

July 14, 2020

BY ELECTRONIC MAIL

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

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

Dear Ms. Massaro:

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

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

Sincerely,

Raquel J. Webster

Enclosure

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

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

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

PUC 1-1

Request:

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

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

Response:

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

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

7/11/2020

		2019		2020	2019 / 2020 Variance (Percent Change)	2019 / 2020 Variance (Amount Change)
# of Customers Residential	Mar Apr May Jun 402,439 402,660 402,309 402,127	July Aug Sep Oct 402 402 1 402 537 402 999 403 444	Nov Dec Jan Feb Mar ,	Apr May Jun 7/11/2020 Aug Sep	Mar Apr May Jun Jul Aug Sep	Mar Apr May Jun Jul Aug Sep
Low Income Residential Small C&I Medium C&I	- 33,730 - 33,723 - 33,714 - 33,684 - 51,027 - 51,022 - 51,022 - 51,022 - 51,022 - 6,072 - 8,072 - 8,078 - 8,081 - 8,094 - 8,0	33,697	33,874 33,949 33,948 33,981 33,994 51,829 52,070 52,138 52,326 52,454	33,998 — 34,243 + 34,191 + 34,863 + — H — 52,639 — 52,655 + 52,675 — 52,670 + — H — — —		
Large C&I		8,108 8,110 8,121 8,125 1,049 1 1,049 1 1,049 1 496,535 496,764 497,373 497,959	8,143 8,162 8,165 8,185 8,195 1,050 1,050 1,052 1,052 1,053 1,054 2499,574 501,239 501,271 502,189 503,153	8.201 8,199 8,185 8,184 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1.5% 1.5% 1.5% 1.1% 1.1% 1.1% 1.1% 1.1%	123 123 118 91 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
# of Customers w/ Arrears Residential	- 61,152	65,491 67,412 71,579 72,123	79,745 75,462 73,196 78,962 82,598	85,457	35.1% 31.0% 30.6% 36.8%	21,446 20,242 18,836 22,131 1.590 1,146 950 1,042 1
Small C&I Medium C&I	- 13,008 - 13,907 - 13,210 - 13,108 - 7,753 - 9,118 - 9,642 - 7,240 - 958	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	15,405 15,530 15,576 15,259 15,198 15,951 9,516 9,447 9,022 11,923 1,301 1,342 1,202 1,179 1,573	15.053	11.76 8.26 - 7.276 - 7.976 - 1 1 1 1 1 1 1 1 1	1,590 1,146 950 1,042
Residential Low Income Residential Small (&I Medium (&I Large (&I	61,152 65,215 61,544 60,130 13,008 13,907 13,210 13,108 1 7,753 9,118 9,642 7,240 14,007 13,107 1231 96 1 1,007 13,10 13,10 10,00 13,00 14	140 104 1 122 1 107 1 89,974 1 90,178 1 97,275 1 95,920	102 144 120 98 135 106,504 101,994 99,541 104,520 111,427 1	155 T 136 T 130 T 157 T 157 T 114.256 1 106,369 1 107,803 1 105,144 1 1 1 1	60.7% 32.5% 3.8% 35.4% T T T T T T T T T	- 4,170 2,606 635 2,678
Residential Low Income Residential	30,533 - 33,483 - 29,585 - 28,251 - 3,064 - 2,994 - 3,005 - 3,	35,046 36,480 39,238 36,004 3,740 3,740 3,740 3	38,115 33,378 29,837 37,829 36,001 3,554 3,381 3,047 3,335 2,944 5,6028 5,526 5,102 5,143 7,092	32,194	- 17.9% - 3.8% - 10.4% - 9.7% - + - + - +	5,468 (1,289) (3,075) 2,754 (151) (565) (696) (235)
Small C&I Medium C&I	4,316	862 650 820 627	9/5 002 729 900 1.092	4,970 3,852 4,086 5 5,426 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	64.3% -13.1% -34.3% 13.3%	2,776 (752) (2,014) 480
Total # Arrears 60-90	38,630 - 43,505 - 39,505 - 35,500 -	45,697	48,617 43,305 38,792 47,188 47,226 47,188 47,226 47,188	41,034	2.3% 5.7% 15.2% 8.8%	8,596] (2,471) (6,022) 3,130
Nesternia Low Income Residential Small C&I Medium C&I Large C&I Total # Arrears 60-90 Residential Low Income Residential Small C&I Medium C&I Large C&I Total # Arrears 90-90 Residential Small C&I # Arrears 90-90 Residential Large C&I Large C&I # Arrears 90- Residential	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	- 10	18.176 \(-\ \ \begin{array}{c} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	54.7% 50.1% 17.2% 5.8% 5.14.0% 4.2% 11.8% 13.9% 7.15.7	6,130 6,067 2,158 664 229) 265 (80) (215) (229) 443 1,559 (174) (306)
Medium C&I Large C&I	241		$\begin{array}{cccccccccccccccccccccccccccccccccccc$	493 — 287 — 191 — 177 — — — — — — — — — — — — — — — —	10.8% 130.4% 16.7% 6.4%	
Total # Arrears 90> Residential	15,100 15,849 16,572 15,016 1 19,416 19,623 19,427 20,354	13,352 15,152 16,902 20,460 20,256 1 19,361 1 19,347 1 20,115	20,542 18,617 18,547 16,931 21,965 25,255 27,580 29,057 27,880 29,264	23,692	45.5% 49.5% 11.0% 0.8%	9,848 1 15,464 19,753 18,713 1
Low Income Residential Small C&I	8,625 8,706 8,325 8,471 1,684 1,782 1,805 1,994		9,524 10,026 10,503 9,985 10,101 2,230 2,235 2,412 2,327 2,635	10,497 — 10,186 + 9,977 + 10,163 +	17.1% 20.6% 22.4% 17.8% + + + + + + + + + + + + + + + + + + +	1,476 1,791 1,861 1,506 951 1,799 2,823 2,504
Low Income Residential Small C&I Medium C&I Large C&I Total	176 184 172 180 1 12 1 15 1 20 1 17 1 29,913 30,310 29,749 31,016		25.35	10,497 \(\begin{array}{cccccccccccccccccccccccccccccccccccc	27.3% 88.0% 175.5% 158.9%	48 162 302 286 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
SArrears 30-60 Residential Low Income Residential Small C&I Medium C&I Large C&I Total SArrears 60-90 Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium C&I Large C&I Total	\$8,438,345 \$8,657,784 \$6,848,514 \$5,808,898	\$7,096,342 \$9,466,796 \$10,947,284 \$9,316,187	37,345	149,610	23.5% 17.2% 35.5% 61.2% T T T 6.0% 45.0% 17.4% 17.	
Small C&I Medium C&I	\$1,24,403 \$1,065,005 \$1,39,042 \$1,39,013 \$1,556,6811 \$1,963,997 \$2,200,862 \$1,564,576 \$1,342,715	\$1,514,614 \$1,473,868 \$1,799,604 \$1,494,683 \$1,944,172 \$1,568,200 \$1,973,554 \$1,582,906	31,361,136 31,461,036 31,526,336 31,627,366 31,624,197 31 \$1,546,251 \$1,457,699 \$1,526,528 \$1,727,451 \$2,096,008 \$2 \$1,915,740 \$1,794,912 \$1,676,691 \$1,888,360 \$2,417,444 \$3		-1.23% -1.23% -1.24% -1.	\$1,987,219
Large C&I	\$1,765,305 \$2,086,877 \$1,421,078 \$1,217,107 \$15,458,861 \$16,320,880 \$12,613,081 \$10,592,700 \$1	\$1,785,934 \$933,926 \$2,207,733 \$855,084 \$13,619,928 \$14,963,291 \$18,732,085 \$14,845,695 \$	\$1,482,084	.210,494	30.9% 5.9% 33.5% 64.7%	\$546,064 123,617 476,263 787,902 \$3,411,720 \$3,566,850 \$4,012,484 \$5,688,760 \$1.00 \$
Residential Low Income Residential	\$3,983,391 \$4,184,425 \$3,988,314 \$3,215,924 \$1,374,327 \$1,377,654 \$1,251,581 \$1,018,769	\$2,661,183	\$4,791,956 \$4,301,964 \$4,469,100 \$4,999,163 \$5,369,550 \$6 \$1,277,240 \$1,177,433 \$1,245,935 \$1,347,464 \$1,538,095 \$1	680.835	59.9%	\$2,386,159
Small C&I	5521,955 \$516,800 \$544,826 \$460,990 \$544,826 \$460,990 \$546,207 \$345,141 \$563,349 \$346,647 \$250,697 \$217,165	\$383,267 \$433,943 \$498,413 \$600,603 \$358,638 \$386,214 \$372,763 \$404,441 \$179,010 \$213,703 \$178,120 \$214,896	5597,863 \$513,705 \$568,307 \$577,608 \$844,165 \$1 \$469,360 \$421,878 \$415,520 \$414,927 \$648,991 \$1 \$144,897 \$170,691 \$531,332 \$136,972 \$508,966 \$1	212,397 \$1,237,416 \$933,410 \$869,680	61.7% 134.6% 127.1% 102.5%	\$222,210 695,597 692,590 472,420
Total \$ Arrears 90>	\$6,646,855 \$6,906,289 \$6,504,626 \$5,257,983	\$4,439,519 \$4,855,994 \$5,805,331 \$7,451,947	\$7,281,316 \$6,585,671 \$7,230,193 \$7,476,134 \$9,909,767 \$11	.001.067	61.7% 134.6% 127.1% 102.5%	\$3,262,913 \$4,094,778 \$4,011,527 \$4,184,127 \$1.00 \$1.0
Residential Low Income Residential Small C&I	\$\begin{array}{cccccccccccccccccccccccccccccccccccc	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	15,321,242	3.17,811	73.8% - 93.7% - 116.4% - 120.4% + +	\$8,509,650 11,281,492 14,070,436 15,079,369 52,526,868 2,806,376 3,200,133 3,237,667 5515,305 1,021,023 1,635,409 2,015,726
Medium C&I Large C&I	\$363,633 \$313,515 \$309,730 \$306,969 \$163,690 \$188,858 \$252,994 \$187,879	\$336,055 \$328,354 \$392,470 \$363,728 \$237,619 \$315,486 \$270,757 \$274,485	\$431,711 \$434,889 \$444,664 \$428,783 \$485,219 \$216,615 \$249,689 \$173,240 \$3148,714 \$176,188 \$	882.574 S1,494,458 S1,757,125 S1,857,030 S1,757,125 S1,	33.4% 181.5% 382.5% 472.4%	\$121,586 569,059 1,184,728 1,450,156
Toda Toda	\$21,943,763 \$21,370,111 \$21,424,937 \$21,943,480 \$23,948,960 \$24,878,528 \$22,919,896 \$21,551,987	\$21,976,728 \$21,752,056 \$21,884,025 \$22,582,467 \$ \$22,260,806 \$24,687,390 \$26,974,257 \$27,019,706 \$	28,393,160 \$28,669,787 \$30,785,289 \$34,386,707 \$36,831,989 \$40	.033,942 _ 341,550,415 _ 343,940,975 _ 345,219,857		\$322,210 695,597 692,590 472,420
Low Income Residential Small C&I	\$10,545,980 \$10,845,567 \$10,306,016 \$10,054,739 \$3,068,732 \$3,255,663 \$3,048,448 \$2,570,468 \$10,004,007 \$10,004,00	\$10,011,438 \$10,232,133 \$10,764,770 \$11,021,645 \$ \$2,922,503 \$2,905,936 \$3,287,017 \$3,143,218	11,487,833 \$11,790,592 \$12,455,624 \$12,748,327 \$13,132,409 \$13,53,295,758 \$3,217,827 \$3,390,223 \$3,611,153 \$4,455,443 \$5,000,000 \$1,	.429,195	24.5% 23.8% 30.9% 35.5%	\$2,586,430 2,583,628 3,181,721 3,574,322 \$1,366,711 2,544,573 2,632,480 2,899,836 \$23,701 2,504,823 2,232,500 1,705,50
	\$2,730,022 32,353,141 32,343,314 31,347,623 \$2,292,945	\$2,202,563 \$1,463,115 \$2,656,610 \$1,344,464 \$40,036,174 \$41,571,341 \$46,421,441 \$44,880,109	32,31,010 32,011,017 32,33,674 32,752,770 33,33,634 32,132,170 33,33,634 32,132,170 32,33,634 32,132,170 32,33,634 32,132,170 32,33,634 32,132,132,132,132,132,132,132,132,132,1	795,764 54,764 52,690,881 775353500% 34,504,514 54,333,495 54,529 52,690,881 775353500% 34,545,333,495 54,545,335,335,345,345,345,345,345,345,3	30.1% 87.0% 112.3% 137.4% 30.7% 12.3% 39.8% 70.4% 43.1% 52.3% 69.4% 84.3%	\$1,366,711
Billed Sales kWh or therms Residential Low Income Residential	219,736,184 183,753,979 185,764,185 191,785,656 18,355,960 1 15,649,880 1 15,401,111 1 15,247,635 1	270,542,849 344,045,731 261,815,047 185,762,701 1	76.457,939 218,680,024 262,620,380 206,990,343 202,833,419 205,313,701,980 17,203,240 19,548,134 116,158,060 16,532,919 16,568,614 52,483,273 61,534,981 53,902,635 55,649,222 50,90.847,607 100,320,108 114,486,573 98,574,412 97,883,566 87,136,490 18,9712,167 87,811,988 207,125,038 200,865,529 194,13,807,630 578,498,812 545,984,056 882,750,488 573,764,655 555	.593,448 201,016,204 210,448,899 N/A T 777,046 1 16,476,773 1 16,372,521 N/A	7.7% 11.9% 8.2% 9.7% 7.4%	(16,507,765) \$21,839,469 \$15,252,019 \$18,653,243 \$1,24,886 \$1,24,886 \$1,24,886
Low Income Residential Small C&I Medium C&I Large C&I	56,132,333	58,577,152 68,071,301 59,479,002 50,199,478 115,086,239 132,150,035 115,103,865 99,469,750	45,663,614	309.117 47,525,067 48,592,143 N/A	0.9% - 4.7% - 5.3% - 8.1% - 4 - 4 - 4 - 4 - 4 - 5.3% - 18.2% - 12.2% - 12.2%	(483,111) (\$2,465,234) (\$2,685,537) (\$4,266,517)
Total	192,559,340 201,664,053 179,583,426 185,513,622 587,958,510 548,510,436 529,748,182 544,647,173	213,577,059 232,777,993 206,704,558 183,051,609 1 677,994,792 802,452,583 661,936,350 532,347,959 1	87,136,490 189,712,167 87,811,988 207,125,038 200,865,529 194 13,807,630 578,498,812 545,984,056 582,750,488 573,764,655 557	538,447 183,548,784 184,674,869 N/A	4.3% -3.5% 2.2% -0.5%	(3,291,127) (\$4,399,795) (\$17,934,586) (\$12,062,682) 8,306,189 (\$7,125,606) \$3,965,338 (\$88,733) (14,193,855) \$8,971,000 (\$377,134) \$2,620,177
Billed Total Revenue \$ Residential	\$44,374,447 \$38,072,946 \$38,244,452 \$37,884,922 \$3,187,134 \$2,762,205 \$2,625,359 \$2,541,588	\$56,242,793 \$64,381,175 \$51,366,367 \$45,547,435 \$ \$3,401,152 \$3,867,696 \$3,181,668 \$3,012,557	37,510,374 \$50,633,626 \$60,967,496 \$45,116,266 \$47,948,183 \$46,60 \$2,819,369 \$3,579,087 \$3,927,040 \$3,060,085 \$2,983,591 \$2,8 \$8,285,225 \$10,537,433 \$12,399,889 \$1,510,285,813 \$10,603,918 \$9,2	54,789 \$45,133,090 \$40,049,667 \$22,251,109 4,117 \$2,685,953 \$\delta2,319,980 \delta31,239,769 \delta	8.1% 21.0% 18.0% 5.7% T T T	\$3,573,735 \$7,981,843 \$6,888,639 \$2,164,745 (\$203,543) \$71,911 \$60,595 (\$221,608) [\$1,630] (\$83,570] (\$690,105) (\$1,130,955)
Small C&I	\$10,005,249	\$11,716,207 \$10,466,146 \$9,951,258 \$21,967,359 \$18,540,175 \$18,302,020 \$17,012,211 \$22,106,031 \$23,107,732 \$22,000,691 \$22,949,414 \$	58,285,225 \$10,547,431 \$12,349,889 \$10,885,613 \$10,801,918 \$92,518 \$10,805,613 \$10,805	35,218 \(\) \((S1.810.510) (S1.380.707) (S1.337.942) (S1.815.831)
Supplier Receivables Purchased (for EDCs)(1)		\$114,552,091	79,240,901 \$101,649,865 \$120,867,317 \$94,685,630 \$96,612,113 \$93,6	77 <u>1,813 </u>	22.2%	\$4,627,241
Residential Low Income Residential Small C&I Medium C&I Large C&I	deceses esis e esis e e e e e					
Medium C&l		· · · · · · · · · · · · · · · · · · ·				
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 \$47,948,183 \$46	054.789 L 945.133.090 L 944.170.174 L 922.251.109 L	8.1% 21.0% 18.0% 16.6%	\$3.573.735
Low Income Residential Small C&I Medium C&I Large C&I Total	3,187,134 - \$2,762,205 - \$2,625,359 - \$2,541,588 - \$10,605,549 - \$9,376,828 - \$8,898,497 - \$8,692,860 - \$15,733,170 - \$15,73	23,401,152 \$3,807,696 \$3,181,668 \$3,012,557 \$10,834,756 \$11,716,207 \$10,466,146 \$9,951,258 \$21,967,359 \$18,540,175 \$18,302,020 \$17,012,211 \$	3-4,2-1,2-0-5	054,789		(\$20,5,48], 71,911, 60,595, 161,002, \$1,630 [83,570] (690,105) (406,000) (51,210,101) (1380,707) (1337,42] (400,200) (54,27,241) (21,170,191) (18,88,765) 4,582,907 (53,069,189), \$4,477,459, \$5,022,400 \$10,222,930
Large C&I Total \$ Revenue (Payments) Pageined (2)	\$22,899,446	\$22,106,031	17,336,710 \$20,539,158 \$23,641,442 \$19,373,090 \$18,272,205 \$19,79,240,901 \$101,649,865 \$120,867,317 \$94,685,630 \$96,612,113 \$93,000 \$10,000 \$1	983,752 \$18,310,514 \$23,677,034 \$6,886,694	-9.7% -8.2% -8.3% -2.5%	
Total S Revenue (Payments) Received (2) Residential Low income Residential Small (Sil Medium (Sil Large (Sil Total # Revenue (Payments) Received Residential Low income Residential Small (Sil Medium (Sil Large (Sil Total Low income Residential Small (Sil Medium (Sil Large (Sil Total Total	\$47,674,636 \$43,971,577 \$40,843,851 \$35,193,807 \$ \$2,760,078 \$2,714,381 \$2,925,580 \$2,290,567 \$	\$43,502,946 \$58,256,134 \$556,870,494 \$49,996,841 \$ \$2,534,082 \$2,907,431 \$2,876,292 \$2,718,307 \$	37,735,673	.803.623	2.5%	\$1,170,569
Small C&I	\$11,432,787	\$9,040,374 L \$11,218,486 L \$10,276,529 L \$10,577,447 L \$15,420,500 \$18,308,659 \$16,519,528 \$17,413,227 \$19,599,598 \$23,879,977 \$19,156,707 \$21,638,800 \$1	\$7,968,495	250,893 \$8,657,235 \$8,066,316 \$2,914,223 928,022 \$15,396,802 \$14,030,779 \$5,821,692 928,022 \$15,396,802 \$14,030,779 \$5,821,692 928,699 \$16,588,877 \$6,676,008 \$1,928,699 \$16,588,877 \$6,676,008 \$1,928,699	- 13.4% - 18.2% - 12.8% - 1.8%	(31,331,437) (3,030,330) (2,370,013) (44,124)
Total # Revenue (Payments) Received	\$100,881,833 \$92,808,926 \$94,067,973 \$76,860,960	\$90,097,502 \$114,570,681 \$105,699,546 \$102,334,721 3	79,346,940 388,413,412 \$105,117,689 \$97,634,130 \$97,135,340 \$83	013,186 [\$88,259,638] \$83,469,383] \$32,687,486]	3.7% -10.6% -6.2% -8.6% -	(\$1,673,836) (3,751,084) (3,322,034) (788,360) (53,746,494) (59,795,740) (55,808,335) (56,608,423)
Residential Low Income Residential Small C&I	338,578	- 350,116 355,160 350,025 393,786 31,329 31,522 348,585 50,772 44,809 54,256	341,936 378,203 388,053 357,291 386,604 26,474 28,722 30,944 31,322 29,995 46,108 46,108 49,682 64,890 51,917 50,005	365,693	14.2% 7.6% 3.3% 20.9% 7.6% 1.14% 7.1	48,026 25,923 11,450 66,278 2,755 591 (2,098) 3,136 1 1,698 1 279 (826) 7,638 1
Medium C&I Large C&I	8,506 8,665 9,449 7,990 1,328 1,298 1,415 1,290	8,854 9,024 8,163 9,959 1,270 1,348 1,154 1,330	7,847 8,945 12,231 8,946 9,118 1,167 1,201 2,229 1,586 1,387	7,690 9,140 9,324 3,498 1 1,122 1,1473 1,478 535 1 1,473 1,478 535 1 1,478 1,4	7.2% -11.3% -3.3% 16.7% + + + + + + + + + + + + + + + + + +	59 (76) 58 188
Residential	423,959 425,078 443,191 398,540 100 (Line 13 - Line 14)	432,858 490,853 432,858 490,853 490,850,853 490,850 490,850 490,850 490,850 490,850 490,850 490,850 49	(\$225,299) \$6,531,774 \$8,796,362 (\$3,186,783) \$897,023) \$5	477,114 174,576 477,114 174,576 1 1 1 1 1,579,450 \$2,622,723 \$1,701,795 \$5,952,768 1	12.5% 6.1% 1.9% 19.7% 19	\$3,150
Low Income Residential Small C&I Medium C&I Large C&I Total	\$427,056 \$47,825 [\$300,221] \$251,021 (\$827,238] (\$710,791) (\$1,023,981) \$768,409	\$867,070 \$960,265 \$305,376 \$294,249 \$1,794,382 \$497,721 \$189,617 (\$626,189) \$5,546,858 \$321,547 \$1,723,403 \$1,000	\$799,884 \$1,339,776 \$1,112,259 \$215,788 \$607,536 \$36,731 \$51,438,289 \$1,263,129 \$41,315 \$608,877 \$3 \$7,08,557 \$1,313,448 \$1,00,411 \$508,457 \$1,00,411 \$1,00,	\$439,744 \$284,253 \$179,855 \$262,547 \$355,877 \$446,573) \$207,741 \$898,720 \$108,649 \$108,721 \$130,056 \$108,500 \$1	42.3% 819.5% -194.7% -28.4% - + +	
Large C&I Total	\$1,965,354 \$2,689,779 \$2,399,343 \$1,716,894 \$1,200,531 \$3,609,572 \$8,004,957 \$7,085,707	\$2,506,433 (\$772,240) \$2,843,988 \$1,320,515 \$24,454,590 \$7,042,305 (\$382,654) (\$3,861,847)	\$1,259,431 \$2,249,665 \$2,583,467 \$326,032 \$598,051 \$2 (\$1,205,911) \$2,194,665 \$2,583,467 \$262,032 \$598,051 \$2 (\$106,039) \$13,236,452 \$15,749,628 \$2,948,500 \$523,226 \$5	450,820 451,466 477,114 174,976 .579,450 26,22,723 51,701,795 55,952,768 .439,744 5284,253 5179,855 5262,547 .535,877 (5446,573) 5207,741 5898,720 .096,649 (5649,323) 51,120,926 5139,528 513,742,81 .541,015,611 511 512 5210,866 .846,001 5795,469 56,657,643 57,464,249	-89.0%1 1080.8%1 -51.4%1 -32.4%51 -150.3%1 25.4%1 -57.7%1 100.8%1 -5.5.4% -57.5%4 -6.0%	\[\begin{array}{c c c c c c c c c c c c c c c c c c c
Customers on Arrearage Mgmt/Forgiveness F Residential	ans [AMP] 421 429 445 419	407 407 395 369	337 304 279 247 247	251	-41.3% -41.5% -48.3% -50.8%	(174) (178) (107) (398) (215) (107) (398)
Low Income Residential Small C&I]					

_		_	\sim		-	`
-		-	C٦	 H.	"	
_	_	_	\smile	 \boldsymbol{T}	ľ	,

															CTDIC	,														
														ELE	CTRIC	•		1												
Medium C&I		!	_!		L	L	1	l J		JI			L I			1 – – –	1	J	0.0%	0.0%	0.0%	L0.0% L	_ L J	ㅗ ㅡ ㅡ +	º	_	일	<u> </u>	<u>_ </u>	L
Large C&I		74EI	077 3 22	- I	⊢ − −, <u>−,</u>	+, - ,	+ 3 - 3 - 3 - 3 - 3	+		I					+ =	+ 1 702	,+		0.0%	0.0%	0.0%	-100.0%	- + +	+ +	0	⊣	<u> </u>	22) — — —	<u>-</u> :	
Customers Disconnected for Non-Payment	1,625 1,	·/ 4 5		.52,254			^{2,3/1} _	r — - 2,2 32	2,063	1,303					51,624	· 1,702	`		13.7%		-13.5%	27.3%		r – – – +	223	¬ – – -''	<u>-</u> 1 – – - ₁ ,		,	
Residential		184	838 1.119	9 714	1.174	1.230	666	. – – – ,-,		. – – – –								-,	0.0%	-100.0%	-100.0%	-100.0%		+	6	(18	4) (8	38) (1.1	19)	
Low Income Residential		25	274 349	9 205	344	244	196			·	2	$ \frac{1}{1}$:						0.0%	-100.0%	-100.0%	-100.0%		* +	1	(2	5) (2	74) (3	49)	
Small C&I		47	25 36	6 23	29	29	14	48	28	18	15	4			+	+	+		-80.0%	-100.0%	-100.0%	-100.0%	-+	+ †	(16	5) (4	7) — — (25) (36)	1
Medium C&I		5	3 1	4 4		Γ	Υ 5	r = = = 2	2	1	2	3				III	TTTT	2000	200.0%	-100.0%	-100.0%	-100.0%		IIIII	2	<u> </u>	5)	(3)	(4)	
Large C&I						L	I	i		J					ĪIII	IIII	IIII		0.0%	0.0%	0.0%	0.0%		I = I = I	0	J = = = '	0	0	0	
Total	21	261 1,	,140 1,50	946	1,551	1,505	881	51	31	19	25	14			° +	°+	°+		-33.3%	-100.0%	-100.0%	-100.0%	-+	+ 4	(7) (26	1) (1,1	40) (1,5	08)	ь l
Customers on Payment Plans	- 4	i		-		<u> </u>		i		i	I				·	-	-	4	;	;			_ + ↓	· +		j		_;	_,	4 2 1
Residential	8,238 8,	796 9,	70910,119	9 9,713	9,547	9,925	10,231	9,675	9,309	8,841	9,042		5,622	4,731	5,091	5,246	<u>-</u>	_'	-0.5%	-36.1%	51.3%	49.7%	_ : :	<u>.</u> 4	(38	B) (3,17	4)(4,9	78) (5,0	28)' '_	'
Low Income Residential		7463,	427 3,74	73,538	3,555	3,614	3,693_	3,385	3,100_	2,663	2,386		1,657	1,601	11,721	11,782	·	J	-19.4%	-39.7 <u>%</u>	-53.3%		_ L J	L +	(514	4)(1,08	9) (1,8	26) (2,0	26)	L [
Small C&I Medium C&I		102	102 1/1	<u> </u>	; 1/2	+ ±45	+ +	+		1 201 32	1/9	148	100 17	105	(+ \frac{24}{46}	' + 234	'+		8.8 <u>%</u> 1 -	42 20/	7.176 17.19/	I − − − − − − − − − − − − − − − − − − −	-++	+ +	12	(⁵	o) (13)	/1 :	
Large C&I		· 📆 — — —	31	i	 _	r – – – 1	T 1	r – – –"¬		1 – – – ²² 1	20	=	-		ir	(T	T	7	-100.0%	-66.7%	-66.7%		-r1	r +	;	31 17	2)	<u> </u>	<u></u>	
Total	11.052	737 1 13.	.356 14.08	13.460	13.309	13,707	14,107	13,274	12.625	11.738	11.635	10.500	7,403	6.54	3 7.10	6 7.32	6 i — — —		-5.0%	-36.9%	-51.0%	-49.6%	- 	;	(55)	2)1 (4.33	4). (6.8	13) (6.9	80)	
Current A/R			,											-,-											•		1			
Residential	\$30,955,905 \$25,608,	882 \$24,214,	210 \$28,050,50	1 \$35,332,063	\$43,437,885	\$36,535,957	\$28,964,608	\$28,844,286	\$35,487,362	\$40,109,691	\$35,265,331	\$31,722,305	\$30,721,872	\$30,670,306	5 \$30,343,883	\$36,158,694	+		2.5%	20.0%	26.7%	8.2%	-+	+ 1	\$766,399	5,112,99	0 6,456,09	6 2,293,38	_: :	
Low Income Residential	\$2,576,328 \$2,146,	608 \$1,973,	847 \$2,095,650	6 \$2,344,416	\$3,020,792	\$2,653,930	\$2,248,411	\$2,269,251	\$2,737,027	\$3,088,911	\$2,479,572	\$2,232,924	\$2,227,272	\$2,105,180	\$1,948,791	\$2,198,980	ヹ゠゠゠	7	-13.3%	3.8%	6.7%	-7.0%			(\$343,404	4) 80,6	54 13 <u>1,</u> 3	33 (146,8	65)	15555551
Small C&I	\$7,431,596 \$6,556,	675 \$5,872,	706 \$6,449,98	1 \$7,156,249	\$7,897,689	\$7,528,843	\$6,451,059	\$6,342,639	\$7,671,336	\$8,364,728	\$7,831,699	\$7,211,184	\$6,907,526	\$5,864,376	\$5,949,302	\$6,539,620	JIIII		-3.0%	5.4%	-0.1%	-7.8%		ίΙΙΙΙ	(\$220,413	350,8	51 (8,3	30) (500,6	79)	
Medium C&I	\$12,767,530 \$1 <u>1,</u> 64 <u>1,</u>	17 <u>4</u> \$10,810,	664 \$11,347,866	6 \$12,0 <u>30,758</u>	\$12,527,810	\$12,330,254	\$11,208,640	\$10,567 <u>,1</u> 97	\$12,431,401	\$13,672,164	\$1 <u>2,</u> 92 <u>7,</u> 09 <u>1</u>	\$11,710,033	\$12,099,491	\$10,666,033	\$ <u>11,148,12</u> 0	1 <u>\$1</u> 1, <u>31</u> 1, <u>78</u> 6	+		-8.3%	3.9%	-1.3%	-1.8%	-+	+ 4	(\$1,057,497	7) 458,3	17 <u>(</u> 144,6	31) (199,7	46)	ь
Large C&I	\$15,252,895 \$14,598, 68,984,255 \$60,551.	453 \$12,564,	3 <u>31</u> \$14,148,29	1 \$13,826,719	\$ <u>14,64</u> 6, <u>13</u> 1	\$15, <u>66</u> 3, <u>74</u> 9	\$14,326,614	\$13, <u>9</u> 51, <u>0</u> 53	\$14,233,765	\$14,617,62 <u>1</u>	\$1 <u>5,</u> 23 <u>8,</u> 56 <u>0</u>	\$1 <u>2,</u> 52 <u>7,</u> 4 <u>58</u>	\$15,138,288	\$13,4 <u>9</u> 7,5 <u>89</u>	9 <u>\$15,202,31</u> 0) _ \$ <u>1</u> 4, <u>34</u> 6, <u>68</u> 6	·		-17.9%	3.7%	7.4%	7.4%		+	(\$2,725,437	7) 539,8 1) \$6,542, 6	3 <u>5</u> 93 <u>3,</u> 2	5 <u>8 1,</u> 05 <u>4</u> ,0	<u> 19</u>	
Total	68,984,255 \$60,551,	79 <u>1</u> \$5 <u>5,</u> 43 <u>5</u> ,	,7 <u>58</u> \$62,092,29	4 \$70,690,204	\$81,530,307	<u>\$7</u> 4, <u>71</u> 2, <u>73</u> 2	\$63, <u>199,332</u>	\$61 <u>,9</u> 74 <u>,4</u> 25	\$72,560,892	\$79 <u>,</u> 85 <u>3,</u> 11 <u>5</u>	\$7 <u>3,</u> 74 <u>2,</u> 25 <u>3</u>	_\$6 <u>5</u> ,40 <u>3</u> ,904	\$ <u>67</u> ,0 <u>94</u> ,4 <u>49</u>	\$ <u>62,803,484</u>	4 \$ <u>6</u> 4,5 <u>9</u> 2,406	5 <u>\$7</u> 0, <u>55</u> 5, <u>76</u> 6	·		-5.2%	10.8%	13.3%	4.0%	_ : :	+	(\$3,580,35	1) \$ <u>6,</u> 542,6	5 <u>8</u> \$ <u>7,</u> 36 <u>7,</u> 7	2 <u>6</u> \$ <u>2,</u> 50 <u>0,</u> 1	12	
Collection Effectiveness		'	4.50/		, L	L	,L	l							. L	,	, ''	J		17.20/		L L	_ L J	L 		J	/	_'	_'	
Residential Low Income Residential		1 10/	4.5% 02.2	24.20	/608.076	21.0%	6 00.376 7 22.29/	16.0%	10.4%	19.0%	37.4%	17.0%	15.0%	16.09	76	70+	<u>~</u> +			-17.3%	-21.0%	L − -19.4% L − −	-+	+ +		-10.97	6 13.3 /	% -12.U	9/	
Small C&I	- 	5.6% - 2	6 3% - 21.0	1% - 24.27	622.37°	F = -21.376	T = -22.370	T 10.5%	74 3%	77 3%	74.6%		58.7%	62.39	%	%T 3.57	_κ τ – – –	7		-22.4%	-18.4%		- r 1	T +			6 14 (% 16 A	<u>~</u>	
Medium C&I		5.6% 8	8.2% 88.6	i% 88.79	6 89.0%	I 86.8%	6 88.7%	82.7%	84.7%	88.1%	86.4%	82.9%	70.0%	77.29	% 76.19	% I 55.99	6 i — — —			-18.2%	-12.6%	-14.1%	- i i	7 1		-15.69	6 -11.1	% I -12.5	<u>~</u>	
Large C&I	89	9.5% 9:	2.3% 91.7	% 90.89	6 94.0%	88.2%	6 95.0%	90.3%	88.1%	89.3%	91.4%	86.9%	85.5%	88.29	% 88.89	% 58.89	₆			-4.5%	-4.3%	-3.1%		; 1		-4.09	6 -4.0	% -2.9	%	
Total	68	8.2% 7	0.1% 67.9	9% 72.19	% 72.4%	69.8%	71.3%	61.8%	64.8%	68.0%	63.8%	62.0%	55.6%	57.4	1% 56.7	% 31.7	%			-18.5%	-18.1%	-16.5%				-12.6	i% -12	7% -11	2%	

Footnotes (if necessary)

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

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

GAS

Narragansett Electric Company (Gas Business)

7/11/2020

		2019		2020	2019 / 2020 Variance (Percent Change)	2019 / 2020 Variance (Amount Change)
# of Customers	Mar Apr May J	lun July Aug Sep Oct	Nov Dec Jan Feb	Mar Apr May Jun 7/11/2020 Aug Sep 226,356 226,951 226,267 226,101 225,566	Mar Apr May Jun Jul Aug Sep	Mar Apr May Jun Jul Aug Sep 3,664 4,347 3,994 4,033
Residential Low Income Residential Small C&I	- 20,348 - 20,333 - 20,344 18,667 - 18,643 - 18,600 - 5,102 - 5,104 - 5,100	20,299 20,258 20,257 + 20,248 + 20,320 18,536 18,504 18,512 18,530 18,601	224,268	- 20,575 - 20,581 - 21,087 - 21,079 - 21,505	- 11% - 12% - 3.7% - 3.8% + +	
Small C&I Medium C&I		5,101 5,102 5,102 5,115 5,124 769 769 769 768 768 769 773 266 773 266 687 266 988 275 32			1.5% 1.7% 1.3% 1.1	77 85 90 87
# of Customers w/ Arrears		39,047 40,653 39,147 38,855 38,524			32.6% 27.1% 28.0% 35.8%	12,904 111,696 111,394 13,986
Low Income Residential Small C&I	39,582 43,164 40,708 9,251 9,517 8,320 9,251 3,513 3,003 9,251 9,517 9,5	6,961 6,591 6,592 6,505 6,505 6,886 2,426 2,650 2,521 2,2616 2,439	43,264 41,424 43,218 49,120 7,428 7,835 8,814 6,975 3,243 3,204 2,759 3,318	52,486 54,860 55,102 53,033 50,257 50	-25.5% -25.9% -31.7% -54.9% -40.1% -52.3% -40.1% -54.9% -40.1% -54.9% -40.1% -54.9% -40.1% -54.9% -40.1% -40.1% -54.9% -40.1% -4	(2,361) (2,467) (1,519) 28 1 1,370 1,409 953 1,332
Medium C&I Large C&I Total	$ \begin{array}{cccccccccccccccccccccccccccccccccccc$	561 613 566 598 589 589 73 73 74 75 75 75 75 75 75 75 75 75 75 75 75 75	779 782 653 750 116 113 108 98 54,830 53,358 55,552 60,261	895 1,225 828 876 853 131 171 105 1 135 1 149 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	48.4% 39.0% 17.1% 56.1% 56.0% 33.6% 1 - 4.0% 1 82.4% 1 - 7.23.5% 1 19.3% 2 70.7% 1 32.0% 1 - 7.23.5%	292 344 121 315
Residential Low Income Residential Small C&I Medium C&I Large C&I Total # Arrears 30-60 Residential Low Income Residential	20,231 21,202 16,947	14,456 - 16,672 - 14,859 - 15,001 - 15,380	. = = = = = = = = = = = = = = = = =	- 22,971 - 19,538 - 15,533 - 17,519 - 14,240	13.5% - 7.8%8.3% - 21.2% + + +	2,740 (1,664) (1,414) 3,063
Residential	1,938 1,857 1,391 1 1,625 2,468 1 1,548 1	1,017 1,011 857 T 1,027 T 1,098 1,188 1,550 1,372 L 1,479 L 1,319	19,596 18,158 18,846 23,924 1,345 1,569 2,012 1,485 2,190 2,104 1,565 2,224	1,235	-36.3% -37.5% -28.2% -0.6% - T	(703) (696) (392) 6 1
Large C&I	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$		60.6% - 6.4% 6.3% - 48.1% + +	
# 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	1,346	45.7%, 36.4%, 6.0%, 4.2%, 4.2%, 4.2%	3,557 3,235 559 314
Low Income Residential Small C&I Medium C&I	- 1,682 - 1,490 - 1,281 - 937	957 700 542 507 625 556 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	744 842 1,217 1,065 481 610 662 685 - 93 143 138 136		-31.7% -33.7% -29.5% -17.6% -51.1% - 155.8% -14.8% -31.1% - 15.8% -14.8% -31.1% - 15.1% -14.8% -31.1% -31.1% - 15.1% -31.	(533) (502) (378) (168) (336) (379) (179)
Large C&I Total	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$		1436(15)121
# Arrears 90> Residential	11,562 12,789 14,421	17,086 18,106 18,224 18,211 1 17,399	17,154 16,996 16,813 16,313	18,169 (22,814 (26,670) 27,695) 27,709)	57.1%1 78.4%1 84.9%1 62.1%	6,607 10,025 12,249 10,609 1
Low Income Residential Small C&I Medium C&I Large C&I Total	$\begin{array}{cccccccccccccccccccccccccccccccccccc$	$\begin{array}{cccccccccccccccccccccccccccccccccccc$			-20.0% -20.5% -3.5% -3.5% -41.6% -225.7% 137.5% -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4 -4	- 1,165 - 1,269 - 1,169 - 190 - - - - - - - -
Large C&I Total	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	13 15 19 117 177 178 179 179 179 179 179 179 179 179 179 179	18 1 16 1 18 1 11	4,506 4,901 4,899 5,177 5,556 552 6,557 6,577 7,572	0.0% 57.1% 200.0% 223.1%	19 80 169 146 0 8 28 29 29 5,716 9,463 12,866 11,912
Total Arrears 30-60 Residential Low Income Residential Small C&I Medium C&I Large C&I Total \$ Arrears 60-90 Residential Low Income Residential Low Income Residential Medium C&I Large C&I Total Medium C&I Large C&I Total	\$7,200,859 \$7,610,014 \$5,193,594 \$3,	077,456	\$2,297,457 \$2,963,299 \$5,066,087 \$7,519,310	\$8,003,626	11.1% - 0.7% 19.5% 75.7% - 10.4% 1 1 1	\$802,767
Small C&I Medium C&I	- \$\frac{\$748,063}{\$876,450} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	3309,782 3209,856 3147,483 5176,237 5146,582 337,745 5334,711 \$230,159 \$222,365 \$272,219	\$203,832 \$277,292 \$472,861 \$718,306 \$377,976 \$471,539 \$509,908 \$716,930	\$945,157 \$1,109,718 \$594,687 \$444,685 \$287,624 \$ \$819,108 \$1,175,746 \$653,197 \$577,265 \$433,418	26.3% 32.3% 25.8% 84.6%	197,094 270,867 121,888 203,808
Large C&I Total	\$418,102 \$700,403 \$499,435 \$ \$10,979,120 \$11,788,576 \$7,924,808 \$4	195,039 \$284,632 \$197,461 \$261,722 \$150,272 187,592 \$3,798,627 \$2,652,187 \$2,642,464 \$2,542,395	\$265,207 \$351,734 \$530,686 \$654,098 \$3,617,659 \$4,702,004 \$7,661,787 \$10,676,269	\$961.457 \$1,040,094 \$488,549 \$563,159 \$896,312 \$11,728,799 \$11,765,040 \$8,707,386 \$7,655,473 \$5,782,856	-6.5% 26.3% 7.4% 54.5% - 7.2% 188.7% - 7.2% 1 188.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% - 7.2% 1 18.7% 1 18	\$543,355 339,691 (10,886) 368,120 \$\\ \$749,679 (\$23,536) \$782,578 \$3,167,881
\$ Arrears 60-90 Residential Low Income Residential	\$2,996,408 \$3,711,976 \$3,965,360 \$2, \$1,266,857 \$1,451,773 \$1,274,148 \$3	.881,559 S1,910,007 S1,357,194 S1,016,668 S986,993	\$998,225 \$1,090,972 \$1,989,320 \$3,286,198 \$784,052 \$363,622 \$603,425 \$579,664	- 54,422,873 - 55,282,406 - 54,912,495 + 54,292,420 + 54,328,001 +	- 47.6% - 42.3% - 23.9% - 49.0% + + +	\$1,426,465
Small C&I Medium C&I	\$159,921 \$231,169 \$276,574 \$ \$171,472 \$260,754 \$318,222 \$	165,024 595,669 880,999 557,463 588,765 1818,331 5134,409 5125,802 590,413 598,267	\$62,896 \$60,699 \$267,240 \$171,503 \$112,749 \$140,315 \$147,375 \$164,659	\$283,598 \$583,521 \$471,388 \$328,360 \$301,054	77.3% 152.4% 70.4% 99.0% I I I I I I I I I I I I I I I I I I	\$123,676 352,352 194,814 163,336
Large C&I Total \$ Arrears 90>	\$102,822 \$160,122 \$347,770 \$ \$4,697,481 \$5,815,794 \$6,182,074 \$4	\$100,384 \$122,770 \$93,987 \$123,554 \$72,373 \$1,33,926 \$2,759,681 \$1,991,521 \$1,544,350 \$1,495,048	\$70,317 \$71,962 \$167,860 \$170,875 \$1,528,239 \$1,727,569 \$3,175,219 \$4,572,899	\$214,437 \$481,786 \$282,599 \$279,187 \$356,612 \$6,064,412 \$7,699,263 \$6,840,674 \$5,923,473 \$6,019,075 \$	-30.3%	\$111,615 321,664 (65,171) 178,803 \$1,366,932 \$1,883,469 \$658,600 \$1,783,547
Residential Low Income Residential	\$\\\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	,699,689 \$11,504,375 \$11,636,276 \$11,446,613 \$11,010,707 ,651,797 \$4,600,913 \$4,795,950 \$4,850,687 \$4,840,767	\$10,909,682 \$10,846,954 \$10,882,050 \$11,236,484 \$4,909,807 \$4,882,740 \$5,037,721 \$4,236,607	\$12,570,628 \$15,268,224 \$17,994,982 \$19,733,248 \$20,200,586 \$ \$4,472,983 \$4,946,396 \$5,175,773 \$5,507,805 \$5,991,314	84.5% 95.0% 99.9% 84.4% 95.0% 99.9% 84.4% 95.0%	15,25,076 35,2352 159,634 165,235 165,235 1511,615 321,664 (65,171) 178,803 1511,615 321,664 (65,171) 178,803 151,366,932 \$1,883,469 \$658,600 \$1,783,547 1 178,803 151,585,665 7,437,307 8,991,644 9,033,559 1516,588 30,026 168,619 86,008 1516,588 30,021 3 462,076 703,984 773,756
Small C&I Medium C&I	\$145,300 \$181,652 \$241,835 \$ \$480,032 \$517,823 \$543,665 \$;293,428	\$283,727 \$263,415 \$261,213 \$399,245 \$618,104 \$665,595 \$669,443 \$630,001	\$454,513 \$643,728 \$945,818 \$1,067,184 \$1,118,231 \$1,236,537	212.8% 254.4% 291.1% 263.7%	\$309,213 462,076 703,984 773,756 \$204,237 353,709 503,980 \$580,083 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1 \$1
Total Arrears	\$\frac{-\frac{571,090}{\$11,817,510}}{-\frac{513,536,000}{\$13,536,000}} \rightarrow \frac{\$118,175}{\$14,914,166} \rightarrow \frac{516}{\$16}	113,044 \$128,489 \$159,650 + \$169,949 + \$199,764 330,881 \$17,139,270 \$17,459,535 + \$17,354,454 + \$16,935,389	\$236,552 \$248,840 \$246,060 \$164,654 \$16,957,874 \$16,907,545 \$17,096,486 \$16,666,992	\$149,340 \$249,777 \$326,150 \$414,869 \$505,446 \$18,331,732 \$21,979,657 \$22,490,368 \$27,876,113 \$29,052,114	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$	\$309,213
Low Income Residential Small C&I Medium C&I Large C&I Total STOLA Arrears Residential Low Income Residential Small C&I Medium C&I Large C&I Total Total Total	\$17,011,230 \$19,152,907 \$18,162,292 \$16, \$7,309,628 \$8,076,780 \$7,432,005 \$6,	,658,703 \$15,954,210 \$14,766,774 \$14,155,510 \$13,661,239 ,063,902 \$5,536,340 \$5,433,270 \$5,396,850 \$5,399,200	\$14,205,364 \$14,901,225 \$17,937,458 \$22,041,992 \$5,667,046 \$5,884,502 \$6,723,390 \$6,083,895	\$24,997,127 \$28,109,360 \$29,136,143 2943311200% \$28,176,853	46.9% 46.8% 60.4% 76.7%	\$7,985,897 8,956,453 10,973,851 12,774,409
Small C&I Medium C&I	\$1,053,284 \$1,251,672 \$991,207 \$ \$1,527,954 \$1,709,249 \$1,470,164 \$1,470,164 \$1,470,164 \$1,470,164	6699,328 \$603,293 \$508,295 \$510,252 \$502,765 127,999 \$1,067,844 \$943,807 \$923,431 \$987,220	\$550,455 \$601,406 \$1,001,314 \$1,289,054 \$1,108,830 \$1,277,449 \$1,326,725 \$1,511,591	\$1,683,268 \$2,336,967 \$2,011,893 184022900% \$1,706,909 \$1,763,482 \$2,540,049 \$2,131,841 \$\frac{1}{2}06995500\text{\$\sigma}\$\	59.8% 86.7% 103.0% 163.1% 153.5% T T T T T T T T T T T T T T T T T T T	(\$953,796) (1,390,853) (770,750) 790,648 \$629,933 (1,085,295) 1,020,686 1,140,901 \$235,528 830,800 661,677 941,956 \$733,219 821,894 131,917 848,750 \$8,630,832 \$10,303,589 \$12,017,381 \$16,496,662
Total Billed Sales kWh or therms	\$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	\$35,322,253	123.9% 86.5% 13.7% 207.8% 31.4% 33.1% 41.4% 66.1%	\$8,630,832 \$10,303,589 \$12,017,381 \$16,496,662
Low Income Residential	2,767,741 1,865,536 1,178,889 1	,511,837 3,918,039 3,691,457 3,828,362 5,200,410 668,541 41,426 403,080 423,719 528,196	11,944,691 24,900,111 32,681,622 26,891,596 1,035,848 2,138,073 2,617,301 2,166,552 1,437,016 3,499,214 4,590,908 4,217,782	2,251,811 1,905,659 1,520,926 623,308 N/A	-18.9% -0.1% 28.3% -4.5% T T T T 1.8.6% 2.2% 29.0% -6.8% I I I I	(5,700,625) [5:3,093] \$3,434,861 [5:294,750] [5:1,390] \$40,122 \$42,021 [45,243]
Small C&I		712,823 436,063 454,178 430,464 577,000 571,643 1,677,653 1,612,780 1,747,327 2,029,118 879,224 7,561,847 7,845,442 7,663,018 7,842,603	1,437,016 3,499,214 4,590,908 4,277,782 3,906,915 7,621,224 9,299,137 8,235,337 10,217,514 13,859,532 15,936,601 14,894,945	3,261,717 2,420,366 1,692,684 619,986 N/A	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	(1,107,449) (\$168,759) \$240,274 (\$92,837) (1,603,882) (\$1,018,731) (\$95,096) (\$545,034) (1,303,582) (\$1,070,939) \$148,673 (\$637,321)
Total	61,705,885 44,274,878 29,949,525 19	.294,068	28,541,983 52,018,154 65,125,569 56,406,213	51,384,418 42,033,477 34,020,274 17,678,894 N/A		[10,321,467]] [\$2,241,401] \$4,070,749 [\$1,615,174]
Billed Total Revenue \$	\$35,010,855 \$25,373,381 \$18,235,807 \$11, \$3,815,460 \$1,981,289 \$1,259,002 \$	664,183 \$10,271,171 \$9,375,011 \$9,776,353 \$13,100,990 823,287 \$586,925 \$503,591 \$540,984 \$767,284	\$17,644,831 \$31,544,477 \$41,236,780 \$32,296,773 \$1,169,352 \$1,991,161 \$2,386,867 \$1,917,842 \$1,000,000 \$1,917,842 \$1,000,000 \$1,917,842 \$1,000,000 \$1,917,842 \$1,000,000 \$1,917,842 \$1,000,000 \$1,000,	\$31,973,555 \$26,914,357 \$23,384,632 \$10,916,502 \$4,176,548 \$ \$1,358,880 \$1,297,533 \$979,342 \$489,528 \$216,176 \$ \$1,458,880 \$1,297,533 \$973,342 \$489,528 \$216,176 \$389,528 \$389		(\$3,037,299) \$1,540,975 \$5,148,825 [\$747,681] (\$2,456,580) (\$683,756) [\$279,660] (\$333,759) (\$893,466) (\$168,465) \$461,363 [\$100,435)
Medium C&I Large C&I	57,151,331 55,645,638 53,898,858 52, \$5,096,795 \$4,395,182 \$4,214,261 \$2,	1,725,826	\$3,444,815	55,711,672 54,662,598 53,869,397 52,568,954 5961,674 55,032,683 54,125,936 53,845,959 53,257,261 51,990,772	-1.7.4% - 5.0% - 22.4% - 5.2% - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	(\$1,439,658) (\$298,040) (\$29,461) (\$1,439,658) (\$983,040) (\$29,461) (\$1,439,658) (\$615,454)
Supplier Receivables Purchased (for EDCs)(1)		,085,676	\$28,402,927 \$48,878,505 \$62,162,284 \$50,330,835	\$11,973,555 \$26,914,357 \$23,384,632 \$10,916,502 \$4,176,548 \$ \$1,358,880 \$1,297,531 \$929,342 \$5489,528 \$752,61,76 \$7 \$ \$4,245,889 \$13,223,618 \$2,523,687 \$1,116,67 \$1 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$386,582 \$1 \$1,571,1672 \$1,571,172 \$1,5		(\$7, <u>8</u> 91,117) (\$563,532) \$4,932,765 (\$735,364)
				+ + +		
Low Income Residential Small C&I Medium C&I Large C&I	4				<u></u>	
Total Revenue Billed \$ (Line 11 + Line 12) Residential	\$35,010,855 \$25,373,381 \$18,735,807 \$11	664 183 \$10,271,171 \$9,375,011 \$0,776,383 \$12,100,000	\$17,644,831 \$31,544,477 \$41,236,790 \$22,206,772	\$31,973,555 \$76,914,357 \$73,384,623 \$11,644,057 \$4,176,540		(\$3,037,299)
Low Income Residential Small C&I	\$3,815,460 \$1,981,289 \$1,259,002 \$ \$5,139,355 \$3,392,084 \$2,062,324 \$1	\$23,287 \$586,925 \$530,591 \$540,984 \$767,284 \$218,502 \$1,166,155 \$1,025,342 \$1,081,397 \$1,428,174	\$1,169,352 \$1,991,161 \$2,386,867 \$1,917,842 \$2,957,441 \$4,560,233 \$5,497,423 \$5,069,784	\$1,973,555	- 64.4% - 34.5% - 22.2% - 32.7% + - +	(\$2,456,580) (683,756) (279,660) (269,446)
Low Income Residential Small C&I Medium C&I Large C&I Total	\$7,151,331 \$5,645,638 \$3,898,858 \$2 \$5,096,795 \$4,395,182 \$4,214,261 \$2 \$5,696,795 \$4,0787,574 \$29,570,253	7.37.896	\$3,444,815 \$5,749,624 \$7,209,834 \$5,935,940 \$3,186,488 \$5,033,011 \$5,831,381 \$5,110,498 \$63,830,937 \$48,878,505 \$63,163,284 \$65,330,935	\$5,711,672	-20.1% -17.4% -0.8% -1.6% - T - T - 1.6% - 1.40% -1.40% -1.40% -1.4% -1.6.6.5% -1.9% -1.9%	(\$893,466) [168,465] 461,363 (24,406) (\$1,439,658) (983,040) (29,461) (43,462) (\$64,112) [269,246) [368,302] 717,864 (\$7,891,117) (\$563,532) \$4,932,765 \$360,404
Total \$ Revenue (Payments) Received (2) Residential Low Income Residential Small C&I Medium C&I Large C&I Total # Revenue (Payments) Received Residential Low Income Residential Low Income Residential Medium C&I Large C&I Total Medium C&I Large C&I La	\$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	\$32,809,496 \$27,018,896 \$24,346,388 \$18,987,160 \$4,879,008	9.3% -15.7% 2.0% 20.0%	(\$3,370,771) (5,038,154) 477,179 3,163,350
Low Income Residential Small C&I	\$1,391,045 \$2,684,383 \$1,487,031 \$2, \$5,478,936 \$4,677,910 \$3,281,358 \$1, \$1,280,033 \$4,677,910 \$3,281,358 \$1,	.127,939	\$453,458 \$724,434 \$1,354,512 \$2,931,678 \$1,198,136 \$2,647,050 \$4,724,915 \$4,495,689	\$22,803,496 \$27,018.896 \$24,346,388 \$18,987,160 \$4,879,008 \$1,078,181 \$919,696 \$1,029,702 \$674,670 \$185,650 \$\$\$\$4,976,193 \$3,131,551 \$3,225,247 \$2,183,351 \$539,927 \$\$\$\$5,152,803 \$4,269,376 \$4,373,1682 \$3,414,896 \$947,449 \$\$\$\$4,693,411 \$3,269,335 \$4,925,114 \$3,300,563 \$915,768 \$\$\$\$\$4,93,410,084 \$38,633,855 \$38,259,133 \$28,268,641 \$7,467,802 \$\$\$\$\$\$\$\$\$\$4,9410,084 \$38,633,855 \$38,259,133 \$28,268,641 \$7,467,802 \$	- 9.3% - 15.7% - 2.0% - 20.0% - 1	(\$3,370,771) (\$0,38,154) 477,179 3,163,350 (\$12,864) (1,764,866) (457,329) (1,453,269) (\$980,743) (1,546,358) (\$6,111) 366,997 (\$10,973,073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,327) (548,7073,074,074,074,327) (548,7073,074,074,074,074,074,074,074,074,074,074
Large C&I Total	\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	.311,700 25,513,690 52,347,389 51,988,218 52,3434,946 .838,549 52,347,740 52,741,400 51,832,766 52,841,882 .918,352 \$20,225,632 \$17.505,465 \$15,334,170 \$18,706,038	\$2,301,970 \$4,233,005 \$6,358,231 \$5,867,968 \$1,984,507 \$3,803,117 \$4,943,783 \$5,258,266 \$18,351,281 \$33,804.099 \$49.684.577 \$50.041,630	20,122,002 24,205,376 24,731,082 53,414,896 5947,449	-15.1% -36.1% -12.0% 3.1% T T T36.1% -25.8% 3.1% 5.0% T T T3.1% 5.0% T T T3.1% 5.0% T T T T3.1% 5.0% T T T T T3.1% 5.0% T T T T T T T T T T T T T T T T T T T	(\$1,097,830) (2,409,837) (645,028) 103,196 (\$340,282) (1,144,556) 575,046 170,015 (\$5,224,490) (\$11,903,591) (\$106,243) \$2,350,290
# Revenue (Payments) Received Residential	185,198 185,039 189,379	171,162	183,651 206,003 210,961 195,069		12.9% 6.2% 2.5% 18.2%	
Low Income Residential Small C&I Medium C&I		23,829 20,927 17,722 17,573 18,774 15,542 17,534 17,422 1 16,048 1 18,739 4,740 5,503 5,439 4780 6,000	16,967 18,889 21,791 34,516 15,825 18,222 24,689 17,758 4,633 5,677 7,328 5,151	209,156	12.9% - 6.2% - 2.5% - 18.2% - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	23,958 11,450 4,720 31,178
Large C&I	H::::::- :::- -				- 5.8%14.8%5.5% - 8.8% + +	$-\frac{58}{3000000000000000000000000000000000000$
Residential	ue (Line 13 - Line 14) (\$1,169,413) (\$6,683,669) (\$5,633,402) (\$4,238,230) (\$5,633,402) (\$5,63	,159,627) (52,582,219) (51,445,943) (5293,913) \$1,810,928	\$5,291,622 \$9,147,982 \$8,933,644 \$808,744	[\$835,941] (\$511,552] (\$964,000) [\$6,753,274] (\$702,460]		\$33,483
Low Income Residential Small C&I Medium C&I Large C&I Total	(\$228,029) (\$339,580) (\$1,285,826) (\$99,302) (\$1,033.575) (\$1,477.857)	,304,052) (\$149,799) (\$69,548) \$115,677 \$213,331 \$597,852) (\$149,799) (\$69,548) \$115,677 \$2343,978 \$573,804) (\$291,624) (\$236,935) \$224,130 \$357,743	\$1,266,728 \$1,032,355 (\$1,013,836) \$1,759,305 \$1,913,183 \$772,508 \$574,094 \$1,082,845 \$1,516,619 \$851.603 \$67,977	2500,029 3571,402 (522,695) (S108,573) 530,526 (543,300) 5259,960 (5702,085) (5912,516) (513,345) (5441,130) 5775,214 (5862,250) (574,370) 514,225	88.4% - 152.2% - 91.7% - 91.7% - 152.2% - 176.9% - 91.7% - 176.9%	152,143,2141 1,104,253 175,334 1,139,079
Large C&I Total	\$63,102 (\$43,709) (\$136,807) (\$ \$879,222 (\$9,749,872) (\$8,695,124) (\$6	\$196,741) \$236,862 \$\((\$486,545)\) \$484,857 \$\((\$218,078)\) ,832,675) \$\((\$3,288,713)\) \$\((\$2,236,212)\) \$594,536 \$2,502,902	\$1,201,981 \$1,229,895 \$887,598 \$\frac{(\$147,768)}{\$10,051,647}\$\$\$15,074,406 \$12,477,708 \$289,205	240,486 244,003 89,003 [\$835,941] [\$511,552] [\$964,000] [\$6,753,274] [\$702,460] [\$720	437.7% -3511.5% -689.5% -351.6% -1.223.7% -3124.5% -57.9% 14.9%	15,841,848 15,805,789 15,5002 15002 15002 15,5002 15,791
Customers on Arrearage Mgmt/Forgiveness Pla Residential	Ins [AMP] 261 282 321	312 304 313 292 284	259 235 223 204	195 187 161 131 112 112 1	-25.3% -33.7% -49.8% -58.0%	(66) (95) (160) (181)
Low Income Residential Small C&I	<u></u>	ال 1,054 ــــــــــــــــــــــــــــــــــــ	200 3/6 826 788		17.0% 0.3% -29.4% -47.1% - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	111

\sim	Λ	\circ
	Д	
$\mathbf{-}$, ,	\sim

															G	AS																
Medium C&I	l	I	_1	1 1	L	L	L	L	1						L I		\bot \bot \bot \bot \bot			0.0%	0.0%	0.0%	0.0%	L I		L	0	c	0		0_	L I
Large C&I]					:													0	0.0%	0.0%	0.0%	0.0%	;			0	0	0		0	
Total	914	1,040	1,334	1,461	1,463	1,485	1,400	1,338	1,219	1,113	1,049	992	959	947	876	739	755		4	1.9%	-8.9%	-34.3%	-49.4%	:			45	(9?	(45)	8) (7	22)	
Customers Disconnected for Non-Payment			1					r — — —	7 7								T = = T											/ 7	1 — — —			
Residential		50	36	134	62	120	153	60	i — — — ₁				15		ï		T — — — T		1400	0.0%	-100.0%	-100.0%	-100.0%	i		i	14	(50	(30	6) (1	34)	1
Low Income Residential	3	13	14	32	13	37	38	35				3	2						-33	1.3%	-100.0%	-100.0%	-100.0%	;			(1] (1?) (14	4) (32)	
Small C&I	19	10) 1	6	3	5	2	3	10	4	6	10	4						-78	3.9%	-100.0%	-100.0%	-100.0%	:			(15	(10) (:	1)	(6)	
Medium C&I	4		1			1			I = = = =	2		3							-100	0.0%	-100.0%	-100.0%	0.0%	!			(4	J (?) (:	1)	01	122221
Large C&I]				1			I = I = I				1			CIII		ĪIIII		0	0.0%	0.0%	0.0%	0.0%	CIII		I	0	0	0			
Total	27	76	5 52	172	79	163	193	98	11	6	6	34	21	0	0	0	0		-22	2.2%	-100.0%	-100.0%	-100.0%	;			(6	∫ (7€	(52	2) (1	72)	
Customers on Payment Plans			'								'										'										2.00000000	
Residential	4,871	5,617	6,513	6,784	6,595	6,311	5,977	5,519	4,639	4,496	4,299	4,878	4,677	3,358	2,929	3,220	3,342		-4	1.0%	-40.2%	-55.0%	-52.5%	!			(194	(2,259	(3,584	4) (3,5	ő4)I	
Low Income Residential	1,334	1,474	1,843	1,783	1,614	1,627	1,643	1,705	1,554	1,454	1,267	858	767	592	606	654	734		-42	.5%	-59.8%	-67.1%	-63.3%	CIII		I	(567	(887	(1,237	7) (1,1	29)	
Small C&I	54	57	7 68	65	56	46	29	29	40	43	48	46	34	39	82	108	106		-37	.0%	-31.6%	20.6%	66.2%	;			(20	(18	1	4	43	
Medium C&I	10	11	11	15	18	20	20	15	14	16	19	14	13	12	21	23	22		30	0.0%	9.1%	90.9%	53.3%	:			3	1	10	_'	8']
Large C&I	1	1	<u>'' </u>	1	1	1	<u>'</u> _	<u>.</u>	! !	1_!	1	_ 1	2	4	2	2	2		100	0.0%	300.0%	0.0%	100.0%	!		<u>! </u>	1	3	2	_'	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	5,493	4,005	3,640	4,007	4,206		-12	2.4%	-44.1%	-56.8%	-53.7%				(777	(3,155	(4,79	5) (4,6	41)	
Current A/R																													J			
Residential	\$24,536,142	\$16,363,974	\$11,393,203	\$8,401,747	\$5,978,197	\$6,514,759	\$7,000,644	\$7,896,146	\$14,472,878	\$21,135,053	\$26,094,909	\$25,886,538	\$20,420,361	\$18,201,596	\$15,280,691	\$7,853,388	\$7,177,831		-16	.8%	11.2%	34.1%	-6.5%	:			(\$4,115,780	1,837,62	2 3,887,488	8 (548,3	59)	1
Low Income Residential	\$3,493,717	\$1,573,701	\$967,014	\$575,532	\$373,305	\$399,484	\$443,889	\$565,131	\$927,007	\$1,486,557	\$1,961,164	\$1,312,359	\$1,109,048	\$1,009,276	\$801,553	\$424,558	\$371,103		-68	1.3%	-35.9%	-17.1%	-26.2%	!		<u>' </u>	(\$2,384,668	(564,425	(165,463	1) (150,9	74)	' 1
Small C&I	\$3,663,163	\$2,244,719	\$1,325,301	\$857,290	\$648,863	\$685,487	\$697,801	\$806,551	\$1,814,799	\$3,097,114	\$3,727,656	\$3,747,473	\$2,882,196	\$2,416,192	\$1,614,758	\$799,257	\$706,831	J	-21	.3%	7.6%	21.8%	-6.8%	L J	L	L	(\$780,967	171,47	289,45	7 (58,0	33)	L I
Medium C&I	\$4,907,926	\$3,551,606	\$2,446,533	\$1,789,006	\$1,441,078	\$1,324,570	\$1,569,761	\$1,757,928	\$2,735,596	\$4,142,713	\$4,618,656	\$4,489,686	\$3,703,538	\$3,600,527	\$2,597,682	\$1,619,086	\$1,501,472		-24	.5%	1.4%	6.2%	-9.5%				(\$1,204,388	48,92	1 151,149	9 (169,9	20)	1
Large C&I	\$2,636,702	\$2,236,176		\$1,366,618	\$1,516,664	\$844,734	\$1,203,357	\$1,237,119	\$1,965,837	\$3,192,934	\$3,251,478	\$2,631,929	\$2,559,201	\$3,418,983	\$2,162,061	\$1,924,961	\$2,321,293		-2	.9%	52.9%	41.2%	40.9%	:		<u> </u>	(\$77,501	1,182,80	7 630,67	3 558,3	43	' 1
Total	39,237,650	\$25,970,176	\$1 <u>7,</u> 663,440	\$12,990,192	\$9,958,107	\$9,769,034	\$10,915,452	\$12,262,875	\$21,916,116	\$33,054,371	\$39,653,862	\$38,067,987	\$30,674,345	\$28,646,574	\$22,456,745	\$12,621,250	\$12,078,530		-21	.8%	10.3%	27.1%	-2.8%	!		<u>' </u>	(\$8,563,305	\$2,676,39	9 \$4,793,30	5 (\$368,9	42)	' 1
Collection Effectiveness	J J	l	_!	II		L	L	L	ال ا		!				1		L l									L	L	4	J	_!		
Residential	1	62.19	% <u>5</u> 7.1%	49.2%	45.6%	40.4%	41.2%	48.2%	42.6%	61.9%	65.0%	56.3%	58.0%	48.1%	46.5%	38.9%	17.8%				-22.6%	-18.7%	-20.9%				L	-14.0%	-10.7%	6 -10.3	<u>%</u>	
Low Income Residential	l	28.09	<u>25.2%</u>	29.9%	19.2%	9.7%	9.0%	10.7%	8.7%	17.1%	13.8%	34.5%	16.9%	13.8%	15.4%	9.7%	-1.1%				-50.8%	-39.0%	<u>-6</u> 7. <u>5%</u>				l	14.2%	-9.9%	<u>6 -20</u> .2	<u>%</u>	
Small C&I	l	78.79	<u>7</u> 6. <u>6%</u>	73.9%	70.9%	68.1%	67.7%	72.5%	77.6%	84.3%	81.7%	78.7%	73.7%	56. <u>5</u> %	64.5%	54.2%	26.4%	'		'	-28.2%	-15.8%	<u>-2</u> 6. <u>6%</u>	!		<u>'- </u>	l	22.1%	-12.1%	<u>6</u> 19.6	<u>*</u> ' '	'
Medium C&I	l J	80.09	<u>78.1%</u>	76.8%	71.9%	71.4%	68.3%	72.0%	67.9%	76.6%	83.4%	79.5%	78.0%	61.1%	71.2%	64.3%	36.2%	J			-23.6%	-8.8%	<u>-1</u> 6.2%	L !	L	L	l	18.9%	-6.9%	6 <u>12</u> .5	<u>%</u>	L I
Large C&I	l	82.49	<u>8</u> 3.6%	89.2%	81.2%	87.0%	77.0%	86.6%	80.1%	84.6%	85.3%	85.2%	78.3%	61.4%	84.0%	73.2%_	38.3%				-25.4 <u>%</u> -23.8%	0.6%	<u>-1</u> 7. <u>9%</u>	L I		<u> </u>	l	21.0%	0.5%	6 <u>16</u> .0	<u>*!</u>	ي 1
Total		61.8	% 58.0%	52.7%	47.3%	43.6%	41.6%	48.7%	44.4%	61.0%	64.6%	60.0%	58.8%	47.1%	50.1%	41.0%	17.8%				-23.8%	-13.6%	-22.1%					-14.79	6 -7.9	% -11.	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.

7/11/2020 6.979,799 7.886,401 7.953,674 6.097,482 4.571,190 4.287,067 4.687,583 5.842,574 5.790,180 5.392,935 6.486,420 8.285,361 10,792,423 11,963,241 11,305,213 10,388,600 10,538,050 12,641,184 2.829,427 2.825,729 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 2.421,495 2.219,193 1.972,934 1.484,545 1.904,482 1.841,545 1.849,360 1.747,968 1821,400 1.626,014 478,936 1.514,943 1.555,876 1.699,368 1.600,759 1.574,056 1.849,360 1.127,762 1.795,918 1.707,948 1.127,762 1.795,918 1.707,948 1.7 lled Sales kWh or therms \$79,385,302 \$63,446,377 \$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 \$15,700,2594 \$47,43,494 \$3,884,361 \$3,364,875 \$3,888,078 \$4,371,287 \$3,222,653 \$3,779,841 \$3,988,721 \$55,702,48 \$6,313,907 \$4,977,926 \$15,744,904 \$12,766,911 \$10,960,820 \$99,11,363 \$12,200,912 \$12,741,550 \$11,547,543 \$1,513,794,32\$ \$11,242,666 \$15,1597,666 \$17,897,312 \$15,345,596 \$25,766,575 \$22,532,243 \$19,884,266 \$51,247,165 \$12,741,550 \$11,547,543 \$1,313,743,22\$ \$11,242,666 \$15,1597,666 \$17,897,312 \$15,345,596 \$25,766,575 \$22,532,243 \$19,884,266 \$51,247,165 \$12,741,584 \$22,844 \$22,8424 \$20,650,639 \$24,695,635 \$19,799,899 \$16,734,038 \$22,110,184 \$27,141,284 \$22,763,145 \$15,799,640 \$12,795,594 \$24,695,633 \$22,362,587 \$24,813,44 \$25,573,217 \$20,537,3198 \$25,577,170 \$29,477,823 \$24,695,645 \$103,022,344 \$131,489,011 \$136,882,239 \$121,245,597 \$119,180,815 \$107,643,828 \$150,528,370 \$183,029,601 \$145,016,465 illed Total Revenue \$ Residential

Low Income Residential Residential Low Income Residential Small C&I
Medium C&I
Large C&I Residential
Low Income Residential
Small C&I
Medium C&I

_	$\overline{}$		_		_	_
-	<i>r</i> \	n /				
		IV/I		ш	_	

															COM	RINEL)													
Medium C&I	0	0	0	I <u>_</u> 0 L	0	0	0_	0_	0_	0	0	0	0	0	0	0	0	1	0.0%	0.0%	0.0%	0.0%	L L	0		0_1	0_	_1		I
Large C&I	0	0	0	0	0	0	0	0	0_	0	0	0	0	0	0	0	0		0.0%	0.0%	0.0%	0.0%				0	0			
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	2,807	2,805	2,631	2,363	2,457	,	10.6%	0.7%	-22.9%	-36.1%	++ rr	268		20 ((780)			
Customers Disconnected for Non-Payment																		!												
Residential	1	234	874	1,253	776	1,294	1,383	726	2	1	0	23	21	0	0	0	0		2000.0%	-100.0%	-100.0%	-100.0%		20	(2:	34) ((874)			
Low Income Residential	3	38	288	381	218	381	282	231	0_	0	0	5	3	0	0	0	0		0.0%	-100.0%	-100.0%	-100.0%			(38) ((288)			
Small C&I	39	57	26	42	26	34	31	17	58	32	24	25	8	0	0	0	0		-79.5%	-100.0%	-100.0%	-100.0%		(3	1) (57)	(26)			
Medium C&I	5	8	4	4	4	5	2	5	2	4	1	5	3	0	0	T0	0	! = = = ! = = =	-40.0%	-100.0%	-100.0%	-100.0%			2)	(8)	(4)			
Large C&I	0	0	0	0	1	0	0_	0	0	0	0	1	0	0	0	0	0		0.0%	0.0%	0.0%	0.0%		_ I o		0	0			1
Total	48	337	1,192	1,680	1,025	1,714	1,698	979	62	37	25	59	35			0	0		-27.1%	-100.0%	-100.0%	-100.0%		(1	3) (3:	37) (1,	,192)			l
Customers on Payment Plans		!		<u> </u>	'									'		L		<u> </u>					1 1				'	'	'	
Residential	13,109	14,413	16,222	16,903	16,308	15,858	15,902	15,750	14,314	13,805	13,140	13,920	12,877	8,980	7,660	8,311	8,588	! !	-1.8%	-37.7%	-52.8%	-50.8%		(23	(5,4	33) (8,	,562)	_'		l
Low Income Residential	3,982	4,220	5,270	5,530	5,152	5,182	5,257	5,398	4,939	4,554	3,930	3,244	2,901	2,249	2,207	2,375	2,516	l J	-27.1%	-46.7%	-58.1%	-57.1%	L L	(1,08	(1,9°	71) (3,	,063)	_'		l
Small C&I	190	219	250	241	227	218	174	187	228	230	249	225	182	145	251	355	360		-4.2%	-33.8%	0.4%	47.3%		(3) (74)	1			l
Medium C&I	37	41	46	56	55	54	42	39	40	45	52	42	31	29	62	68	63		-16.2%	-29.3%	34.8%	21.4%		(5) (12)	16	_'		l
Large C&I		4		4	2	2	1	11	0	1	1	1	2	5	3	4	5	! !	-50.0%	25.0%	0.0%	0.0%		(2)	1	0	_'		l
Total	17,322	18,897	21,791	22,734	21,744	21,314	21,376	21,375	19,521	18,635	17,372	17,432	15,993	11,408	10,183	11,113	11,532		-7.7%	-39.6%	-53.3%	-51.1%		(1,32	9) (7,4	89) (11,	,608)			
Current A/R	l				\											L							ь ь							4
Residential	55,492,047	4 <u>1,</u> 97 <u>2,</u> 85 <u>6</u>	35,607,414	36,452,247	41,310,260	49,952,644	43,536,601	36,860,754	43,317,163	56,622,415	66,204,600	6 <u>1,</u> 15 <u>1,</u> 869	52,142,666	48,923,468	45,950,997	38,197,271	43,336,525	: :	<u>-6.0%</u>	16.6%	29.0%	4.8%		<u>(</u> \$3 <u>,3</u> 49 <u>,3</u> 8	<u>6,</u> 95 <u>0</u> ,6	51 <u>2</u> 1 <u>0,</u> 34 <u>3,</u>	,583	_:		
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	4,223,584	5,050,075	3,791,932	3,341,973	3,236,548	2,906,733	2,373,349	2,570,083	! !	-44.9%	-13.0%	-1.2%	-11.2%	! !	<u>(</u> \$2 <u>,728,0</u> 7	(483,70	6 <u>0)</u> (3 <u>4,</u>	,128)	_'		
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 <u>,1</u> 57 <u>,4</u> 37	10,768,450	12,092,383	1 <u>1,</u> 57 <u>9,</u> 17 <u>2</u>	10,093,379	9,323,718	7,479,134	6,748,559	7,246,451	l J	-9.0%	5.9%	3.9%	-7.6%	L L	(\$1,001,38	522,3	32 <u>5</u> 28 <u>1,</u>	,127	_'	L L _	
Medium C&I	17,675,456	1 <u>5,</u> 19 <u>2,</u> 78 <u>1</u>	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	1 <u>7,</u> 41 <u>6,</u> 77 <u>7</u>	15,413,571	15,700,018	13,263,715	12,767,206	12,813,258	+	-12.8%	3.3%	0.0%	-2.8%	+ +	(\$2 <u>,2</u> 61 <u>,8</u> 8	507,2	2376,	,518	_!	!	l
Large C&I	17,889,598	1 <u>6,</u> 83 <u>4,</u> 62 <u>9</u>	14,095,719	15,514,909	15,343,383	15,490,865	16,867,105	15,563,733	15 <u>,9</u> 16 <u>,8</u> 90	17,426,699	17,869,099	1 <u>7,</u> 87 <u>0,</u> 490	15,086,660	18,557,271	15,659,650	17,127,271	16,667,979	<u>.</u>	-15.7%	10.2%	11.1%	10.4%		(\$2,802,93 (\$12,143,65	<u>1,</u> 72 <u>2,</u> 6	54 <u>2 1,</u> 56 <u>3,</u>	,931	_:		l
	108,221,905	\$8 <u>6,</u> 52 <u>1,</u> 96 <u>7</u>	\$7 <u>3,</u> 099,198	\$75,082,486	\$80,648,311	\$91,299,341	\$85,628,184	\$75 <u>,4</u> 62 <u>,2</u> 07	\$83,890,541	\$105,615,263	\$119,50 <u>6,</u> 97 <u>7</u>	\$11 <u>1,</u> 81 <u>0,</u> 239	\$96,078,249	\$688,397	\$691,952	\$659,843	\$659,843	<u>' </u>	-11.2%	-99.2%	-99.1%	<u>-9</u> 9. <u>1%</u>	! !	<u>(\$12,1</u> 43,65	\$ <u>9,</u> 21 <u>9,</u> 0	56 \$12,161,	,031	_'	<u>' </u>	l
Collection Effectiveness	l J			! L			1	J	l J					!		<u> </u>		l J			L		L L	4	J		!	_'	<u> </u>	4 1
Residential		62.7%	61.6%	57.4%	61.7%	61.8%	61.6%	61.8%	52.3%	60.9%	64.2%	57.0%	57.5%	50.5%	49.2%	46.1%	24.9%	+		-19.3%	-20.1%	<u>-1</u> 9. <u>7%</u>	+ +	4	-12.1	.%12.	2.4%	_!	!	
Low Income Residential		24.2%	24.8%	24.6%	22.5%	18.5%	18.0%	18.8%	14.3%	18.5%	17.2%	25.9%	17.5%	15.2%	16.4%	14.4%	2.0%			-37.0%	-33.7%	-41.3%	+ +	4	-8.9	l%8.	3.4%	_:		1
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%	71.2%	58.1%	62.9%	59.2%	33.7%	! !		-24.1%	-17.7%	-22.5%	!: !:	4	-18.4	% -13	3.5%	_'	<u>' </u>	1
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%	81.5%	67.7%	75.7%	73.4%	51.4%	l J		-19.3%	-11.7%	-14.7%	L L	4	-16.2	-10	0.0%	_'	L L _	1
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%	85.1%	81.1%	87.3%	86.3%	54.4%	+		-8.1%	-3.7%	-5.4%	+ +	4	-7.2	%3.	3.3%	-!	:	1
Total		65.8%	66.0%	63.2%	66.2%	66.5%	64.3%	66.6%	57.6%	63.6%	66.9%	62.5%	60.8%	66.5%	52.9%	50.39	29.7%			1.0%	-19.9%	-20.5%			0.	.6% -13	3.1%			

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.