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August 10, 2020

Secretary Mark D. Marini  
Department of Public Utilities  
One South Station  
Boston, MA 02110

RE: D.P.U. 19-07/19-AMP, Request for Additional Data on Low-Income Customers

Dear Secretary Marini:

We very much appreciate the information about low-income customers and competitive energy supply contracts that the Department has requested and obtained in the above-referenced docket. The information that has been submitted provides more detail about the prices paid by low-income utility customers, and the impacts of their utility prices on bill payment assistance programs.

We are writing to request that the Department include in its next discovery request questions regarding the effects of different utility prices on low-income consumers, and how competitive supply contracts purchased through the individual retail market impact rates of disconnections and utility arrearages. In particular, we respectfully request that the Department seek the following information from each utility company, organized by year (e.g., 2017, 2018, 2019, and 2020 to date), for both electric and gas customers:

- The number and percentage of low-income customers who have received one disconnection notice while on the basic service rate during one of the years specified
- The number and percentage of low-income customers who received two or more disconnection notices while on the basic service rate during one (or more) of the years specified

- The number and percentage of low-income customers who have received one disconnection notice during one of the years specified while enrolled in a contract for competitive supply
- The number and percentage of low-income customers who have received two or more disconnection notice during one of the years specified while enrolled in a contract for competitive supply
- The average number of disconnection notices sent to low-income customers while on the basic service rate
- The average number of disconnection notices sent to low-income customers while enrolled in a contract for competitive supply
- The average amount of utility arrears for low-income customers on the basic service rate
- The average amount of utility arrears for low-income customers enrolled in a contract with a competitive supply company

We appreciate the Department's work to investigate and analyze the impact of the competitive supply individual residential market on low-income customers. If you have any questions about this request, please contact Jenifer Bosco at [jbosco@nclc.org](mailto:jbosco@nclc.org).

Sincerely,

/S/

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