Residential	28,679	30,684	24,589	19,998	18,763	16,250	19,318	20,839	19,973	17,266	15,569	16,188	15,274
Low Income Residential	3,302	2,806	2,509	2,203	1,925	1,831	2,124	2,157	2,048	1,804	1,789	1,984	1,768
Small C&I	3,190	4,728	2,585	1,873	1,753	1,480	1,566	1,643	1,972	2,007	1,627	1,629	1,447
Medium C&I	475	834	475	326	313	266	219	260	314	313	281	271	232
Large C&I	47	81	44	42	49	36	15	30	34	34	39	28	38
Total	**35,693**	**39,133**	**30,202**	**24,442**	**22,803**	**19,863**	**23,242**	**24,929**	**24,341**	**21,424**	**19,305**	**20,100**	**18,759**
# Arrears 90>													
Residential	47,433	57,901	65,850	66,762	66,520	68,484	67,254	70,702	75,474	77,689	73,006	71,658	70,902
Low Income Residential	14,607	15,398	15,085	15,154	15,807	15,531	14,947	14,309	14,683	14,690	14,085	14,327	14,269
Small C&I	3,187	4,637	6,315	6,118	5,748	5,539	5,004	4,364	4,402	4,546	4,390	4,273	4,223
Medium C&I	336	548	757	751	744	704	610	531	574	565	574	525	512
Large C&I	26	41	66	70	74	73	67	53	52	54	51	50	46
Total	**65,589**	**78,525**	**88,073**	**88,855**	**88,893**	**90,331**	**87,882**	**89,959**	**95,185**	**97,544**	**92,106**	**90,833**	**89,952**
$ Arrears 30-60													
Residential	18,429,191	17,708,339	15,538,919	14,770,132	11,165,177	15,410,434	19,004,920	15,353,843	13,098,706	15,619,049	16,947,209	22,843,532	$23,983,703
Low Income Residential	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	1,801,599	2,126,819	2,966,934	$3,235,569
Small C&I	3,041,165	3,644,423	2,338,438	1,941,343	1,667,986	2,005,199	2,208,917	2,143,481	1,934,215	2,211,401	2,385,654	2,882,034	$3,059,502
Medium C&I	3,236,552	4,705,572	2,984,348	2,657,655	2,354,764	2,376,649	2,689,895	2,672,198	2,833,308	2,992,091	3,281,970	3,437,058	$3,744,633
Large C&I	3,272,826	3,250,588	2,385,890	2,568,168	3,386,949	2,630,694	2,187,684	2,262,262	2,960,370	2,864,720	3,740,401	3,582,621	$4,380,711
Total	**$30,599,380**	**$31,652,770**	**$25,332,951**	**$23,936,933**	**$20,118,535**	**$24,386,268**	**$28,423,012**	**$24,219,424**	**$22,292,276**	**$25,488,860**	**$28,482,053**	**$35,712,179**	**$38,404,118**
$ Arrears 60-90													
Residential	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	8,389,490	8,920,522	10,958,214	$10,651,685
Low Income Residential	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	1,199,399	1,403,332	1,752,353	$1,654,111
Small C&I	1,127,762	1,795,918	1,708,804	1,261,770	984,110	844,487	936,790	1,066,626	1,067,556	947,201	1,007,955	1,133,802	$984,017
Medium C&I	909,096	1,679,996	1,581,502	1,237,503	1,016,047	872,866	902,053	919,824	1,058,848	916,768	825,257	976,178	$818,962
Large C&I	723,403	1,041,982	788,374	636,171	1,270,032	1,362,015	503,959	829,052	473,965	994,249	982,116	576,331	$996,539
Total	**$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**	**$12,447,107**	**$13,139,182**	**$15,396,878**	**$15,105,314**
$ Arrears 90>													
Residential	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	70,139,287	71,086,213	73,372,546	$73,598,888
Low Income Residential	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	17,063,448	16,781,695	17,268,332	$17,347,948
Small C&I	1,949,784	2,696,862	3,645,578	4,107,420	4,420,101	4,554,579	4,224,316	3,918,847	4,166,744	4,472,565	4,589,723	4,724,850	$4,752,007
Medium C&I	1,169,488	1,754,106	2,542,103	2,910,132	3,063,857	3,002,102	2,758,797	2,436,990	2,606,454	2,743,503	2,626,780	2,540,405	$2,505,144
Large C&I	325,528	424,516	613,915	817,325	1,030,524	1,301,413	1,257,413	1,172,893	1,186,826	1,308,446	1,107,283	974,328	$853,507
Total	**$50,499,401**	**$59,013,599**	**$67,040,783**	**$71,817,088**	**$77,354,506**	**$81,164,476**	**$81,128,450**	**$84,302,828**	**$90,648,119**	**$95,727,249**	**$96,191,694**	**$98,880,461**	**$99,057,494**
$ Total Arrears													
Residential	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	94,147,827	96,953,943	107,174,292	$108,234,275
Low Income Residential	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	20,064,447	20,311,846	21,987,618	$22,237,628
Small C&I	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	7,631,167	7,983,333	8,740,686	$8,795,526
Medium C&I	5,315,136	8,139,673	7,107,954	6,805,290	6,434,669	6,251,615	6,350,745	6,029,013	6,498,610	6,652,363	6,734,007	6,953,641	$7,068,739
Large C&I	4,321,756	4,717,085	3,788,179	4,021,665	5,687,505	5,294,121	3,949,058	4,264,207	4,621,160	5,167,414	5,829,800	5,133,280	$6,230,756
Total	**$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**	**$133,663,218**	**$137,812,929**	**$149,989,517**	**$152,566,924**
Billed Sales kWh or therms													
Residential	227,358,423	225,209,232	216,577,895	216,665,986	320,432,715	385,812,409	270,492,731	211,584,284	209,571,857	246,189,534	301,057,685	287,924,925	N/A
Low Income Residential	18,784,730	18,677,705	17,947,649	16,995,829	23,525,028	29,423,398	20,241,989	15,123,232	15,769,781	17,529,037	22,967,793	22,383,666	N/A
Small C&I	58,910,939	52,729,483	49,217,751	49,212,129	59,574,220	66,485,926	56,724,983	53,946,578	46,633,915	55,000,108	63,422,442	64,430,136	N/A
Medium C&I	105,331,351	95,804,191	85,089,214	89,205,527	108,610,164	126,362,412	104,803,933	100,116,131	88,468,219	103,041,252	106,077,520	112,260,015	N/A
Large C&I	214,763,631	207,094,302	194,558,813	192,866,773	203,454,641	210,270,879	196,361,087	188,505,834	176,949,874	197,508,077	200,434,942	200,301,032	N/A
Total	**625,149,073**	**599,514,913**	**563,391,322**	**564,946,244**	**715,596,768**	**818,355,024**	**648,624,723**	**569,276,059**	**537,393,647**	**619,268,007**	**693,960,382**	**687,299,774**	**N/A**
Billed Total Revenue $													
Residential	$79,921,738	$72,969,146	$68,517,723	$55,814,231	$84,141,584	$86,849,021	$69,194,889	$61,204,822	$61,603,909	$86,434,062	$106,034,211	$100,138,301	$25,791,294
Low Income Residential	$4,342,470	$4,131,650	$3,665,296	$3,256,431	$4,395,167	$4,541,439	$3,825,237	$2,934,290	$3,162,696	$4,188,160	$5,508,944	$5,249,121	$939,541
Small C&I	$14,849,807	$12,516,876	$10,732,078	$9,480,927	$12,622,137	$13,523,034	$12,607,262	$11,873,866	$10,743,241	$14,672,835	$17,301,519	$17,683,244	$4,423,918
Medium C&I	$22,515,889	$20,168,496	$18,616,863	$18,027,384	$21,399,749	$24,358,532	$27,644,590	$20,365,713	$17,364,458	$23,994,928	$25,302,989	$27,596,360	$7,257,565
Large C&I	$23,304,888	$24,109,688	$22,156,474	$27,036,705	$25,185,501	$26,536,015	$26,506,546	$23,563,048	$22,441,609	$30,085,560	$27,045,517	$30,042,415	$10,945,540
Total	**$144,934,792**	**$133,895,855**	**$123,688,433**	**$113,615,678**	**$147,744,138**	**$155,808,041**	**$139,778,523**	**$119,941,739**	**$115,315,913**	**$159,375,546**	**$181,193,180**	**$180,709,441**	**$49,357,858**
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	79,921,738	72,969,146	68,517,723	55,814,231	84,141,584	86,849,021	69,194,889	61,204,822	61,603,909	86,434,062	106,034,211	100,138,301	$25,791,294
Low Income Residential	4,342,470	4,131,650	3,665,296	3,256,431	4,395,167	4,541,439	3,825,237	2,934,290	3,162,696	4,188,160	5,508,944	5,249,121	$939,541
Small C&I	14,849,807	12,516,876	10,732,078	9,480,927	12,622,137	13,523,034	12,607,262	11,873,866	10,743,241	14,672,835	17,301,519	17,683,244	$4,423,918
Medium C&I	22,515,889	20,168,496	18,616,863	18,027,384	21,399,749	24,358,532	27,644,590	20,365,713	17,364,458	23,994,928	25,302,989	27,596,360	$7,257,565
Large C&I	23,304,888	24,109,688	22,156,474	27,036,705	25,185,501	26,536,015	26,506,546	23,563,048	22,441,609	30,085,560	27,045,517	30,042,415	$10,945,540
Total	**$144,934,792**	**$133,895,855**	**$123,688,433**	**$113,615,678**	**$147,744,138**	**$155,808,041**	**$139,778,523**	**$119,941,739**	**$115,315,913**	**$159,375,546**	**$181,193,180**	**$180,709,441**	**$49,357,858**
$ Revenue (Payments) Received (2)													
Residential	81,654,701	70,822,519	66,870,880	61,353,505	64,117,645	76,242,132	73,576,782	63,864,882	56,721,086	65,695,699	82,163,950	87,458,153	$23,824,883
Low Income Residential	3,454,235	3,290,437	3,424,202	3,091,743	3,117,698	3,150,665	3,728,613	2,795,373	2,247,023	2,720,114	4,855,363	3,932,969	$1,070,318
Small C&I	14,581,234	11,382,445	11,882,482	10,249,667	10,310,847	11,894,344	12,768,012	11,263,824	9,756,394	11,076,237	13,221,206	15,197,051	$4,898,335
Medium C&I	22,901,586	17,197,398	20,128,484	17,445,675	18,285,309	19,460,403	22,415,066	19,544,743	16,492,256	17,370,834	20,640,747	22,674,885	$7,812,617
Large C&I	23,953,666	18,954,242	24,212,723	19,597,436	22,662,468	22,041,588	28,121,941	22,521,383	20,112,946	20,913,239	25,335,149	24,903,337	$7,286,826
Total	**$146,545,423**	**$121,647,041**	**$126,518,771**	**$111,738,025**	**$118,493,966**	**$132,789,131**	**$140,610,414**	**$119,990,205**	**$105,329,705**	**$117,776,124**	**$146,216,416**	**$154,166,395**	**$44,892,979**
# Revenue (Payments) Received													
Residential	595,760	562,182	556,208	586,069	592,389	577,606	565,836	589,003	557,175	575,748	562,862	557,136	152,164
Low Income Residential	53,600	49,735	51,769	49,486	49,589	45,543	50,159	47,864	43,812	47,657	54,942	47,796	11,766
Small C&I	68,245	62,635	67,142	69,751	71,981	70,878	72,385	71,681	65,349	68,083	81,394	68,259	18,969
Medium C&I	14,540	11,974	14,469	14,479	14,800	14,840	16,151	15,582	13,374	14,121	17,598	14,798	4,453
Large C&I	2,236	1,871	2,364	2,232	2,311	2,198	2,721	2,489	2,187	2,222	2,450	2,340	639
Total	**734,381**	**688,397**	**691,952**	**722,017**	**731,070**	**711,065**	**707,252**	**726,619**	**681,897**	**707,831**	**719,246**	**690,329**	**187,991**
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	($1,732,964)	$2,146,626	$1,646,843	($5,539,274)	$20,023,939	$10,606,889	($4,381,893)	($2,660,060)	$4,882,823	$20,738,363	$23,870,261	$12,680,148	$1,966,411
Low Income Residential	$888,235	$841,213	$241,094	$164,688	$1,277,469	$1,390,774	$96,625	$138,917	$915,672	$1,468,046	$653,581	$1,316,152	($130,777)
Small C&I	$268,573	$1,134,431	($1,150,404)	($768,740)	$2,311,291	$1,628,690	($160,751)	$610,042	$986,847	$3,596,599	$4,080,313	$2,486,193	($474,417)
Medium C&I	($385,697)	$2,971,098	($1,511,621)	$581,709	$3,114,440	$4,898,129	$5,229,524	$820,970	$872,202	$6,624,094	$4,662,242	$4,921,475	($555,052)
Large C&I	($648,778)	$5,155,445	($2,056,250)	$7,439,270	$2,523,033	$4,494,428	($1,615,395)	$1,041,665	$2,328,663	$9,172,321	$1,710,367	$5,139,078	$3,658,714
Total	**($1,610,631)**	**$12,248,814**	**($2,830,338)**	**$1,877,653**	**$29,250,172**	**$23,018,910**	**($831,891)**	**($48,466)**	**$9,986,208**	**$41,599,422**	**$34,976,765**	**$26,543,046**	**$4,464,879**
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	442	438	391	337	291	279	237	233	237	225	215	180	168
Low Income Residential	2,365	2,367	2,240	2,026	2,186	1,838	1,705	1,417	1,344	1,264	1,231	1,195	1,172
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	0
Medium C&I	0	0	0	0	0	0	0	0	0	0	0	0	0
Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**2,807**	**2,805**	**2,631**	**2,363**	**2,477**	**2,117**	**1,942**	**1,650**	**1,581**	**1,489**	**1,446**	**1,375**	**1,340**
Customers Disconnected for Non-Payment													
Residential	21	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	3	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	8	0	0	0	0	0	3	38	9	7	9	13	0
Medium C&I	3	0	0	0	0	0	0	5	2	1	2	4	0
Large C&I	0	0	0	0	0	0	0	1	0	0	0	0	0
Total	**35**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Customers on Payment Plans													
Residential	12,877	8,980	7,660	8,311	8,889	8,063	8,055	10,021	11,106	10,553	10,306	10,152	10,362
Low Income Residential	2,901	2,249	2,207	2,375	2,465	2,163	2,147	2,256	2,337	2,062	2,098	2,115	2,186
Small C&I	182	145	251	355	425	435	536	677	622	534	596	569	583
Medium C&I	31	29	62	68	95	123	141	173	161	131	146	144	135
Large C&I	2	5	3	4	11	10	13	13	12	10	7	8	9
Total	**15,993**	**11,408**	**10,183**	**11,113**	**11,885**	**10,794**	**10,892**	**13,140**	**14,238**	**13,290**	**13,153**	**12,988**	**13,275**
Current A/R													
Residential	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	56,303,687	76,835,736	77,543,418	$77,345,549
Low Income Residential	3,341,973	3,236,548	2,906,733	2,373,349	3,382,966	3,740,287	3,013,860	2,221,270	2,662,966	3,009,563	4,433,877	4,541,980	$4,154,975
Small C&I	10,093,379	9,323,718	7,479,134	6,748,559	8,675,588	9,781,884	8,262,049	7,481,236	8,161,563	10,050,725	13,277,724	14,339,142	$13,594,513
Medium C&I	15,413,571	15,700,018	13,263,715	12,767,206	14,099,257	17,691,428	13,754,743	13,140,916	13,247,722	16,787,470	19,301,656	21,394,324	$20,037,632
Large C&I	15,086,660	18,557,271	15,659,650	17,127,271	17,275,618	20,578,552	17,028,872	15,705,493	16,849,277	20,892,633	20,103,536	21,693,786	$22,915,625
Total	**$96,078,249**	**$688,397**	**$691,952**	**$659,843**	**$659,843**	**$659,843**	**$659,843**	**$659,843**	**$659,843**	**$659,843**	**$659,843**	**$659,843**	**$659,843**
Collection Effectiveness													
Residential	57.5%	50.5%	49.2%	46.1%	48.7%	49.3%	48.3%	42.6%	38.6%	42.8%	46.0%	45.4%	11.5%
Low Income Residential	17.5%	15.2%	16.4%	14.4%	11.3%	15.4%	17.4%	19.9%	12.8%	15.8%	15.9%	13.6%	-3.3%
Small C&I	71.2%	58.1%	62.9%	59.2%	60.7%	62.0%	65.8%	64.4%	58.3%	61.8%	63.2%	64.5%	27.3%
Medium C&I	81.5%	67.7%	75.7%	73.4%	76.1%	77.0%	83.2%	77.9%	72.1%	75.3%	77.1%	78.4%	46.7%
Large C&I	85.1%	81.1%	87.3%	86.3%	80.4%	81.7%	88.8%	85.2%	81.9%	83.1%	82.3%	85.0%	55.4%
Total	**60.8%**	**66.5%**	**52.9%**	**50.3%**	**57.1%**	**56.1%**	**52.3%**	**48.8%**	**46.9%**	**53.3%**	**56.2%**	**52.9%**	**18.5%**

	Year-Over-Year Variance (Percent Change)												
	Mar	*Apr*	*May*	*Jun*	*Jul*	*Aug*	*Sep*	*Oct*	*Nov*	*Dec*	*Jan*	*Feb*	*Mar*
# of Customers													
Residential	1.4%	1.6%	1.6%	1.6%	1.5%	1.7%	1.6%	1.9%	1.7%	1.5%	1.4%		
Low Income Residential	0.9%	1.0%	2.4%	2.4%	3.7%	1.3%	1.1%	-4.1%	-5.9%	-7.7%	-5.5%		
Small C&I	2.9%	3.1%	3.1%	2.9%	2.8%	2.8%	2.6%	2.4%	1.9%	1.4%	1.4%		
Medium C&I	1.5%	1.6%	1.6%	1.3%	1.2%	0.4%	-0.1%	-0.2%	-0.5%	-0.8%	-0.8%		
Large C&I	1.2%	1.3%	1.2%	1.1%	0.8%	0.9%	0.8%	0.7%	0.3%	0.1%	0.2%		
Total	**1.5%**	**1.7%**	**1.8%**	**1.8%**	**1.7%**	**1.7%**	**1.6%**	**1.5%**	**1.2%**	**0.8%**	**0.8%**		
# of Customers w/ Arrears													
Residential	34.1%	29.5%	29.6%	36.4%	18.7%	24.3%	26.4%	27.7%	16.4%	27.3%	10.5%		
Low Income Residential	-3.4%	-5.6%	-2.6%	5.3%	4.5%	5.6%	1.6%	-7.4%	-12.5%	-13.0%	-21.2%		
Small C&I	53.4%	31.8%	12.6%	41.5%	3.9%	19.8%	-4.9%	22.5%	0.1%	4.7%	-1.5%		
Medium C&I	49.7%	41.3%	11.9%	46.1%	10.8%	14.5%	0.1%	20.9%	4.4%	3.2%	14.0%		
Large C&I	58.3%	33.1%	3.9%	55.9%	36.6%	37.3%	-6.5%	21.7%	19.7%	12.8%	28.9%		
Total	**29.5%**	**24.3%**	**22.7%**	**32.2%**	**15.3%**	**21.2%**	**19.8%**	**22.0%**	**10.8%**	**19.0%**	**4.6%**		
# Arrears 30-60													
Residential	16.2%	-5.4%	-9.6%	13.6%	-21.3%	-7.0%	-2.2%	-3.2%	-17.3%	4.5%	-17.7%		
Low Income Residential	-17.0%	-24.4%	-24.4%	-5.7%	-30.9%	-15.8%	-16.1%	-27.2%	-33.5%	-22.4%	-34.0%		
Small C&I	60.5%	-11.1%	-28.2%	18.6%	-30.8%	-2.4%	-29.9%	25.1%	-16.9%	-11.3%	-9.8%		
Medium C&I	67.9%	10.3%	-19.8%	29.6%	-16.5%	-9.4%	-15.6%	20.2%	-8.3%	-8.1%	12.0%		
Large C&I	75.5%	7.9%	-13.2%	33.0%	15.4%	18.6%	-21.9%	11.5%	7.4%	2.0%	33.3%		
Total	**18.6%**	**-7.1%**	**-13.3%**	**12.9%**	**-22.9%**	**-7.2%**	**-6.6%**	**-2.3%**	**-18.1%**	**0.3%**	**-17.5%**		
# Arrears 60-90													
Residential	51.0%	44.2%	12.4%	5.1%	16.8%	-7.9%	3.7%	-4.2%	-12.4%	-16.9%	-28.8%		
Low Income Residential	-7.5%	-17.2%	-19.1%	-15.3%	-9.8%	-14.8%	-12.0%	-30.1%	-33.3%	-39.2%	-44.8%		
Small C&I	32.3%	112.8%	-10.8%	-14.7%	-12.9%	-34.8%	-31.8%	-28.6%	-9.3%	-15.1%	-37.3%		
Medium C&I	20.9%	151.2%	3.7%	2.5%	-3.4%	-26.1%	-38.1%	-21.2%	-3.7%	-14.2%	-28.7%		
Large C&I	46.9%	200.0%	-6.4%	68.0%	44.1%	20.0%	-42.3%	7.1%	41.7%	17.2%	-13.3%		
Total	**40.5%**	**43.6%**	**6.4%**	**1.2%**	**10.9%**	**-11.5%**	**-2.1%**	**-9.3%**	**-14.2%**	**-19.1%**	**-31.4%**		
# Arrears 90>													
Residential	53.1%	78.6%	94.5%	78.3%	73.4%	82.2%	79.1%	88.5%	77.5%	74.3%	59.2%		
Low Income Residential	2.5%	3.5%	8.0%	12.6%	19.0%	16.3%	11.1%	4.8%	-1.2%	-4.9%	-12.5%		
Small C&I	57.7%	109.0%	171.8%	128.6%	116.3%	118.6%	90.3%	60.7%	57.1%	66.8%	49.1%		
Medium C&I	24.9%	79.1%	164.7%	135.4%	124.8%	147.0%	111.8%	66.5%	61.7%	70.7%	70.3%		
Large C&I	0.0%	41.4%	94.1%	133.3%	138.7%	114.7%	81.1%	76.7%	67.7%	80.0%	70.0%		
Total	**37.9%**	**57.5%**	**74.5%**	**64.8%**	**62.6%**	**67.9%**	**62.8%**	**65.9%**	**57.2%**	**54.6%**	**41.1%**		
$ Arrears 30-60													
Residential	17.8%	8.9%	29.0%	66.2%	15.9%	37.1%	50.4%	39.8%	23.8%	45.7%	27.8%		
Low Income Residential	-24.3%	-30.6%	-16.3%	15.0%	-10.1%	7.6%	11.4%	-6.2%	-21.0%	-12.5%	-18.5%		
Small C&I	31.4%	43.2%	22.3%	46.4%	-2.8%	23.7%	11.8%	30.6%	10.6%	27.5%	19.3%		
Medium C&I	13.9%	50.3%	37.3%	54.8%	3.3%	32.2%	22.5%	44.0%	23.5%	32.0%	50.1%		
Large C&I	49.9%	16.6%	24.2%	81.9%	63.6%	132.5%	-11.4%	125.0%	69.4%	11.9%	44.2%		
Total	**15.7%**	**12.6%**	**23.3%**	**58.7%**	**15.5%**	**38.4%**	**33.0%**	**39.3%**	**22.3%**	**31.8%**	**25.8%**		
$ Arrears 60-90													
Residential	54.6%	51.5%	42.1%	70.4%	89.4%	66.6%	93.7%	89.4%	72.7%	55.6%	38.1%		
Low Income Residential	-8.3%	-21.6%	-21.9%	0.6%	19.6%	7.3%	13.0%	0.7%	-4.4%	-22.2%	-24.1%		
Small C&I	65.4%	140.1%	108.0%	101.6%	105.5%	64.0%	68.5%	54.7%	61.6%	64.9%	20.6%		
Medium C&I	58.2%	126.6%	100.8%	135.1%	106.1%	70.5%	94.8%	83.0%	81.9%	63.1%	46.6%		
Large C&I	55.0%	105.6%	31.7%	100.3%	320.8%	342.7%	67.1%	188.6%	120.2%	309.7%	40.5%		
Total	**40.8%**	**47.0%**	**36.8%**	**63.5%**	**88.2%**	**68.5%**	**76.0%**	**73.5%**	**60.0%**	**49.7%**	**26.3%**		
$ Arrears 90>													
Residential	77.8%	94.2%	109.4%	103.8%	111.7%	126.3%	132.2%	151.5%	150.3%	155.4%	145.1%		
Low Income Residential	22.9%	22.3%	26.5%	32.6%	44.3%	44.0%	38.5%	30.1%	23.9%	21.2%	14.0%		
Small C&I	73.3%	122.2%	179.1%	211.7%	232.0%	256.4%	233.8%	197.9%	189.9%	196.2%	194.9%		
Medium C&I	38.6%	111.0%	197.9%	230.7%	227.8%	227.7%	175.0%	148.6%	148.3%	149.3%	135.8%		
Large C&I	38.7%	52.7%	65.4%	171.6%	181.5%	173.9%	185.3%	147.3%	161.9%	162.5%	164.1%		
Total	**56.3%**	**69.1%**	**84.5%**	**87.6%**	**97.8%**	**107.0%**	**106.8%**	**113.3%**	**111.2%**	**114.4%**	**105.5%**		
$ Total Arrears													
Residential	50.9%	55.0%	72.8%	89.7%	84.9%	94.4%	102.7%	112.5%	108.4%	116.1%	99.0%		
Low Income Residential	9.1%	6.3%	13.6%	27.1%	36.2%	36.9%	32.8%	23.0%	16.5%	13.5%	5.9%		
Small C&I	48.4%	80.5%	90.4%	123.6%	100.6%	116.9%	94.1%	95.5%	86.4%	99.8%	81.8%		
Medium C&I	24.8%	73.0%	86.4%	117.9%	73.6%	93.8%	73.4%	80.6%	65.5%	69.3%	74.3%		
Large C&I	49.8%	32.1%	31.1%	98.1%	107.7%	176.6%	23.0%	141.3%	91.3%	56.5%	57.0%		
Total	**38.5%**	**44.4%**	**57.7%**	**77.1%**	**74.2%**	**83.9%**	**80.2%**	**88.4%**	**81.6%**	**84.9%**	**72.5%**		
Billed Sales kWh or therms													
Residential	-9.0%	10.7%	9.4%	9.3%	16.7%	10.9%	1.8%	10.8%	11.2%	1.1%	1.9%		
Low Income Residential	-11.1%	6.6%	8.2%	6.8%	14.0%	14.0%	5.1%	5.1%	7.0%	-9.8%	3.6%		
Small C&I	-2.6%	-4.8%	-4.7%	-8.1%	1.0%	-3.0%	-5.3%	6.2%	-1.0%	-1.8%	-4.1%		
Medium C&I	-4.4%	-5.4%	-17.5%	-12.4%	-7.0%	-5.5%	-10.3%	-1.4%	-6.6%	-4.5%	-14.3%		
Large C&I	3.3%	-3.8%	2.2%	-0.8%	-8.0%	-12.6%	-8.4%	-1.3%	-10.3%	-3.0%	93.2%		
Total	**-3.8%**	**1.1%**	**0.7%**	**0.2%**	**3.4%**	**0.2%**	**-4.1%**	**3.8%**	**-0.9%**	**-1.8%**	**13.6%**		
Billed Total Revenue $													
Residential	0.7%	15.0%	21.3%	12.6%	26.5%	17.8%	13.2%	4.4%	11.7%	5.2%	3.7%		
Low Income Residential	-38.0%	-12.9%	-5.6%	-3.2%	10.2%	3.9%	2.8%	-22.4%	-20.7%	-24.8%	-12.7%		
Small C&I	-5.7%	-2.0%	-2.1%	-4.3%	5.2%	6.1%	9.2%	4.3%	-4.4%	-2.8%	-3.3%		
Medium C&I	-12.6%	-10.5%	-6.8%	-2.4%	-11.9%	18.0%	34.8%	2.9%	3.8%	8.5%	-6.8%		
Large C&I	-16.8%	-9.0%	-9.3%	24.4%	2.0%	4.6%	9.0%	-7.9%	9.3%	17.6%	-8.2%		
Total	**-7.0%**	**3.0%**	**6.9%**	**10.3%**	**12.4%**	**13.8%**	**15.3%**	**0.6%**	**7.1%**	**5.9%**	**-1.0%**		
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	0.7%	15.0%	21.3%	12.6%	26.5%	17.8%	13.2%	4.4%	11.7%	5.2%	3.7%		
Low Income Residential	-38.0%	-12.9%	-5.6%	-3.2%	10.2%	3.9%	2.8%	-22.4%	-20.7%	-24.8%	-12.7%		
Small C&I	-5.7%	-2.0%	-2.1%	-4.3%	5.2%	6.1%	9.2%	4.3%	-4.4%	-2.8%	-3.3%		
Medium C&I	-12.6%	-10.5%	-6.8%	-2.4%	-11.9%	18.0%	34.8%	2.9%	3.8%	8.5%	-6.8%		
Large C&I	-16.8%	-9.0%	-9.3%	24.4%	2.0%	4.6%	9.0%	-7.9%	9.3%	17.6%	-8.2%		
Total	**-7.0%**	**3.0%**	**6.9%**	**10.3%**	**12.4%**	**13.8%**	**15.3%**	**0.6%**	**7.1%**	**5.9%**	**-1.0%**		
$ Revenue (Payments) Received (2)													
Residential	-2.6%	-6.8%	3.3%	20.3%	13.8%	10.4%	9.9%	4.2%	13.2%	-1.2%	-2.7%		
Low Income Residential	-16.8%	-39.1%	-22.4%	-30.0%	-13.9%	-7.6%	11.2%	-14.6%	-9.1%	-8.2%	16.5%		
Small C&I	-13.8%	-22.9%	-10.0%	5.2%	-0.4%	-3.4%	13.6%	-3.4%	6.4%	-5.7%	-16.6%		
Medium C&I	-9.6%	-26.2%	-13.0%	0.3%	1.4%	-5.8%	21.1%	-1.5%	6.8%	-7.9%	-15.0%		
Large C&I	-7.8%	-20.5%	-10.2%	-3.1%	3.3%	-17.2%	34.0%	-8.0%	-2.0%	-5.6%	-2.6%		
Total	**-6.2%**	**-15.1%**	**-4.5%**	**8.7%**	**7.4%**	**0.5%**	**16.2%**	**-0.5%**	**7.8%**	**-3.6%**	**-5.5%**		
# Revenue (Payments) Received													
Residential	13.7%	7.1%	3.0%	19.9%	5.4%	6.1%	6.0%	-1.7%	6.0%	-1.4%	-6.0%		
Low Income Residential	24.0%	-2.2%	3.6%	-3.4%	-5.1%	-3.7%	8.4%	-4.8%	0.9%	0.1%	4.2%		
Small C&I	5.0%	-1.4%	-2.3%	16.4%	8.9%	3.9%	18.9%	-1.8%	5.5%	0.3%	-9.1%		
Medium C&I	6.7%	-12.6%	-4.1%	13.7%	3.1%	2.6%	24.7%	-3.0%	7.2%	-3.4%	-10.0%		
Large C&I	5.5%	-10.9%	1.5%	5.5%	8.7%	-1.8%	41.4%	8.6%	20.1%	3.7%	-24.6%		
Total	**13.4%**	**5.1%**	**2.3%**	**17.5%**	**4.9%**	**5.1%**	**7.9%**	**-1.9%**	**5.7%**	**-1.2%**	**-5.9%**		
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	-61.2%	-117.1%	-120.0%	277.2%	97.1%	126.7%	-24.4%	0.8%	-3.6%	32.3%	34.6%		
Low Income Residential	-68.8%	-228.4%	-145.6%	-115.6%	249.9%	44.4%	-73.8%	-72.6%	-39.6%	-43.7%	-69.5%		
Small C&I	-123.0%	-156.8%	-48.7%	-550.7%	40.5%	280.4%	-152.7%	-316.2%	-52.5%	7.3%	100.4%		
Medium C&I	-188.6%	-485.2%	-52.2%	-46.4%	-50.2%	-90508.4%	160.6%	-1800.7%	-32.5%	103.9%	63.8%		
Large C&I	-132.0%	94.8%	-18.9%	389.4%	-8.0%	-457.0%	-148.5%	-5.5%	-59346.7%	167.8%	-50.7%		
Total	**401.3%**	**-191.7%**	**-83.1%**	**642.1%**	**38.2%**	**379.0%**	**-492.6%**	**-96.4%**	**0.4%**	**46.9%**	**23.9%**		
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	-35.2%	-38.4%	-49.0%	-53.9%	-59.1%	-61.3%	-65.5%	-64.3%	-60.2%	-58.3%	-57.2%		
Low Income Residential	27.4%	14.1%	-15.3%	-31.7%	-28.2%	-41.9%	-45.3%	-53.6%	-53.3%	-52.4%	-51.1%		
Small C&I	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Medium C&I	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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%		
Total	**10.6%**	**0.7%**	**-22.9%**	**-36.1%**	**-34.1%**	**-45.5%**	**-49.0%**	**-55.5%**	**-54.5%**	**-53.4%**	**-52.1%**		
Customers Disconnected for Non-Payment													
Residential	2000.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%		
Low Income Residential	0.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%	0.0%	0.0%		
Small C&I	-79.5%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-90.3%	123.5%	-84.5%	-78.1%	-62.5%		
Medium C&I	-40.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	-100.0%	0.0%	0.0%	-75.0%	100.0%		
Large C&I	0.0%	0.0%	0.0%	0.0%	-100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Total	**-27.1%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**	**-100.0%**		
Customers on Payment Plans													
Residential	-1.8%	-37.7%	-52.8%	-50.8%	-45.5%	-49.2%	-49.3%	-36.4%	-22.4%	-23.6%	-21.6%		
Low Income Residential	-27.1%	-46.7%	-58.1%	-57.1%	-52.2%	-58.3%	-59.2%	-58.2%	-52.7%	-54.7%	-46.6%		
Small C&I	-4.2%	-33.8%	0.4%	47.3%	87.2%	99.5%	208.0%	262.0%	172.8%	132.2%	139.4%		
Medium C&I	-16.2%	-29.3%	34.8%	21.4%	72.7%	127.8%	235.7%	343.6%	302.5%	191.1%	180.8%		
Large C&I	-50.0%	25.0%	0.0%	0.0%	450.0%	400.0%	1200.0%	1200.0%	0.0%	900.0%	600.0%		
Total	**-7.7%**	**-39.6%**	**-53.3%**	**-51.1%**	**-45.3%**	**-49.4%**	**-49.0%**	**-38.5%**	**-27.1%**	**-28.7%**	**-24.3%**		
Current A/R													
Residential	-6.0%	16.6%	29.0%	4.8%	38.3%	26.7%	10.3%	14.2%	5.4%	-0.6%	16.1%		
Low Income Residential	-44.9%	-13.0%	-1.2%	-11.2%	24.5%	9.4%	-2.7%	-21.1%	-16.7%	-28.7%	-12.2%		
Small C&I	-9.0%	5.9%	3.9%	-7.6%	11.2%	14.0%	0.4%	3.1%	0.1%	-6.7%	9.8%		
Medium C&I	-12.8%	3.3%	0.0%	-2.8%	4.7%	27.7%	-1.0%	1.3%	-0.4%	1.3%	5.5%		
Large C&I	-15.7%	10.2%	11.1%	10.4%	12.6%	32.8%	1.0%	0.9%	5.9%	19.9%	12.5%		
Total	**-11.2%**	**-99.2%**	**-99.1%**	**-99.1%**	**-99.2%**	**-99.3%**	**-99.2%**	**-99.1%**	**-99.2%**	**-99.4%**	**-99.4%**		
Collection Effectiveness													
Residential		-19.3%	-20.1%	-19.7%	-21.1%	-20.2%	-21.6%	-31.1%	-26.3%	-29.8%	-28.3%		
Low Income Residential		-37.0%	-33.7%	-41.3%	-49.7%	-16.5%	-3.3%	5.6%	-11.0%	-14.8%	-7.6%		
Small C&I		-24.1%	-17.7%	-22.5%	-20.2%	-20.5%	-12.6%	-16.8%	-19.6%	-19.4%	-19.4%		
Medium C&I		-19.3%	-11.7%	-14.7%	-11.9%	-11.0%	-1.6%	-9.7%	-10.0%	-9.0%	-11.2%		
Large C&I		-8.1%	-3.7%	-5.4%	-10.5%	-12.3%	2.0%	-9.5%	-7.9%	-5.0%	-7.0%		
Total		**1.0%**	**-19.9%**	**-20.5%**	**-13.8%**	**-15.6%**	**-18.7%**	**-26.7%**	**-18.6%**	**-16.2%**	**-16.0%**		

	Year-Over-Year Variance (Amount Change)												
	Mar	*Apr*	*May*	*Jun*	*Jul*	*Aug*	*Sep*	*Oct*	*Nov*	*Dec*	*Jan*	*Feb*	*Mar*
# of Customers													
Residential	8,681	10,132	9,829	10,273	9,146	10,529	9,924	12,132	10,903	9,415	8,616		
Low Income Residential	491	523	1,272	1,287	1,983	675	579	(2,198)	(3,202)	(4,171)	(3,020)		
Small C&I	1,995	2,191	2,133	1,996	1,978	1,946	1,822	1,690	1,310	1,018	970		
Medium C&I	200	208	208	178	165	57	(7)	(30)	(70)	(104)	(109)		
Large C&I	22	24	21	20	15	17	14	12	6	2	3		
Total	**11,389**	**13,078**	**13,463**	**13,754**	**13,287**	**13,224**	**12,332**	**11,606**	**8,947**	**6,160**	**6,460**		
# of Customers w/ Arrears													
Residential	34,350	31,938	30,230	36,117	19,829	25,922	29,193	30,609	20,169	31,905	12,215		
Low Income Residential	(771)	(1,321)	(569)	1,070	893	1,126	342	(1,586)	(2,845)	(3,032)	(5,175)		
Small C&I	5,540	4,015	1,588	4,010	480	2,079	(613)	2,345	11	603	(178)		
Medium C&I	819	904	238	701	202	234	1	340	91	67	259		
Large C&I	98	81	9	95	83	66	(14)	39	43	33	66		
Total	**40,036**	**35,617**	**31,496**	**41,993**	**21,487**	**29,427**	**28,909**	**31,747**	**17,469**	**29,576**	**7,187**		
# Arrears 30-60													
Residential	8,208	(2,953)	(4,489)	5,817	(11,028)	(3,592)	(1,184)	(1,669)	(9,980)	2,300	(8,629)		
Low Income Residential	(854)	(1,261)	(1,088)	(229)	(1,418)	(737)	(855)	(1,317)	(1,642)	(1,111)	(1,718)		
Small C&I	3,595	(909)	(2,091)	891	(2,351)	(135)	(2,257)	1,354	(1,387)	(860)	(656)		
Medium C&I	670	160	(250)	261	(200)	(91)	(186)	198	(116)	(115)	135		
Large C&I	83	15	(20)	38	25	21	(33)	14	12	4	51		
Total	**11,702**	**(4,948)**	**(7,938)**	**6,778**	**(14,972)**	**(4,534)**	**(4,515)**	**(1,420)**	**(13,113)**	**218**	**(10,817)**		
# Arrears 60-90													
Residential	9,687	9,402	2,717	978	2,699	(1,385)	681	(910)	(2,816)	(3,508)	(6,292)		
Low Income Residential	(268)	(582)	(593)	(397)	(210)	(319)	(291)	(928)	(1,023)	(1,161)	(1,454)		
Small C&I	779	2,506	(313)	(323)	(260)	(791)	(731)	(657)	(202)	(358)	(968)		
Medium C&I	82	502	17	8	(11)	(94)	(135)	(70)	(12)	(52)	(113)		
Large C&I	15	54	(3)	17	15	6	(11)	2	10	5	(6)		
Total	**10,295**	**11,882**	**1,825**	**283**	**2,233**	**(2,583)**	**(487)**	**(2,563)**	**(4,043)**	**(5,074)**	**(8,833)**		
# Arrears 90>													
Residential	16,455	25,489	32,002	29,322	28,158	30,899	29,696	33,188	32,965	33,113	27,136		
Low Income Residential	351	522	1,112	1,696	2,521	2,182	1,488	659	(180)	(760)	(2,003)		
Small C&I	1,166	2,418	3,992	3,442	3,091	3,005	2,375	1,648	1,600	1,821	1,446		
Medium C&I	67	242	471	432	413	419	322	212	219	234	237		
Large C&I	0	12	32	40	43	39	30	23	21	24	21		
Total	**18,039**	**28,683**	**37,609**	**34,932**	**34,226**	**36,544**	**33,911**	**35,730**	**34,625**	**34,432**	**26,837**		
$ Arrears 30-60													
Residential	$2,789,987	1,440,541	3,496,811	5,883,778	1,529,007	4,170,334	6,365,407	4,374,117	2,521,287	4,899,229	3,687,047		
Low Income Residential	($840,403)	(1,033,393)	(404,989)	260,146	(173,808)	139,011	237,776	(118,977)	(388,662)	(258,179)	(481,781)		
Small C&I	$726,291	1,098,819	426,368	615,499	(47,484)	383,847	233,076	502,216	186,132	476,411	386,265		
Medium C&I	$396,106	1,574,038	811,495	941,195	75,881	578,290	493,976	817,073	539,592	725,640	1,095,372		
Large C&I	$1,089,419	463,308	465,376	1,156,023	1,316,384	1,499,307	(281,771)	1,256,907	1,213,080	304,869	1,145,686		
Total	**$4,161,399**	**$3,543,314**	**$4,795,062**	**$8,856,640**	**$2,699,981**	**$6,770,789**	**$7,048,463**	**$6,831,334**	**$4,071,428**	**$6,147,970**	**$5,832,588**		
$ Arrears 60-90													
Residential	$3,812,624	4,066,840	3,351,539	4,291,118	4,086,747	2,857,143	4,391,863	5,224,339	4,209,464	2,996,555	2,462,102		
Low Income Residential	($219,689)	(610,234)	(552,795)	11,147	264,794	89,850	173,983	11,521	(68,229)	(341,655)	(446,028)		
Small C&I	$445,887	1,047,950	887,404	635,756	505,174	329,544	380,914	377,258	406,797	372,797	172,408		
Medium C&I	$334,391	938,479	794,072	711,031	523,000	360,850	438,878	417,117	476,739	354,575	262,363		
Large C&I	$256,632	535,213	189,907	318,622	968,252	1,054,325	202,284	541,783	258,751	751,596	282,924		
Total	**$4,629,844**	**$5,978,247**	**$4,670,127**	**$5,967,674**	**$6,347,967**	**$4,691,712**	**$5,587,921**	**$6,572,018**	**$5,283,521**	**$4,133,866**	**$2,733,770**		
$ Arrears 90>													
Residential	$14,266,315	18,718,798	23,062,081	24,112,928	26,824,584	30,213,762	31,464,107	36,149,281	39,428,758	42,681,031	42,082,048		
Low Income Residential	$2,692,725	2,836,402	3,368,753	4,093,674	5,531,719	5,550,301	4,894,719	3,877,022	3,289,164	2,989,186	2,060,641		
Small C&I	$824,517	1,483,099	2,339,392	2,789,482	3,088,711	3,276,642	2,958,765	2,603,498	2,729,373	2,962,726	3,033,123		
Medium C&I	$325,823	922,768	1,688,708	2,030,240	2,129,078	2,085,902	1,755,674	1,456,528	1,556,639	1,643,019	1,512,673		
Large C&I	$90,748	146,421	242,746	516,402	664,416	826,277	816,707	698,645	733,658	809,917	687,983		
Total	**$18,200,128**	**$24,107,488**	**$30,701,680**	**$33,542,726**	**$38,238,508**	**$41,952,885**	**$41,889,971**	**$44,784,973**	**$47,737,593**	**$51,085,879**	**$49,376,468**		
$ Total Arrears													
Residential	$20,868,925	24,226,181	29,910,431	34,287,823	32,440,338	37,241,239	42,221,376	45,747,736	46,159,510	50,576,815	48,231,196		
Low Income Residential	$1,632,634	1,192,775	2,410,971	4,364,970	5,622,706	5,779,161	5,306,478	3,769,566	2,832,273	2,389,353	1,132,832		
Small C&I	$1,996,695	3,629,868	3,653,166	4,040,737	3,546,401	3,990,034	3,572,754	3,482,971	3,322,301	3,811,934	3,591,797		
Medium C&I	$1,056,320	3,435,284	3,294,276	3,682,466	2,727,960	3,025,041	2,688,527	2,690,719	2,572,970	2,723,235	2,870,407		
Large C&I	$1,436,798	1,144,941	898,029	1,991,048	2,949,052	3,379,908	737,222	2,497,334	2,205,487	1,866,381	2,116,594		
Total	**$26,991,371**	**$33,629,049**	**$40,166,873**	**$48,367,044**	**$47,286,456**	**$53,415,382**	**$54,526,358**	**$58,188,325**	**$57,092,541**	**$61,367,718**	**$57,942,826**		
Billed Sales kWh or therms													
Residential	(22,603,390)	$21,816,376	$18,686,880	$18,368,493	$45,971,827	$38,075,221	$4,849,322	$20,621,173	$21,169,227	$2,609,399	$5,755,683		
Low Income Residential	(2,338,971)	$1,162,288	$1,367,649	$1,079,653	$2,894,108	$3,612,795	$984,391	$730,615	$1,031,954	($1,912,276)	$802,358		
Small C&I	(1,590,560)	($2,633,993)	($2,445,263)	($4,359,354)	$561,005	($2,039,553)	($3,184,483)	$3,170,100	($466,714)	($982,380)	($2,703,447)		
Medium C&I	(4,895,009)	($5,418,526)	($18,029,682)	($12,607,716)	($8,153,728)	($7,400,403)	($12,047,259)	($1,382,737)	($6,286,303)	($4,900,080)	($17,690,190)		
Large C&I	6,912,607	($8,196,545)	$4,114,031	($1,476,074)	($17,684,265)	($30,352,555)	($18,006,489)	($2,388,377)	($20,404,130)	($6,063,622)	$96,686,353		
Total	**(24,515,322)**	**$6,729,599**	**$3,693,615**	**$1,005,003**	**$23,588,948**	**$1,895,505**	**($27,404,517)**	**$20,750,774**	**($4,955,966)**	**($11,248,959)**	**$82,850,757**		
Billed Total Revenue $													
Residential	$536,436	$9,522,819	$12,037,464	$6,265,125	$17,627,620	$13,092,834	$8,052,169	$2,556,397	$6,448,704	$4,255,959	$3,829,935		
Low Income Residential	($2,660,124)	($611,844)	($219,065)	($108,444)	$407,089	$170,152	$102,585	($845,551)	($826,026)	($1,382,088)	($804,963)		
Small C&I	($895,097)	($252,035)	($228,743)	($430,436)	$621,226	$781,485	$1,059,719	$494,434	($499,426)	($424,831)	($595,793)		
Medium C&I	($3,250,168)	($2,363,747)	($1,367,403)	($443,682)	($2,895,675)	$3,707,902	$7,130,222	$565,814	$630,421	$1,884,745	($1,838,294)		
Large C&I	($4,691,352)	($2,386,266)	($2,267,088)	$5,300,771	$494,867	$1,173,428	$2,188,232	($2,010,169)	$1,918,411	$4,513,391	($2,427,306)		
Total	**($10,960,305)**	**$3,908,927**	**$7,955,165**	**$10,583,334**	**$16,255,127**	**$18,925,802**	**$18,532,926**	**$760,924**	**$7,672,085**	**$8,847,175**	**($1,836,421)**		
Supplier Receivables Purchased (for EDCs)(1)													
Residential													
Low Income Residential													
Small C&I													
Medium C&I													
Large C&I													
Total													
Total Revenue Billed $ (Line 11 + Line 12)													
Residential	$536,436	9,522,819	12,037,464	6,265,125	17,627,620	13,092,834	8,052,169	2,556,397	6,448,704	4,255,959	3,829,935		
Low Income Residential	($2,660,124)	(611,844)	(219,065)	(108,444)	407,089	170,152	102,585	(845,551)	(826,026)	(1,382,088)	(804,963)		
Small C&I	($895,097)	(252,035)	(228,743)	(430,436)	621,226	781,485	1,059,719	494,434	(499,426)	(424,831)	(595,793)		
Medium C&I	($3,250,168)	(2,363,747)	(1,367,403)	(443,682)	(2,895,675)	3,707,902	7,130,222	565,814	630,421	1,884,745	(1,838,294)		
Large C&I	($4,691,352)	(2,386,266)	(2,267,088)	5,300,771	494,867	1,173,428	2,188,232	(2,010,169)	1,918,411	4,513,391	(2,427,306)		
Total	**($10,960,305)**	**$3,908,927**	**$7,955,165**	**$10,583,334**	**$16,255,127**	**$18,925,802**	**$18,532,926**	**$760,924**	**$7,672,085**	**$8,847,175**	**($1,836,421)**		
$ Revenue (Payments) Received (2)													
Residential	($2,200,202)	(5,206,108)	2,157,820	10,335,887	7,761,308	7,165,044	6,636,022	2,577,979	6,632,204	(802,648)	(2,310,321)		
Low Income Residential	($696,888)	(2,108,326)	(988,409)	(1,326,763)	(505,243)	(257,599)	375,121	(476,887)	(225,920)	(243,630)	686,070		
Small C&I	($2,330,488)	(3,383,083)	(1,321,354)	508,862	(45,482)	(419,032)	1,525,764	(397,819)	589,764	(669,957)	(2,640,468)		
Medium C&I	($2,429,288)	(6,106,172)	(3,015,647)	59,072	245,119	(1,195,645)	3,907,319	(303,430)	1,049,620	(1,490,783)	(3,654,523)		
Large C&I	($2,014,118)	(4,895,640)	(2,746,988)	(618,346)	715,130	(4,579,784)	7,132,472	(1,949,398)	(414,183)	(1,234,370)	(666,608)		
Total	**($9,670,984)**	**($21,699,331)**	**($5,914,578)**	**$8,958,713**	**$8,170,832**	**$712,985**	**$19,576,698**	**($549,554)**	**$7,631,485**	**($4,441,388)**	**($8,585,850)**		
# Revenue (Payments) Received													
Residential	71,984	37,373	16,170	97,456	30,460	33,107	32,085	(10,284)	31,588	(8,458)	(36,152)		
Low Income Residential	10,366	(1,120)	1,808	(1,753)	(2,667)	(1,768)	3,879	(2,432)	371	46	2,207		
Small C&I	3,255	(899)	(1,574)	9,810	5,862	2,684	11,528	(1,314)	3,416	179	(8,185)		
Medium C&I	911	(1,722)	(619)	1,749	443	377	3,199	(476)	894	(501)	(1,961)		
Large C&I	117	(228)	34	117	185	(40)	796	198	366	80	(799)		
Total	**86,633**	**33,404**	**15,819**	**107,379**	**34,283**	**34,360**	**51,487**	**(14,308)**	**36,635**	**(8,654)**	**(44,890)**		
Difference Between Billed and Received Revenue (Line 13 - Line 14)													
Residential	$2,736,638	14,728,927	9,879,644	(4,070,762)	9,866,312	5,927,790	1,416,147	(21,582)	(183,500)	5,058,607	6,140,256		
Low Income Residential	($1,963,236)	1,496,482	769,344	1,218,319	912,332	427,751	(272,536)	(368,664)	(600,105)	(1,138,458)	(1,491,032)		
Small C&I	$1,435,392	3,131,048	1,092,611	(939,298)	666,708	1,200,517	(466,045)	892,253	(1,089,189)	245,127	2,044,676		
Medium C&I	($820,881)	3,742,425	1,648,244	(502,755)	(3,140,794)	4,903,547	3,222,903	869,243	(419,199)	3,375,527	1,816,228		
Large C&I	($2,677,235)	2,509,375	479,901	5,919,117	(220,262)	5,753,213	(4,944,241)	(60,771)	2,332,594	5,747,761	(1,760,698)		
Total	**($1,289,321)**	**$25,608,257**	**$13,869,743**	**$1,624,621**	**$8,084,295**	**$18,212,817**	**($1,043,772)**	**$1,310,479**	**$40,600**	**$13,288,563**	**$6,749,429**		
Customers on Arrearage Mgmt/Forgiveness Plans [AMP]													
Residential	(240)	(273)	(375)	(394)	(420)	(441)	(450)	(420)	(359)	(314)	(287)		
Low Income Residential	508	293	(405)	(939)	(860)	(1,323)	(1,413)	(1,639)	(1,531)	(1,393)	(1,285)		
Small C&I	0	0	0	0	0	0	0	0	0	0	0		
Medium C&I	0	0	0	0	0	0	0	0	0	0	0		
Large C&I	0	0	0	0	0	0	0	0	0	0	0		
Total	**268**	**20**	**(780)**	**(1,333)**	**(1,280)**	**(1,764)**	**(1,863)**	**(2,059)**	**(1,890)**	**(1,707)**	**(1,572)**		
Customers Disconnected for Non-Payment													
Residential	20	(234)	(874)	(1,253)	(776)	(1,294)	(1,383)	(726)	(2)	(1)	0		
Low Income Residential	0	(38)	(288)	(381)	(218)	(381)	(282)	(231)	0	0	0		
Small C&I	(31)	(57)	(26)	(42)	(26)	(34)	(28)	21	(49)	(25)	(15)		
Medium C&I	(2)	(8)	(4)	(4)	(4)	(5)	(2)	0	0	(3)	1		
Large C&I	0	0	0	0	(1)	0	0	1	0	0	0		
Total	**(13)**	**(337)**	**(1,192)**	**(1,680)**	**(1,025)**	**(1,714)**	**(1,695)**	**(935)**	**(51)**	**(29)**	**(14)**		
Customers on Payment Plans													
Residential	(232)	(5,433)	(8,562)	(8,592)	(7,419)	(7,795)	(7,847)	(5,729)	(3,208)	(3,252)	(2,834)		
Low Income Residential	(1,081)	(1,971)	(3,063)	(3,155)	(2,687)	(3,019)	(3,110)	(3,142)	(2,602)	(2,492)	(1,832)		
Small C&I	(8)	(74)	1	114	198	217	362	490	394	304	347		
Medium C&I	(6)	(12)	16	12	40	69	99	134	121	86	94		
Large C&I	(2)	1	0	0	9	8	12	12	12	9	6		
Total	**(1,329)**	**(7,489)**	**(11,608)**	**(11,621)**	**(9,859)**	**(10,520)**	**(10,484)**	**(8,235)**	**(5,283)**	**(5,345)**	**(4,219)**		
Current A/R													
Residential	($3,349,381)	6,950,612	10,343,583	1,745,024	15,818,316	13,330,304	4,462,770	5,225,556	2,324,337	(318,728)	10,631,136		
Low Income Residential	($2,728,072)	(483,760)	(34,128)	(297,838)	665,245	320,011	(83,959)	(592,272)	(533,293)	(1,214,021)	(616,198)		
Small C&I	($1,001,380)	522,325	281,127	(558,711)	870,477	1,198,708	35,406	223,626	4,126	(717,725)	1,185,341		
Medium C&I	($2,261,885)	507,237	6,518	(369,667)	627,422	3,839,048	(145,272)	174,347	(55,071)	213,356	1,010,836		
Large C&I	($2,802,938)	1,722,642	1,563,931	1,612,362	1,932,235	5,087,687	161,767	141,760	932,388	3,465,934	2,234,437		
Total	**($12,143,656)**	**$9,219,056**	**$12,161,031**	**$2,131,170**	**$19,913,694**	**$23,775,758**	**$4,430,711**	**$5,173,017**	**$2,672,487**	**$1,428,815**	**$14,445,552**		
Collection Effectiveness													
Residential		-12.1%	-12.4%	-11.3%	-13.0%	-12.5%	-13.3%	-19.2%	-13.8%	-18.1%	-18.2%		
Low Income Residential		-8.9%	-8.4%	-10.1%	-11.2%	-3.1%	-0.6%	1.1%	-1.6%	-2.7%	-1.3%		
Small C&I		-18.4%	-13.5%	-17.2%	-15.4%	-15.9%	-9.4%	-13.0%	-14.2%	-14.9%	-15.2%		
Medium C&I		-16.2%	-10.0%	-12.6%	-10.3%	-9.5%	-1.3%	-8.4%	-8.0%	-7.4%	-9.7%		
Large C&I		-7.2%	-3.3%	-4.9%	-9.4%	-11.5%	1.8%	-8.9%	-7.1%	-4.4%	-6.2%		
Total		**0.6%**	**-13.1%**	**-13.0%**	**-9.1%**	**-10.4%**	**-12.0%**	**-17.8%**	**-10.7%**	**-10.3%**	**-10.7%**		

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.