

**Kenneth W. Christman**  
*Assistant General Counsel*



121 Champion Way, Suite 100  
Canonsburg, Pennsylvania 15317  
(724) 416-6315  
(724) 416-6384 (facsimile)  
[kchrist@nisource.com](mailto:kchrist@nisource.com)

October 7, 2020

VIA ELECTRONIC FILING

Mark D. Marini, Secretary  
Department of Public Utilities  
One South Station, 5<sup>th</sup> Floor  
Boston, MA 02110

Re: Inquiry into Establishing Policies and Practices for Electric and Gas Companies,  
D.P.U. 20-58 – Monthly Arrearage Report of Bay State Gas Company d/b/a  
Columbia Gas of Massachusetts

Dear Secretary Marini:

On behalf of Bay State Gas Company d/b/a Columbia Gas of Massachusetts (“Company”), enclosed please find the Company’s monthly arrearage tracking spreadsheet pursuant to D.P.U. 20-58-A, issued by the Department of Public Utilities on June 26, 2020.

Please do not hesitate to contact me at 724-416-6315 with any question you may have.

Very truly yours,

A handwritten signature in black ink that reads "Kenneth W. Christman". The signature is written in a cursive, flowing style.

Kenneth W. Christman

cc: Rachel Cottle, Esq. – Hearing Officer  
Elizabeth Anderson, Esq. – Office of the Attorney General  
Robert Hoagland, Esq. – Department of Energy Resources  
Charles Harak, Esq. - National Consumer Law Center  
Jerrold Oppenheim, Esq. – LEAN  
Robert Rio – Associated Industries of Massachusetts

### Arrearage Tracking Report - Classifications

Company	<i>Columbia Gas of Massachusetts</i>
Contact Name	<i>Shaela Collins, Director Regulatory Policy</i>
Contact Information	<i>Shaelacollins@NiSource.com</i>
Date	<i>March 2019 - September 2020</i>

### RATE CLASSIFICATIONS

<b>Residential:</b>	Residential reflects non-low income residential rate classes R&T-1 and R&T-3.
<b>Low Income:</b>	Low Income Residential includes rate classes R&T-2 and R&T-4.
<b>Small C&amp;I:</b>	Small Commercial & Industrial ("C&I") includes rate classes G&T-40 and G&T-50.
<b>Medium C&amp;I:</b>	Medium C&I includes rate classes G&T-41 and G&T-51.
<b>Large C&amp;I:</b>	Large C&I includes rate classes G&T-42, G&T-43, G&T-52 and G&T-53 and special contracts.

### LINE-BY-LINE DATA DEFINITIONS

<b># of Customers *</b>	Count of service accounts having a status of "active" at the time of the data pull.
<b># of Customers w/ Arrears *</b>	Count of service accounts with arrears past the due date on the bill.
<b># Arrears 30-60 *</b>	Count of service accounts where the bill is 0 - 30 days past the due date on the bill.
<b># Arrears 60-90 *</b>	Count of service accounts where the bill is 31 - 60 days past the due date on the bill.
<b># Arrears 90+ *</b>	Count of service accounts where the bill is greater than 60 days past the due date on the bill.
<b>\$ Arrears 30-60 *</b>	The sum of arrears 0 - 30 days past the due date on the bill.
<b>\$ Arrears 60-90 *</b>	The sum of arrears 31 - 60 days past the due date on the bill.
<b>\$ Arrears 90+ *</b>	The sum of arrears over 60 days past the due date on the bill.
<b>\$ Total Arrears *</b>	The sum of arrears past the due date on the bill.
<b>Billed Sales (Therms) **</b>	The sum of commodity billed in therms (gas).
<b>Billed Total Revenue \$ **</b>	The sum of customer charges billed excluding purchased supplier receivables (electric) and marketer receivables (gas).
<b>Supplier Receivables</b>	Not applicable.
<b>Total Revenue Billed \$ **</b>	The sum of all billed customer charges.
<b>\$ Revenue (Payments) Received **</b>	The sum of all customer payments received for current and aged receivables.
<b># Revenue (Payments) Received **</b>	The count of all customer payments received.
<b>Difference Between Billed and Received Revenue **</b>	The difference between total billed customer charges and payments received.
<b>Customers on Arrearage Mgmt/Forgiveness Plans *</b>	The number of customers active in the arrearage management program.
<b>Customers Disconnected for Non-Payment **</b>	The number of service terminations completed.
<b>Customers on Payment Plans *</b>	The number of customers with an active payment plan.

\* Reflects information as the time of the data pull.

\*\* Reflects the month for which the amount is booked.





**Arrearage Tracking Summary**

Company Columbia Gas of Massachusetts  
 Contact Name Shaola Collins, Director Regulatory Policy  
 Contact Information Shaolacollins@NISource.com  
 Date March 2019 - September 2020

	2019												2020						2019 / 2020 Variance (2020 minus 2019)								
	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Mar	Apr	May	June	Jul	Aug	Sep	
<b>18 Customers Disconnected for Non-Payment</b>																											
Residential [1]	80	917	665	639	983	766	1,256	181	2	3	16	6	2	0	0	0	0	0	0	0	(78)	(917)	(665)	(639)	(983)	(766)	(1,256)
Low Income Residential	6	18	262	237	455	313	624	70	0	0	0	0	0	0	0	0	0	0	0	(6)	(18)	(262)	(237)	(455)	(313)	(624)	
Small C&I [3]	78	105	132	105	79	62	41	1	0	1	32	58	22	0	0	0	0	0	0	(56)	(105)	(132)	(105)	(79)	(62)	(41)	
Medium C&I [4]	6	10	9	9	7	5	7	0	0	0	3	3	1	0	0	0	0	0	0	(5)	(10)	(9)	(9)	(7)	(5)	(7)	
Large C&I [5]	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	(3)	(1)	(3)	0	0	0	0	
<b>Total</b>	<b>170</b>	<b>1,051</b>	<b>1,069</b>	<b>990</b>	<b>1,524</b>	<b>1,146</b>	<b>1,928</b>	<b>252</b>	<b>2</b>	<b>4</b>	<b>51</b>	<b>67</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(145)</b>	<b>(1,051)</b>	<b>(1,069)</b>	<b>(990)</b>	<b>(1,524)</b>	<b>(1,146)</b>	<b>(1,928)</b>		
<b>19 Customers on Payment Plans [10]</b>																											
Residential [1]	6,071	8,434	10,246	8,801	8,537	7,773	6,476	4,489	3,143	2,139	2,751	3,727	3,018	1,624	1,738	1,471	1,174	957	719	(3,053)	(6,810)	(8,508)	(7,330)	(7,363)	(6,816)	(5,757)	
Low Income Residential	1,317	1,669	3,587	3,163	3,293	3,206	2,802	2,143	726	317	293	338	351	318	403	394	341	274	201	(966)	(1,351)	(3,184)	(2,769)	(2,952)	(2,932)	(2,601)	
Small C&I [3]	134	150	208	163	135	104	89	66	53	47	64	76	44	26	25	26	24	20	41	(90)	(164)	(183)	(137)	(111)	(84)	(48)	
Medium C&I [4]	54	62	69	59	54	48	37	23	24	27	28	39	30	10	10	12	16	21	30	(24)	(52)	(59)	(47)	(38)	(27)	(7)	
Large C&I [5]	5	7	8	7	6	5	3	2	3	2	3	2	1	0	2	0	3	4	6	(4)	(7)	(6)	(7)	(9)	(1)	3	
<b>Total</b>	<b>7,581</b>	<b>10,362</b>	<b>14,118</b>	<b>12,193</b>	<b>12,025</b>	<b>11,136</b>	<b>9,407</b>	<b>6,723</b>	<b>3,949</b>	<b>2,532</b>	<b>3,139</b>	<b>4,182</b>	<b>3,444</b>	<b>1,978</b>	<b>2,178</b>	<b>1,903</b>	<b>1,558</b>	<b>1,276</b>	<b>997</b>	<b>(4,137)</b>	<b>(8,384)</b>	<b>(11,940)</b>	<b>(10,290)</b>	<b>(10,467)</b>	<b>(9,860)</b>	<b>(8,410)</b>	

**Footnotes:**  
 [1] Residential reflects non-low income residential rate classes R&T-1 and R&T-3.  
 [2] Low Income Residential includes rate classes R&T-2 and R&T-4.  
 [3] Small Commercial & Industrial ("C&I") includes rate classes G&T-40 and G&T-50.  
 [4] Medium C&I includes rate classes G&T-41 and G&T-51.  
 [5] Large C&I includes rate classes G&T-42, G&T-43, G&T-52 and G&T-53 and special contracts.  
 [6] Customer are based on active services.  
 [7] CMA calculates arrearage based on the number of days past the due date which is presented as follows:  
 - Arrears 30 - 60: Reflects 0 to 30 days past the due date.  
 - Arrears 60 - 90: Reflects 31 to 60 days past the due date.  
 - Arrears > 90: Reflects more than 60 days past the due date.  
 [8] Payments received can include payments toward both current and aged receivables.  
 [9] Beginning with the April 24 report, CMA will pull data each Monday morning for information to be included in the Friday report.

**Additional Information:**  
 [A] The weekly updates will be presented in a cumulative month-to-date basis beginning with April 2020.  
 [B] CMA can provide weekly updates for all categories.