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Also admitted in Massachusetts

January 19, 2023

## VIA HAND DELIVERY \& ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk

Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

## RE: Docket 4651 - Arrearage Management Program Monthly Report December 2022

Dear Ms. Massaro:
On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy" or the "Company"), enclosed are six copies of the Arrearage Management Program monthly report for December 2022. As requested by the Public Utilities Commission, Rhode Island Energy is filing this monthly report in Docket No. 4651.

Thank you for your attention to this matter. If you have any questions, please contact me at (401) 709-3337.

Sincerely,


Leticia C. Pimentel

Enclosure
cc: Docket 4651 Service List
Christy Hetherington, Esq.
Linda George, Division

## Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate were electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.


Heidi J. Seddon

January 19, 2023
Date

Docket No. 4651 - Rhode Island Energy - Arrearage Management Program Service List updated 06/15/2022

| Name/Address | E-mail Distribution | Phone |
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| Nicholas Ucci |
| :--- | :--- | :--- |
| RI Office of Energy Resources |$\quad$ Nicholas.Ucci@energy.ri.gov; $\quad 401-574-9119$

## Arrearage Management Program Report 2018

GAS AND ELECTRIC COMBINED

|  | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2018 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Number of Customers Active | 3,015 | 2,729 | 2,724 | 2,094 | 2,975 | 3,416 | 3,869 | 3,976 | 4,054 | 4,017 | 3,639 | 3,334 | 3,320 |
| Customers Newly Added to AMP Agreement | TBD | TBD | TBD | TBD | 1,907 | 904 | 692 | 613 | 488 | 549 | 305 | 206 | 5,664 |
| Customers Removed - Complete | 23 | 26 |  | 3 | 42 | 79 | 59 | 2 | 3 | 43 | 12 | 19 | 368 |
| Customers Removed - Defaulted | 299 | 220 | 115 | 472 | 205 | 211 | 129 | 327 | 334 | 479 | 572 | 457 | 3,820 |
| Customers Removed - Cancelled | 80 | 55 | 76 | 48 | 97 | 167 | 92 | 108 | 62 | 121 | 101 | 64 | 1071 |
| Total Customer Payments | \$145,072 | \$170,527 | \$87,284 | \$74,726 | \$221,913 | \$279,168 | \$348,853 | \$403,711 | \$344,804 | \$404,746 | \$354,806 | \$303,331 | \$3,138,941 |
| Total Amount to be Forgiven For All Participating Customers | \$4,678,998 | \$4,214,284 | \$4,168,577 | \$3,045,371 | \$3,482,562 | \$3,902,809 | \$4,337,004 | \$4,400,473 | \$4,447,677 | \$4,368,631 | \$3,925,653 | \$3,573,090 | \$48,565,131 |
| Average Amount to be forgiven for all participating customers | \$1,552 | \$1,398 | \$1,530 | \$1,454 | \$1,171 | \$1,143 | \$1,126 | \$1,107 | \$1,097 | \$1,088 | \$1,079 | \$1,072 | \$1,235 |
| Total installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | \$367,456 | \$422,847 | 481,556 | 473,705 | 482,651 | 489,371 | 438,081 | 397,866 | \$3,553,534 |
| Average installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | TBD | \$124 | \$124 | \$119 | \$119 | \$122 | \$120 | \$119 | \$121 |
| Average arrears balance not yet forgiven | TBD | TBD | TBD | TBD | \$1,632 | \$1,624 | \$1,605 | \$1,533 | \$1,475 | \$1,424 | \$1,352 | \$1,303 | \$1,494 |
| Average arrearage balance as a percentage of the total balance | TBD | TBD | TBD | TBD | 87.18\% | 90.61\% | 90.81\% | 88.73\% | 87.02\% | 85.12\% | 81.85\% | 79.28\% | 86.33\% |
| Total Amount of Arrears Outstanding | \$5,681,842 | \$5,155,910 | \$5,126,313 | \$3,950,048 | \$4,856,528 | \$5,548,427 | \$6,211,245 | \$6,094,054 | \$5,979,010 | \$5,720,409 | \$4,921,557 | \$4,344,614 | \$63,589,956 |
| Forgiveness Credits Applied during the reporting period | \$158,907 | \$227,533 | \$74,726 | \$221,488 | \$280,167 | \$120,388 | \$184,489 | \$279,380 | \$185,079 | \$299,842 | \$271,477 | \$205,466 | \$2,508,941 |
| Total Forgiveness Credits (count) | TBD | TBD | TBD | TBD | 1,871 | 1,154 | 1,713 | 2,611 | 1,729 | 2,690 | 2,581 | 1,928 | 16,277 |
| Average Monthly Forgiveness Credit | \$98 | \$99 | \$97 | \$96 | \$99 | \$104 | \$108 | \$107 | \$107 | \$111 | \$105 | \$107 | \$103 |
| Number of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 117 | 161 | 274 | 0 | 0 | 3 | 0 | 555 |
| Percentage of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 3.42\% | 4.16\% | 6.89\% | 0.00\% | 0.00\% | 0.08\% | 0.00\% | 2.08\% |
| Total fuel assistance payments | TBD | TBD | TBD | TBD | TBD | \$87,563 | \$126,604 | \$207,905 | \$0 | \$0 | \$4,445 | \$0 | \$426,517 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ELECTRIC ONLY |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2018 |
| Number of Customers Active | 1,975 | 1,791 | 1,799 | 1,392 | 1,878 | 2,115 | 2,386 | 2,499 | 2,572 | 2,573 | 2,360 | 2,178 | 2,140 |
| Customers Newly Added to AMP Agreement | TBD | TBD | TBD | TBD | 1,167 | 532 | 439 | 396 | 319 | 345 | 215 | 138 | 3,551 |
| Customers Removed - Complete | 20 | 14 |  | 22 | 31 | 57 | 45 | 34 | 22 | 29 |  | 13 |  |
| Customers Removed - Defaulted | 215 | 140 | 67 | 348 | 147 | 135 | 80 | 189 | 188 | 267 | 355 | 292 | 2,423 |
| Customers Removed - Cancelled | 54 | 41 | 76 | 48 | 71 | 118 | 73 | 79 | 50 | 92 | 74 | 46 | 822 |
| Total Customer Payments | \$101,653 | \$109,672 | \$62,774 | \$51,876 | \$169,725 | \$192,223 | \$236,392 | \$276,443 | \$239,595 | \$293,785 | \$260,476 | \$225,482 | \$2,220,095 |
| Total Amount to be Forgiven For All Participating Customers | \$3,105,865 | \$2,813,123 | \$2,792,238 | \$2,029,074 | \$2,182,566 | \$2,403,872 | \$2,678,620 | \$2,758,119 | \$2,802,564 | \$2,782,032 | \$2,530,126 | \$2,327,123 | \$31,205,323 |
| Average Amount to be forgiven for all participating customers | \$1,573 | \$1,424 | \$1,552 | \$1,458 | \$1,162 | \$1,137 | \$1,123 | \$1,104 | \$1,090 | \$1,081 | \$1,072 | \$1,068 | \$1,237 |
| Total installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | \$240,909 | \$272,687 | \$310,498 | \$323,909 | \$337,938 | \$347,575 | \$319,617 | \$292,431 | \$2,445,563 |
| Average installment amoutn for all RI AMP customers | TBD | TBD | TBD | TBD | TBD | \$129 | \$130 | \$127 | \$131 | \$135 | \$135 | \$134 | \$132 |
| Average arrears balance not yet forgiven | TBD | TBD | TBD | TBD | \$1,661 | \$1,661 | \$1,656 | \$1,588 | \$1,524 | \$1,458 | \$1,387 | \$1,351 | \$1,536 |
| Average Arrearage balance as a percentage of the total balance | TBD | TBD | TBD | TBD | 86.45\% | 89.78\% | 90.21\% | 88.44\% | 86.98\% | 85.11\% | 82.12\% | 80.05\% | 86.14\% |
| Total Amount of Arrears Outstanding | \$3,802,502 | \$3,487,055 | \$3,483,641 | \$2,689,419 | \$3,120,288 | \$3,514,004 | \$3,950,789 | \$3,969,359 | \$3,918,983 | \$3,752,597 | \$3,273,258 | \$2,943,086 | \$41,904,980 |
| Forgiveness Credits Applied during the reporting period | \$110,205 | \$153,422 | \$51,876 | \$154,308 | \$279,538 | \$81,237 | \$121,309 | \$175,992 | \$121,777 | \$187,830 | \$173,077 | \$134,324 | \$1,744,896 |
| Total Forgiveness Credits (count) | TBD | TBD | TBD | TBD | 1,239 | 780 | 1,131 | 1,667 | 1,129 | 1,713 | 1,666 | 1,268 | 10,593 |
| Average Monthly Forgiveness Credit | \$99 | \$100 | \$97 | \$96 | \$106 | \$104 | \$107 | \$105 | \$108 | \$110 | \$104 | \$106 | \$103 |
| Number of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 24 | 39 | 49 |  |  |  |  | 112 |
| Percentage of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 1.19\% | 1.63\% | 1.96\% | 0.00\% | 0.00\% | $0.00^{\circ}$ | 0.00\% | 0.68\% |
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| GAS ONLY |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2018 |
| Number of Customers Active | 1,040 | 938 | 925 | 702 | 1,097 | 1,301 | 1,483 | 1,477 | 1,482 | 1,444 | 1,279 | 1,156 | 1,194 |
| Customers Newly Added to AMP Agreement | TBD | TBD | TBD | TBD | 740 | 372 | 253 | 217 | 169 | 204 | 90 | 68 | 2,113 |
| Customers Removed - Complete |  | 12 | 1 | ${ }^{\text {a }}$ | 11 | 22 | 14 | 20 | 1 | 16 | 5 | 6 | 114 |
| Customers Removed - Defaulted | 84 | 80 | 48 | 124 | 58 | 76 | 49 | 138 | 146 | 212 | 217 | 165 | 1,397 |
| Customers Removed - Cancelled | 26 | 14 | 24 | 0 | 26 | 49 | 19 | 29 | 12 | 29 | 27 | 18 | 273 |
| Total Customer Payments | \$43,419 | \$60,855 | \$24,510 | \$22,849 | \$52,188 | \$86,945 | \$112,461 | \$127,267 | \$105,209 | \$110,961 | \$94,330 | \$77,849 | \$9118,845 |
| Total Amount to be Forgiven For All Participating Customers | \$1,573,133 | \$1,401,161 | \$1,376,339 | \$1,016,298 | \$1,299,996 | \$1,498,938 | \$1,678,383 | \$1,642,354 | \$1,645,113 | \$1,586,599 | \$1,395,527 | \$1,245,967 | \$17,359,808 |
| Average Amount to be forgiven for all participating customers | \$1,513 | \$1,347 | \$1,488 | \$1,448 | \$1,185 | \$1,152 | \$1,132 | \$1,112 | \$1,110 | \$1,099 | \$1,091 | \$1,078 | \$1,230 |
| Total installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | \$126,547 | \$150,160 | \$171,059 | \$149,796 | \$144,714 | \$141,796 | \$118,464 | \$105,436 | \$1,107,971 |
| Average installment amount for all RI AMP customers | TBD | TBD | TBD | TBD | TBD | \$115 | \$115 | \$101 | \$98 | \$98 | \$93 | \$91 | \$102 |
| Average arrears balance not yet forgiven | TBD | TBD | TBD | TBD | \$1,583 | \$1,564 | \$1,524 | \$1,439 | \$1,390 | \$1,363 | \$1,289 | \$1,212 | \$1,420 |
| Average Arrearage balance as a percentage of the total balance | TBD | TBD | TBD | TBD | 88.53\% | 92.07\% | 91.88\% | 89.29\% | 87.10\% | 85.15\% | 81.32\% | 77.72\% | 86.63\% |
| Total Amount of Arrears Outstanding | \$1,879,340 | \$1,668,856 | \$1,642,671 | \$1,260,629 | \$1,736,240 | \$2,034,423 | \$2,260,456 | \$2,124,695 | \$2,060,027 | \$1,967,812 | \$1,648,299 | \$1,401,528 | \$21,684,976 |
| Forgiveness Credits Applied during the reporting period | \$48,702 | \$74,111 | \$22,849 | \$67,180 | \$129,024 | \$39,151 | \$63,140 | \$103,388 | \$63,302 | \$112,012 | \$98,400 | \$71,141 | \$892,400 |
| Total Forgiveness Credits (count) | TBD | TBD | TBD | TBD | 632 | 374 | 582 | 944 | 600 | 977 | 915 | 660 | 5,684 |
| Average Monthly Forgiveness Credit | \$97 | \$98 | \$96 | \$95 | \$95 | \$105 | \$108 | \$110 | \$106 | \$115 | \$108 | \$108 | \$103 |
| Number of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 93 | 122 | 225 |  | 0 |  |  | 443 |
| Percentage of Participants Receiving LIHEAP | TBD | TBD | TBD | TBD | TBD | 7.14\% | 8.22\% | 15.23\% | 0.00\% | 0.00\% | 0.23\% | 0.00\% | 4.40\% |
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## Arrearage Management Program Report 2019

|  | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2019 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Number of Customers Active | 3,139 | 3,099 | 3,155 | 3,460 | 4,283 | 4,458 | 4,494 | 4,450 | 4,328 | 4,016 | 3,608 | 3,285 | 3,815 |
| Customers Newly Added to AMP Agreement | 314 | 351 | 407 | 626 | 1,382 | 742 | 562 | 555 | 440 | 4 | 257 | 2 | 22 |
| New Enrollments that were "transferred plans" | 14 | 15 | 18 | 18 | 19 | 13 | 26 | 32 | 28 | 33 | 30 | 20 | 266 |
| Customers Removed - Complete | 19 | 17 | 16 | 6 | 221 | 191 | 127 | 90 | 90 | 109 | 64 | 0 | 1000 |
| Customers Removed - Defaulted | 442 | 366 | 279 | 285 | 321 | 233 | 356 | 354 |  | 544 | 412 | 486 | 4,513 |
| Customers Removed - Cancelled | 52 | 40 | 53 | 64 | 90 | 94 | 115 | 112 | 116 | 113 | 66 | 68 | 983 |
| Total Customer Payments | \$313,453 | \$296,568 | \$324,403 | \$334,048 | \$394,512 | \$386,637 | \$436,941 | \$402,613 | \$374,185 | \$363,475 | \$292,181 | \$297,639 | \$4,216,655 |
| Total Amount to be Forgiven For All Participating Customers | \$3,367,015 | \$3,319,790 | \$3,382,803 | \$3,729,772 | \$4,590,322 | \$4,759,787 | \$4,790,135 | \$4,726,112 | \$4,573,592 | \$4,213,028 | \$3,785,140 | \$3,460,132 | \$48,697,628 |
| Average Amount to be forgiven for all participating customers | \$1,073 | \$1,071 | \$1,072 | \$1,078 | \$1,072 | \$1,068 | \$1,066 | \$1,062 | \$1,057 | \$1,049 | \$1,049 | \$1,053 | \$1,064.17 |
| Total installment amount for all RIAMP customers | \$377,799 | \$371,416 | \$393,848 | \$421,907 | \$517,288 | \$510,340 | \$491,304 | \$468,514 | \$453,278 | \$416,040 | \$356,591 | \$313,598 | \$5,091,924 |
| Average installment amount for all R1 AMP customers | \$120 | \$120 | \$125 | \$122 | \$121 | \$114 | \$103 | \$105 | \$105 | \$104 |  | \$95 | \$111 |
| Average arrears balance not yet forgiven | \$1,250 | \$1,228 | \$1,194 | \$1,225 | \$1,337 | \$1,363 | \$1,379 | \$1,352 | \$1,332 | \$1,301 | \$1,268 | \$1,230 | 11,288 |
| Average arrearage balance as a percentage of the total balance | 76.93\% | 75.31\% | 73.97\% | 75.26\% | 83.05\% | 85.49\% | 85.42\% | 83.77\% | 82.70\% | 80.85\% | 78.18\% | 75.34\% | 79.69\% |
| Total Amount of Arrears Outstanding | \$3,923,761 | \$3,806,166 | \$3,766,438 | \$4,239,023 | \$5,725,051 | \$6,077,133 | \$6,197,829 | \$6,015,394 | \$6,763,718 | \$5,225,676 | \$4,573,639 | \$4,042,116 | \$60,355,944 |
| Forgiveness Credits Applied during the reporting period | \$211,516 | \$214,796 | \$222,834 | \$225,890 | \$233,601 | \$206,539 | \$299,484 | \$284,308 | \$254,523 | \$315,008 | \$225,329 | \$261,996 | \$2,955,822 |
| Total Forgiveness Credits (count) | 2004 | 2026 | 2172 | 2282 | 2,283 | 2,083 | 3,034 | 2,769 | 2,462 | 3,073 | 2,244 | 2,564 | \$28,996 |
| Average Monthly Forgiveness Credit | \$106 | \$106 | \$103 | \$99 | \$102 | \$99 | \$99 | \$103 | \$103 | \$103 | \$100 | \$102 | \$102 |
| Number of Participants Receiving LIHEAP |  | 177 | 31 | 229 | 216 | 610 | 243 |  |  | 47 |  | 19 | 1588 |
| Percentage of Participants Receiving LIHEAP | 0.00\% | 5.71\% | 0.98\% | 6.61\% | 5.04\% | 13.68\% | 5.43\% | 0.17\% | 0.06\% | 1.17\% | 0.13\% | 0.57\% | 3.30\% |
| Total Fuel Assistance Payments |  | 136,936 | 23,931 | 185,238 | 169,000 | \$502,218 | \$192,065 | \$5,979 | \$2,298 | \$35,983 | \$3,709 | \$13,640 | \$1,270,997 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ELECTRIC ONLY |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2019 |
| Number of Customers Active | 2,037 | 1,984 | 1,997 | 2,138 | 2,598 | 2,697 | 2,746 | 2,764 | 2,748 | 2,593 | 2,347 | 2,138 | 2,399 |
| Customers Newly Added to AMP Agreement | 189 | 202 | 235 | 356 | 802 | 435 | 347 | 356 | 313 | 298 | 176 | 128 | 3,837 |
| New Enrollments that were "transferred plans" | 11 | 12 | 12 | 11 | 12 | , | 19 | 23 | 22 | 23 | 26 | 14 | 194 |
| Customers Removed - Complete | 12 | 10 | 11 |  | 136 | 109 | 70 | 63 | 73 | 84 | 48 | 40 | 661 |
| Customers Removed - Defaulted | 291 | 235 | 177 | 189 | 197 | 142 | 205 | 195 | 222 | 314 | 246 | 309 | 2,722 |
| Customers Removed - Cancelled |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total Customer Payments | \$230,339 | \$217,233 | \$229,161 | \$227,349 | \$280,657 | \$168,156 | \$303,196 | \$289,996 | \$276,876 | \$262,582 | \$219,383 | \$222,847 | \$2,927,773 |
| Total Amount to be Forgiven For All Participating Customers | \$2,189,542 | \$2,131,977 | \$2,137,203 | \$2,301,728 | \$2,781,204 | \$2,867,104 | \$2,906,198 | \$2,909,507 | \$2,876,706 | \$2,667,719 | \$2,423,575 | \$2,217,615 | \$30,410,078 |
| Average Amount to be forgiven for all participating customers | \$1,075 | \$1,075 | \$1,070 | \$1,077 | \$1,071 | \$1,063 | \$1,058 | \$1,053 | \$1,043 | \$1,033 | \$1,033 | \$1,037 | \$1,057 |
| Total installment amount for all RI AMP customers | \$272,313 | \$263,320 | \$269,552 | \$282,339 | \$337,401 | \$342,780 | \$336,191 | \$330,574 | \$326,088 | \$306,936 | \$269,527 | \$237,883 | \$3,574,903 |
| Average installment amoutn for all R1 AMP customers | \$134 | \$133 | \$135 | \$132 | \$130 | \$127 | \$122 | \$120 | \$119 | \$119 | \$115 | \$111 | \$125 |
| Average arrears balance not yet forgiven | \$1,294 | \$1,279 | \$1,228 | \$1,267 | \$1,390 | \$1,397 | \$1,402 | \$1,371 | \$1,342 | \$1,310 | \$1,270 | \$1,236 | \$1,316 |
| Average Arrearage balance as a percentage of the total balance | 77.65\% | 75.95\% | 74.01\% | 75.14\% | 82.40\% | 84.10\% | 83.97\% | 82.56\% | 81.87\% | 80.67\% | 78.23\% | 75.66\% | 79.35\% |
| Total Amount of Arrears Outstanding | \$2,635,580 | \$2,537,999 | \$2,451,544 | \$2,708,570 | \$3,611,568 | \$3,768,012 | \$3,851,053 | \$3,790,822 | \$3,688,734 | \$3,384,070 | \$2,980,742 | \$2,642,828 | \$38,051,522 |
| Forgiveness Credits Applied during the reporting period | \$136,710 | \$138,519 | \$146,260 | \$143,639 | \$152,262 | \$134,050 | \$185,372 | \$182,914 | \$162,728 | \$1,196,441 | \$144,729 | \$163,329 | \$2,886,953 |
| Total Forgiveness Credits (count) | 1297 | 1313 | 1430 | 1453 | 1,482 | 1,335 | 1,903 | 1,801 | 1,607 | 1,964 | 1,462 | 1,614 | \$18,661 |
| Average Monthly Forgiveness Credit | \$105 | \$105 | \$102 | \$99 | \$103 | \$100 | \$97 | \$102 | \$101 | \$100 | \$99 | \$101 | \$101 |
| Number of Participants Receiving LIHEAP |  | 65 | 14 | 43 | 132 | 46 | 50 |  |  | 9 | O |  |  |
| Percentage of Participants Receiving LIHEAP | 0.00\% | 3.27\% | 0.70\% | 2.01\% | 5.08\% | 1.70\% | 1.82\% | 0.18\% | 0.03\% | 0.34\% | 0.00\% | 0.14\% | 1.27\% |
| Total Fuel Assistance Payments | \$0 | \$50,261 | \$11,026 | \$32,047 | \$102,149 | \$37,028 | \$37,897 | \$3,569 | \$668 | \$6,934 | \$0 | \$2,110 | \$283,689 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| GAS ONLY |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | January | February | March | April | May | June | July | August | September | October | November | December | YTD 2019 |
| Number of Customers Active | 1,102 | 1,115 | 1,158 | 1,322 | 1,685 | 1,761 | 1,748 | 1,686 | 1,580 |  | 1,261 |  | 1,417 |
| Customers Newly Added to AMP Agreement | 126 | 149 | 172 | 270 | 580 | 307 | 215 | 199 | 127 | 146 | 81 | 54 | 2,426 |
| New Enrollments that were "transferred plans" |  |  | 6 |  |  |  | 7 | 9 | 6 | 10 | 4 |  |  |
| Customers Removed - Complete |  |  | 5 |  | 85 | 82 | 57 | 27 | 17 | 25 | 16 | 0 | 339 |
| Customers Removed - Defaulted | 151 | 131 | 102 | 96 | 124 | 93 | 151 | 159 | 213 | 230 | 166 | 177 |  |
| Customers Removed - Cancelled | 16 | 12 | 14 | 13 | 23 | 22 | 26 | 23 | 29 | 27 | 17 | 17 | 239 |
| Total Customer Payments | \$83,114 | \$79,335 | \$95,243 | \$106,699 | \$113,855 | \$118,481 | \$133,745 | \$112,618 | \$97,309 | \$100,893 | \$72,799 | \$74,793 | \$1,188,881 |
| Total Amount to be Forgiven For All Participating Customers | \$1,177,474 | \$1,187,812 | \$1,245,600 | \$1,428,044 | \$1,809,119 | \$1,892,683 | \$1,884,937 | \$1,816,605 | \$1,706,486 | \$1,544,338 | \$1,361,565 | \$1,242,517 | \$18,297,180 |
| Average Amount to be forgiven for all participating customers | \$1,068 | \$1,065 | \$1,076 | \$1,080 | \$1,074 | \$1,075 | \$1,078 | \$1,077 | \$1,080 | \$1,078 | \$1,080 | \$1,083 | \$1,076 |
| Total installment amount for all RII AMP customers | 105,487 | 108,197 | 124,296 | 139,569 | \$179,887 | \$167,560 | \$155,133 | \$137,941 | \$127,190 | \$109,104 | \$87,063 | \$75,715 | \$1,517,141 |
| Average installment amount for all R1 AMP customers | \$96 | \$97 | \$107 | \$105 | \$107 | \$95,015 | $\$ 89$ | \$82 | $\$ 90$ | \$76 | $\$ 69$ | $\$ 66$ | \$8,000 |
| Average arrears balance not yet forgiven | 1,169 | 1,137 | 1,135 | 1,138 | \$1,254 | \$1,311 | \$1,343 | \$1,319 | \$1,313 | \$1,285 | \$1,263 | \$1,220 | \$1,241 |
| Average Arrearage balance as a percentage of the total balance | 75.50\% | 74.06\% | 73.90\% | 75.48\% | 84.18\% | 87.87\% | 87.91\% | 85.77\% | 84.22\% | 81.17\% | 78.10\% | 74.73\% | 80.24\% |
| Total Amount of Arrears Outstanding | \$1,288,181 | \$1,268,167 | \$1,315,893 | \$1,530,453 | \$2,113,483 | \$2,309,141 | \$2,346,776 | \$2,224,572 | \$2,074,985 | \$1,841,606 | \$1,592,897 | \$1,399,288 | \$21,305,443 |
| Forgiveness Credits Applied during the reporting period | \$74,805 | \$76,277 | \$76,574 | \$82,251 | \$81,339 | \$72,489 | \$114,112 | \$101,394 | \$91,796 | \$118,567 | \$80,599 | \$98,667 | \$1,068,869 |
| Total Forgiveness Credits (count) | 707 | 713 | 742 | 829 | 801 | 748 | 1,131 | 968 | 855 | 1,109 | 782 | 950 | 10,335 |
| Average Monthly Forgiveness Credit | \$106 | \$107 | \$103 | \$99 | \$102 | \$97 | \$101 | \$105 | \$107 | \$107 | \$103 | \$104 | \$103 |
| Number of Participants Receiving LIHEAP |  |  |  | 186 |  | 564 | 195 |  |  | 38 |  | 16 | 1222 |
| Percentage of Participants Receiving LIHEAP | 0.00\% | 10.04\% | 1.46\% | 14.06\% | 4.98\% | 32.02\% | 11.13\% | 0.17\% | 0.12\% | 2.65\% | 0.39\% | 1.39\% | 6.53\% |
| Total Fuel Assistance Payments | \$0 | \$86,674 | \$12,905 | \$133,191 | \$66,851 | \$463,190 | \$154,168 | \$2,410 | \$1,630 | \$29,049 | \$3,709 | \$11,530 | \$965,307 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Arrearage Management Program Report 2020


Arrearage Management Program Report 2021


Arrearage Management Program Report 2022


