D.P.U. 20-58-D Data Collection

Eversource Energy as of March 31, 2021

A) Bad Debt:

- 1. reported revenues,
- 2. accounts receivable,
- 3. gross accounts receivable write-offs, and
- ${\bf 4.}\ accounts\ receivable\ recoveries\ to\ track\ basic\ information$

surrounding bad debt costs.

B) Financial Health Information

- 1. any increase, or requested increase, to bank lines of credit;
- 2. any issuance of dividends, plans to issue dividends, increase in dividend amounts, and plans to increase dividend amounts;
- 3. capital markets access; and
- 4. credit rating agency actions.

C) Customer-Specific Data

- 1. Number of customers, by customer class;
- 2. Number of customers, by customer class, disconnected during the period;
- 3. Number of customers, by customer class, receiving disconnectionnotices during the period;
- 4. Number of customers, by customer class, reconnected during the period;
- 5. Number of customers, by customer class, assessed reconnection fees or charges during the period;
- 6. Number of customers, by customer class, assessed credit card fees or charges during the period;
- 7. Number of customers, by customer class, assessed late payment fees or charges during the period;
- 8. Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements;
- 9. Number of customers by customer class, completing deferred payment arrangements during the period;
- 10. Number of customers, by customer class, enrolling in new deferred payment arrangements during the period;
- 11. Number of customers, by customer class, renegotiating deferred payment arrangements during the period;
- 12. Number of customers taking service at the beginning of the period under existing hardship protections;
- 13. Number of customers completing hardship protections during the period;
- 14. Number of customers enrolling in new hardship protections during the period;
- ${\bf 15.\ Number\ of\ customers,\ by\ customer\ class,\ completing\ an\ AMP\ program\ during\ the\ period;}$
- 16. Number of customers, by customer class, enrolling in an AMP program during the period;
- 17. Number of customers, by customer class, re-enrolling in an AMP program during the period;
- 18. Number of customers, by customer class, dropping off an AMP program during the period;
- 19. Number of customers enrolling in the low-income discount rate program during the period;
- 20. Number of customers dropping off the low-income discount rate program during the period;
- 21. Number of by customers, by customer class, with required deposits with the company at the beginning of the period;
- 22. Number of customers, by customer class, required to submit new deposits or increased deposits during the period;
- 23. Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period; and
- 24. Number of customers, by customer class, whose deposits were returned in full during the period.

D.P.U. 20-58-D Data Collection (A) Bad Debt - 2020

NSTAR Electric

NSTAR Electric												Dec-20
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	
Reported Revenues	234,234,652	226,849,087	203,763,560	190,669,652	183,702,440	210,925,972	269,446,489	292,850,396	242,372,428	202,409,092	183,419,619	208,849,6
Accounts Receivable	261,264,778	277,511,244	287,735,952	258,071,563	256,706,167	292,529,606	300,321,636	329,163,710	328,666,611	267,942,863	264,895,087	315,636,6
Gross A/R Write-Offs	2,695,765	1,993,481	1,699,004	1,404,054	1,459,307	2,022,306	1,824,363	1,427,051	1,636,744	1,220,344	1,301,005	1,897,2
A/R Recoveries	512,211	582,214	401,597	307,811	275,290	310,514	255,577	314,598	239,988	301,954	302,376	215,4
NSTAR Gas												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	80,616,137	77,152,671	60,971,096	51,177,142	35,566,600	13,620,062	10,108,584	10,058,491	10,329,892	12,576,967	27,346,857	64,807,13
Accounts Receivable	81,802,905	91,439,084	88,053,023	81,029,587	69,624,935	54,524,280	41,927,881	37,658,508	38,633,522	33,187,145	44,216,390	77,321,8
Gross A/R Write-Offs	886,791	752,394	492,442	361,588	384,072	534,819	586,555	426,638	570,236	445,673	348,577	338,47
A/R Recoveries	154,660	147,109	128,848	75,970	95,292	92,248	95,313	90,752	70,804	204,195	66,909	78,18
EGMA												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues									•	13,478,679	40,583,798	63,022,32
Accounts Receivable										36,323,022	34,274,286	57,148,21
Gross A/R Write-Offs A/R Recoveries										16,065 28,290	(33,121) 31,357	116,83 27,28
, i necovenes										20,230	51,557	27,20
							_					
					D.P.U. 20-58							
						3-D Data Coll d Debt - 2021						
NICTAD Electric												
	lan-21	Feh-21	Mar-21		(A) Bad	d Debt - 202	l	Διισ-21	Sen-21	Ort-21	Nov-21	Dec-21
Description	Jan-21 227.902.379	Feb-21 230.951.015	Mar-21 201.266.408	Apr-21 -				Aug-21 -	Sep-21 -	Oct-21	Nov-21	Dec-21
Description Reported Revenues	Jan-21 227,902,379 319,879,727	Feb-21 230,951,015 336,154,134	Mar-21 201,266,408 311,437,691	Apr-21	(A) Bac	Jun-21	L Jul-21	-	•			Dec-21 - -
Description Reported Revenues Accounts Receivable	227,902,379	230,951,015	201,266,408	Apr-21	(A) Bac	Jun-21	L Jul-21	-	•			Dec-21
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs	227,902,379 319,879,727	230,951,015 336,154,134	201,266,408 311,437,691	Apr-21	(A) Bac	Jun-21	L Jul-21	-	•			Dec-21
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries	227,902,379 319,879,727 1,985,916	230,951,015 336,154,134 1,652,675	201,266,408 311,437,691 2,334,375	Apr-21	(A) Bac	Jun-21	L Jul-21	-	•			Dec-21
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas	227,902,379 319,879,727 1,985,916	230,951,015 336,154,134 1,652,675	201,266,408 311,437,691 2,334,375	Apr-21	(A) Bac	Jun-21	L Jul-21	-	•			Dec-21
NSTAR Electric Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues	227,902,379 319,879,727 1,985,916 499,187	230,951,015 336,154,134 1,652,675 305,295	201,266,408 311,437,691 2,334,375 508,986	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description	227,902,379 319,879,727 1,985,916 499,187 Jan-21	230,951,015 336,154,134 1,652,675 305,295 Feb-21	201,266,408 311,437,691 2,334,375 508,986 Mar-21	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933 392,368	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683 277,109	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859 403,447	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933 392,368	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683 277,109	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859 403,447	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries EGMA Description	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933 392,368 68,045 Jan-21	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683 277,109 90,610	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859 403,447 96,734	Apr-21	(A) Bac May-21 - - - -	Jun-21	Jul-21 - - - - - -	- - - -	: : :	:	:	- - - -
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries EGMA Description Reported Revenues	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933 392,368 68,045 Jan-21 93,032,219	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683 277,109 90,610 Feb-21 85,732,672	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859 403,447 96,734 Mar-21 77,481,301	Apr-21	(A) Bac May-21 - - - - - May-21	Jun-21	Jul-21 Jul-21	- - - - Aug-21	Sep-21	- - - - Oct-21	- - - - Nov-21	- - - - Dec-21
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries EGMA Description Reported Revenues Accounts Receivable	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933 392,368 68,045 Jan-21 93,032,219 95,160,062	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683 277,109 90,610 Feb-21 85,732,672 115,205,253	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859 403,447 96,734 Mar-21 77,481,301 109,158,134	Apr-21	(A) Bac May-21 - - - - - May-21	Jun-21	Jul-21 Jul-21	- - - - Aug-21	Sep-21	- - - - Oct-21	- - - - Nov-21	- - - - Dec-21
Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries NSTAR Gas Description Reported Revenues Accounts Receivable Gross A/R Write-Offs A/R Recoveries EGMA Description Reported Revenues	227,902,379 319,879,727 1,985,916 499,187 Jan-21 86,461,980 100,673,933 392,368 68,045 Jan-21 93,032,219	230,951,015 336,154,134 1,652,675 305,295 Feb-21 101,197,977 128,670,683 277,109 90,610 Feb-21 85,732,672	201,266,408 311,437,691 2,334,375 508,986 Mar-21 77,942,664 115,369,859 403,447 96,734 Mar-21 77,481,301	Apr-21	(A) Bac May-21 - - - - May-21	Jun-21	Jul-21 Jul-21	- - - - Aug-21	Sep-21	- - - - Oct-21	- - - - Nov-21	- - - - Dec-21

D.P.U. 20-58-D Data Collection (B) Financial Health Information - 2020

		NSTAR Elect	ric Company	
2020	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None
February	None		Yes	None
March	None	\$196,500,000	Yes	None
April	None		Yes	None
May	None		Yes	None
June	None		Yes	None
July	None	_	Yes	None
August	None		Yes	None
September	None		Yes	None
October	None	_	Yes	None
	None		Yes	None
November December	None	\$65,500,000	Yes	None
Total 2020		\$262,000,000		

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$7,000,000	Yes	None
None	_	Yes	None
None		Yes	None
None	\$7,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$17,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$7,000,000	Yes	None
	\$38,000,000		

	Eversource Gas C	Company of MA *	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	Credit rating agency action
			On 7/22/20, S&P issued a new corporate credit rating of A- with stable outlook
On 10/21/20 EGMA, with Eversource Energy, entererd into a 364-day \$550M revolving credit agreement	_	Yes	None
None		Yes	None
None		Yes	None
	\$0		

^{*} Eversource completed the acquisition of assets of Columbia Gas of Massachusetts on October 9, 2020.

D.P.U. 20-58-D Data Collection (B) Financial Health Information - 2021

		NSTAR Elect	ric Company	
2021	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None
February	None		Yes	None
March	None	\$206,400,000	Yes	None
April				
May				
June				
July				
August				
September				
October				
November				
December				
Total 2021		\$206,400,000		

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$10,000,000	Yes	None
	\$10,000,000		

	Eversource Gas	Company of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None	_	Yes	None
None	\$6,900,000	Yes	None
	\$6,900,000		

							2020						
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,005
	Low Income Residential	89,743	90,679	91,284	91,213	90,805	91,025	91,260	92,556	93,314	95,036	91,752	94,327
	Small C&I	160,051	161,208	160,466	159,553	160,711	160,474	159,829	158,618	158,925	163,750	155,461	165,204
	Medium / Large C&I	4,883	4,930	4,937	4,983	4,929	4,908	4,908	4,978	4,971	4,895	4,908	4,939
	Streetlights	13,251	13,287	13,237	13,240	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,300
	Total	1,232,340	1,237,033	1,234,993	1,234,138	1,233,828	1,234,111	1,231,564	1,220,591	1,224,030	1,240,572	1,205,581	1,254,775
2	Number of customers, by customer class, disconnected during the period												
	Residential	893	1,062	489	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	127	85	49	0	0	0	0	0	0	0	28	77
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,020	1,147	538	0	0	0	0	0	0	0	28	77
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	2
	Low Income Residential	129	118	53	0	0	0	0	0	0	13	15	0
	Small C&I	4,712	4,681	2,384	0	0	0	0	0	2,408	3,944	4,893	6,580
	Medium / Large C&I	0 11	0	0	0	0	0	0	0	0	0	0	10
	Streetlights Total	44,223	14 44,443	21,663	0	0	0	0	0	2,412	11,965	6,465	6,592
	Iotai	44,223	44,443	21,003	U	U	U	U	U	2,412	11,965	0,405	0,592
2.2	Number of sustaining his sustaining place associates Final /72 hours action of discourses during the social												
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	24.597	22,805	12,235	0	0	0	0	0	0	0	0	0
	Low Income Residential	121	124	37	0	0	0	0	0	0	0	0	0
	Small C&I	2,850	2,546	1,664	0	0	0	0	0	0	2,777	1,620	3,342
	Medium / Large C&I	2,850	2,546	1,004	0	0	0	0	0	0	0	1,620	3,342
	Streetlights	9	8	2	0	0	0	0	0	0	4	3	
	Total	27,577	25,483	13,938	0	0	0	0	0	0	2,781	1,623	3,347
4	Number of customers, by customer class, reconnected during the period	27,377	23,403	13,530	Ū	•		Ū	•		2,701	1,023	3,347
7	Residential	587	738	346	11	1	0	0	0	0	0	1	0
	Low Income Residential	18	18	13	3	0	0	0	0	0	0	0	0
	Small C&I	88	81	53	0			0	0	0	0	17	37
	Medium / Large C&I	0	0	0	0		0	0	0	0	0	0	0
	Streetlights	0	0	0	0		0	0	0	0	0	0	0
	Total	693	837	412	14	1	0	0	0	0	0	18	37
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period												
	Residential	579	728	343	0	0	0	0	0	0	0	0	0
	Low Income Residential	18	16	13	0	0	0	0	0	0	0	0	0
	Small C&I	86	80	51	0	0	0	0	0	0	0	17	37
	Medium / 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
	Streetlights						0	0	0	0	0	17	37
	Streetlights Total	683	824	407	0	0	U						
6		683	824	407	0	0	0	-				J	
6	Total	683 27,174	824 26,987	26,083	0 25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,924
6	Total Number of customers, by customer class, assessed credit card fees or charges during the period					-	-			25,544 0	25,415 0	22,257	0
6	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential	27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786				23,924 0 1,025
6	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	27,174 0 1,304 20	26,987 0 1,240 21	26,083 0 1,013 20	25,005 0 774 25	24,947 0 715 18	24,607 0 729 19	25,412 0 745 24	24,786	0 704 23	0 870 29	0 837 32	0
6	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	27,174 0 1,304 20 6	26,987 0 1,240 21 5	26,083 0 1,013 20 7	25,005 0 774 25 2	24,947 0 715 18 2	24,607 0 729 19 3	25,412 0 745 24 5	24,786 0 715 21	0 704 23 3	0 870 29 4	0 837 32 3	0 1,025 38 5
6	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	27,174 0 1,304 20	26,987 0 1,240 21	26,083 0 1,013 20	25,005 0 774 25	24,947 0 715 18	24,607 0 729 19	25,412 0 745 24	24,786 0 715 21	0 704 23	0 870 29	0 837 32	0 1,025
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	27,174 0 1,304 20 6 28,504	26,987 0 1,240 21 5 28,253	26,083 0 1,013 20 7 27,123	25,005 0 774 25 2 25,806	24,947 0 715 18 2 25,682	24,607 0 729 19 3 25,358	25,412 0 745 24 5 26,186	24,786 0 715 21 1 25,523	0 704 23 3 26,274	0 870 29 4 26,318	0 837 32 3 23,129	0 1,025 38 5 24,992
7	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	27,174 0 1,304 20 6 28,504	26,987 0 1,240 21 5 28,253	26,083 0 1,013 20 7 27,123	25,005 0 774 25 2 25,806	24,947 0 715 18 2 25,682	24,607 0 729 19 3 25,358	25,412 0 745 24 5 26,186	24,786 0 715 21 1 25,523	0 704 23 3 26,274	0 870 29 4 26,318	0 837 32 3 23,129	0 1,025 38 5 24,992
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	27,174 0 1,304 20 6 28,504	26,987 0 1,240 21 5 28,253	26,083 0 1,013 20 7 27,123	25,005 0 774 25 2 25,806	24,947 0 715 18 2 25,682	24,607 0 729 19 3 25,358	25,412 0 745 24 5 26,186	24,786 0 715 21 1 25,523	0 704 23 3 26,274	0 870 29 4 26,318 0	0 837 32 3 23,129	0 1,025 38 5 24,992 0
7	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	27,174 0 1,304 20 6 28,504 0 16 25,728	26,987 0 1,240 21 5 28,253 0 14 25,117	26,083 0 1,013 20 7 27,123 0 8 12,303	25,005 0 774 25 2 25,806	24,947 0 715 18 2 25,682 0 0	24,607 0 729 19 3 25,358	25,412 0 745 24 5 26,186 0 0	24,786 0 715 21 1 25,523 0 0	0 704 23 3 26,274 0 0	0 870 29 4 26,318 0 0	0 837 32 3 23,129 0 0	0 1,025 38 5 24,992 0 0
7	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I	27,174 0 1,304 20 6 28,504 0 16 25,728 564	26,987 0 1,240 21 5 28,253 0 14 25,117 445	26,083 0 1,013 20 7 27,123 0 8 12,303 272	25,005 0 774 25 2 25,806	24,947 0 715 18 2 25,682 0 0	24,607 0 729 19 3 25,358 0 0	25,412 0 745 24 5 26,186 0 0	24,786 0 715 21 1 25,523 0 0	0 704 23 3 26,274 0 0	0 870 29 4 26,318 0 0 0	0 837 32 3 23,129 0 0 0	0 1,025 38 5 24,992 0 0
7	Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	27,174 0 1,304 20 6 28,504 0 16 25,728	26,987 0 1,240 21 5 28,253 0 14 25,117	26,083 0 1,013 20 7 27,123 0 8 12,303	25,005 0 774 25 2 25,806	24,947 0 715 18 2 25,682 0 0	24,607 0 729 19 3 25,358	25,412 0 745 24 5 26,186 0 0	24,786 0 715 21 1 25,523 0 0	0 704 23 3 26,274 0 0	0 870 29 4 26,318 0 0	0 837 32 3 23,129 0 0	0 1,025 38 5 24,992 0 0

							2020						
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	3,136
	Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	507
	Small C&I	42 0	59 0	53 0	45 0	36	46	50 0	41 0	0	5	6	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3,826	3,337	3,348	2,830	2,266	2,107	1,855	1,984	1.882	2,511	3,404	3,649
	Number of customers by customer class, completing deferred payment arrangements during the	3,820	3,337	3,340	2,830	2,200	2,107	1,655	1,564	1,002	2,311	3,404	3,043
9	period(excluding Newstart and Covid AMP)												
,	Residential	223	240	245	254	231	214	132	117	112	115	115	157
	Low Income Residential	97	78	79	55	63	45	55	50	36	31	25	23
	Small C&I	7	0	4	2	12	14	10	4	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0		0	0	0	0	0	0	0	0	0
	Total	327	318	328	311	306	273	197	171	148	146	140	180
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	1,865	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	3,249
	Low Income Residential	120	140	136	249	295	146	170	166	278	385	157	185
	Small C&I	74	52	54	78	50	52	61	31	5	2	0	0
	Medium / Large C&I	0	0		0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	3,434
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	20	19	34	44	9	15	19	17	34	37	58	28
	Low Income Residential	1	0	4	9	2	3	1	5	1	3	1	
	Small C&I	1 0	0	1 0	3	1 0	1	1	0	0	0	0	0
	Medium / Large C&I Streetlights	0	0		0	0	0	0	0	0	0	0	0
	Total	22	20	39	56	12	19	21	22	35	40	59	30
	Number of customers taking service at the beginning of the period under existing hardship protections (O		20	35	30	12	13			33	40	33	30
12	exceptions with expiry March 31) or M, Y and S protections												
	Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	9,256
	Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833	5,747	5,604	45,646	46,619
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	49,230	50,241	51,907	52,657	14,183	14,099	13,841	13,730	13,597	13,358	54,535	55,875
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	161	168	2,857	122	87	61	66	52	64	42	64	41
	Low Income Residential	794	732	41,465	1,156	686	287	260	257	326	535	321	220
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	955	900	44,322	1,278	773	348	326	309	390	577	385	261
	No. 1. Annual Control of the Control												
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period	402	420	274	44		F3		40		1,224	135	150
	Residential	483 1,093	428 1,474	374 1,173	44	57 337	53 226	58 234	184	64 260	4,297	135 1,087	156 1,408
	Low Income Residential Small C&I	1,093	1,474	1,1/3	0	0	0	0	0	0	4,297	1,087	1,408
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,576	1,902	1,547	522	394	279	292	224	324	5,521	1,222	1,564
15	Number of customers, by customer class, completing an AMP program during the period	_,	-,- 02	_,_ 4,		254	_,,,				-,	-,	_,504
	Residential	0	0	0	0	0	0	0	0	0	0	0	n
	Low Income Residential	57	85	142	280	205	87	97	83	74	69	48	40
	Small C&I	0	0		0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0		0	0	0	0	0	0	0	0	0
	Total	57	85	142	280	205	87	97	83	74	69	48	40

							2020						
,	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	478
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Total	197	386	422	767	833	724	686	746	1,105	977	1,029	478
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
- 1	Residential	5	8	6	5	8	8	6	5	8	9	17	4
ŀ	Low Income Residential Small C&I	132	265 0	358 2	543	596 21	540	503	444 190	664 285	515 707	447 427	197
,	Smail C&I Medium / Large C&I	0	0	0	3 0	0	27 0	69 0	0	285	0	0	485 0
,	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	137	273	366	551	625	575	578	639	957	1,231	891	686
18	Number of customers, by customer class, dropping off an AMP program during the period	107	2,0	500	331	023	3,3	3,0	033	33.	1,251	031	000
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	813
,	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
,	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
,	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
,	Total	958	463	357	459	433	232	292	356	400	464	613	813
19	Number of customers enrolling in the low-income discount rate program during the period												
,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
,	Low Income Residential	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
20	Number of customers dropping off the low-income discount rate program during the period	Harabila da Obda	D										
	Residential	Unable to Obta	ain Data										
	Low Income Residential Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,729	4,696	4,661	4,602	4,537	4,443	4,384	4,325	2,754	2,682	2,629	2,572
	Medium / Large C&I	81	80	78	79	78	76	75	75	62	63	60	59
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	Total	4,812	4,778	4,741	4,683	4,617	4,521	4,461	4,402	2,818	2,747	2,691	2,633
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
,	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0 37
,	Small C&I Medium / Large C&I	0	262 6	0	25 1	44	35 9	54 1	30	47	48	17 7	3/
,	Medium / Large C&i Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
,	Total	0	268	0	26	50	44	55	30	49	50	24	40
,		,		,		50			53		50		
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period											1	
23	period	Unable to Ohta	ain Data										
23		Unable to Obta	ain Data										
23	period Residential	Unable to Obta	ain Data										
23	period Residential Low Income Residential	Unable to Obta	ain Data										
23	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	Unable to Obta	ain Data										
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	Unable to Obta	ain Data										
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	Unable to Obta											
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 0	0 0 291	0 135	0 84	0 109	0 129	0 113	0 89	0 1,618	0 120	0 70	0 0 94
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0	0 0 291 7	0 135 2	0 84 29	0 109 1	0 129 2	0 113 2	0 89 0	0 1,618 15	0 120 1	0 70 3	94 4
	period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 0	0 0 291	0 135	0 84	0 109	0 129	0 113	0 89	0 1,618	0 120	0 70	

March Electric Jon Per Mor Sumber of customers, by customer class Sumber of customers, by customer class Sumber of customers, by customer class, disconnected during the period Sumber of customers, by customer class, disconnected during the period Sumber of customers, by customer class, receiving a 1st notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Streetlights Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Sumber of customers, by customer class, sesses of reconnection fees or charges from the reconnect orders Sumber of customers, by customer class, sesses of reconnection fees or charges from the reconnect orders Sumber of customers, by customer class, sesses of reconnection fees or charges from the re				2021	
Number of customers, by pustomer class		EMA Electric	lan		Mar
Residential	1		30	7.00	17101
Symbol (1968) 196,347	-		050 012	959 647	961 078
Small C&I					
Medium / Large C&I 1,319.5 1,310.5 1,3					
Streetights 13,165 13,130 13,135 1013 13,135 1013 13,135 1013 13,135 1013 13,135 1013 13,135 1013 13,135 1013 13,135 1013 13,135 1013 13,135 13,13				- /	
Total 1,233,619 1,234,151 1,237,592 1,234,152 1,237,592 1,234,153 1,233,593 1,234,153 1,233,593 1,234,15					
Number of customers, by customer class, disconnected during the period					
Residential	2		1,233,013	2,254,255	1,207,002
Low Income Residential 10	2		0	0	0
Small CRI 162 82 124 124 125 124 125					
Medium / Large (8i) 0 122 124				-	
Streetlights 162 82 124					
Total Number of customers, by customer class receiving a 1st notice of disconnect during the period					
Number of customers, by customer class receiving a 1st notice of disconnect during the period 0					
Residential	2.4		102	62	124
Cow Income Residential	5.1				-
Small C&I Smal					
Medium / Large C&I					
Streetlights					
Total					
3.2 Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period 0					
Residential 0 0 0 0 0 0 0 0 0		IOTAI	5,594	5,579	6,094
Residential 0 0 0 0 0 0 0 0 0					
Low Income Residential 0	3.2				
Small C&I C&I					
Medium / Large C&I 0 0 0 Streetlights 7 8 10 Total 3,015 2,692 2,992 Number of customers, by customer class, reconnected during the period 0 0 0 0 Residential 0				-	
Streetlights 7					
Total 3,015 2,649 2,992					
Number of customers, by customer class, reconnected during the period 0 0 0 0 0 0 0 0 0					
Residential			3,015	2,649	2,992
Low Income Residential 0 0 0 0 0 0 0 0 0	4				
Small C&I 77 65 90 Medium / Large C&I 0 0 0 0 Streetlights 0 0 0 0 Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period 0 0 0 0 Residential 0		****			
Medium / Large C&I 0 0 0 Streetlights 0 0 0 0 Total 77 65 90 Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period 0 0 0 Residential 0 0 0 0 I Low Income Residential 0 0 0 0 Medium / Large C&I 0 0 0 0 0 Streetlights 0					
Streetlights 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0					
Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders Completed during the same period Complete same same same same same same same sam					
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period 0					
5 completed during the same period 0 0 0 Residential 0 0 0 0 Small C&I 71 65 85 Medium / Large C&I 0 0 0 0 Streetlights 0 0 0 0 0 0 7 total 71 65 85 85 Residential 25,606 23,539 27,361 0			//	65	90
Residential					
Low Income Residential 0 0 0 0 0 0 0 5 5 85 Medium / Large C&I 0 0 0 0 0 0 0 0 0	5				
Small C&I					
Medium / Large C&I 0 0 0 Streetlights 0 0 0 0 Total 71 65 85 8 Number of customers, by customer class, assessed credit card fees or charges during the period 25,606 23,539 27,361 Low Income Residential 0 0 0 0 Small C&I 1,110 924 1,123 Medium / Large C&I 46 39 46 Streetlights 5 1 1 4 Total 26,767 24,503 85 Residential 0 0 0 0 Low Income Residential 0 0 0 0 Low Income Residential 0 0 0 0 Small C&I 0 0 0 0 Low Income Residential 0 0 0 0 Small C&I 0 0 0 0 Small C&I 0 0 0 0					
Streetlights					
Total					
6 Number of customers, by customer class, assessed credit card fees or charges during the period 25,606 23,539 27,361 Residential 0 0 0 0 Small C&I 1,110 924 1,123 Medium / Large C&I 46 39 46 Streetlights 5 1 1 4 Total 26,767 24,503 85 Number of customers, by customer class, assessed late payment fees or charges during the period 8 6 0 0 0 Residential 0					
Residential 25,606 23,539 27,361 Low Income Residential 0 0 0 0 0 Small C&I 1,110 924 1,123 Medium / Large C&I 46 39 46 Streetlights 5 1 1 4 Total 26,767 24,503 85 Residential 0 0 0 0 Low Income Residential 0 0 0 0 Small C&I 0 0 0 0 Small C&I 0 0 0 0 Small C&I 0 0 0 0 0 Small C&I 0 0 0 0 0 Small C&I 0 0 0 0 0 0 Small C&I 0 0 0 0 0 0 Small C&I 0 0 0 0 0 0 0 Streetlights 0 0 0 0 0 0 0 Streetlights 0 0 0 0 0 0 0 0 Streetlights 0 0 0 0 0 0 0 0 0 Streetlights 0 0 0 0 0 0 0 0 0 0 0 0 Streetlights 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			71	65	85
Low Income Residential 0 0 0 0 0 5 5 5 1 1,110 274 1,123 1	6				
Small C&I 1,110 924 1,123 Medium / Large C&I 46 39 46 Streetlights 5 1 4 Total 26,767 24,503 85 Number of customers, by customer class, assessed late payment fees or charges during the period 0 0 0 Residential 0 0 0 0 0 Low Income Residential 0 0 0 0 Small C&I 0 0 0 0 Medium / Large C&I 0 0 0 Streetlights 0 0 0					
Medium / Large C&I 46 39 46 Streetlights 5 1 4 Total 26,767 24,503 85 Number of customers, by customer class, assessed late payment fees or charges during the period 0 0 0 Residential 0 0 0 0 0 Low Income Residential 0 0 0 0 0 Small C&I 0 0 0 0 0 Medium / Large C&I 0 0 0 0 0 Streetlights 0 0 0 0 0					
Streetlights 5 1 4 4 7 7 7 7 7 7 7					
Total 26,767 24,503 85 Number of customers, by customer class, assessed late payment fees or charges during the period 0 0 0 Residential 0 0 0 0 Low Income Residential 0 0 0 0 Small C&I 0 0 0 Medium / Large C&I 0 0 0 Streetlights 0 0 0 0					
Number of customers, by customer class, assessed late payment fees or charges during the period 0 0 0 0 0					
Residential 0 0 0 Low Income Residential 0 0 0 Small C&I 0 0 0 Medium / Large C&I 0 0 0 Streetlights 0 0 0			26,767	24,503	85
Low Income Residential 0 0 0 Small C&I 0 0 0 Medium / Large C&I 0 0 0 Streetlights 0 0 0	7				
Small C&I 0 0 0 Medium / Large C&I 0 0 0 Streetlights 0 0 0					
Medium / Large C&I 0 0 0 Streetlights 0 0 0					
Streetlights 0 0 0 0					
10tal 0 0 0					
		ाठरवा	0	0	0

Number of customers, by customer class, completing deferred payment arrangements during the period under existing deferred 4,190 3,230 2,955				2021	
Page		EMA Electric	Jan	Feb	Mar
Page		Number of customers, by customer class, taking service at the beginning of the period under existing deferred			
Low Income Residential 1 0 0 1 1 Medium / Large C&I	8				
Small C&I		Residential	4,219	3,230	2,955
Medium / Large C&I		Low Income Residential	480	388	355
Total				0	
Total Number of customers by customer class, completing deferred payment arrangements during the periodicexcluding Newstart and Covid AMP) Residential					
Number of customers by customer class, completing deferred payment arrangements during the periodiculating Newstart and Covid AMP)					
Periodicactuding Newstart and Covid AMP			4,700	3,618	3,311
Sesidential					
Low Income Residential 34 15 44	9				
Small C&I 0 0 0 0 0 0 0 0 0					
Medium / Large C&I 10 0 0 0 0 0 0 0 0					
Streetlights 0					
Total					
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period					
Cextuding Newstart and Covid AMP Residential			202	142	250
Low Income Residential 102	10				
Small C&I 0 1 2 2 2 1 2 2 1 2 2		Residential	987	863	906
Medium / Large C&i Streetlights			102	111	
Streetlights					
Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)					
Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential					
Residential 16 8 20 20 20 20 30 30 30 30			1,089	975	1,030
Residential					
Low Income Residential 2 2 0 0 0 1	11				
Small C&I 0 0 1 Medium / Large C&I 0 0 0 0 Total 18 10 21 Number of customers taking service at the beginning of the period under existing hardship protections (O 18 10 21 Residential 10,337 10,463 10,583 10,583 10,583 10,583 10,583 10,583 10,583 10,583 10,653 10,583 10,653 10,653 10,583 10,653 10,653 10,583 10,653					
Medium / Large C&i					
Streetlights 0 0 0 0 0 0 0 0 1 1					
Total Number of customers taking service at the beginning of the period under existing hardship protections ()					
Number of customers taking service at the beginning of the period under existing hardship protections ()					
Residential 10,337 10,463 10,587			18	10	21
Residential 10,337 10,463 10,587 Low Income Residential 44,746 45,112 46,111 Small C&l 0 0 0 0 Medium / Large C&l 0 0 0 0 Total 55,083 55,575 56,714 Residential 34 16 3,303 Low Income Residential 221 160 46,697 Small C&l 0 0 0 0 Streetlights 0 0 0 0 Streetlights 0 0 0 0 Small C&l 0 0 0 0 Streetlights 0 0 0 0 Total 125 102 102 Residential 1,148 1,363 808 Small C&l 0 0 0 0 Medium / Large C&l 0 0 0 0 Streetlights 0 0 0 0 Total 1,273 1,465 913 Small C&l 0 0 0 Residential 0 0 0 0 Residential 57 80 108 Small C&l 0 0 0 Residential 57 80 108 Small C&l 0 0 0 Residential 57 80 108 Small C&l 0 0 0 Medium / Large C&l 0 0 0	4.2				
Low Income Residential 44,746 45,112 46,111 5mall C&l 0 0 0 0 0 0 0 0 0	12		10 227	10.463	10 507
Small C&I					
Medium / Large C&i					
Streetlights 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0					
Total S5,083 S5,575 S6,714					
Number of customers completing hardship protections or M Y and S protections during the period 34 16 3,303					
Residential 34 16 3,303 Low Income Residential 221 160 46,697 Small C&l 0 0 0 0 Medium / Large C&l 0 0 0 0 Streetlights 0 0 0 0 Total 255 176 50,018 14 Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential 1,148 1,363 808 Small C&l 0 0 0 0 Medium / Large C&l 0 0 0 0 Streetlights 0 0 0 0 Streetlights 0 0 0 0 Total 1,273 1,465 913 15 Number of customers, by customer class, completing an AMP program during the period Residential 0 0 0 Residential 0 0	12	***	33,003	33,373	30,714
Low Income Residential 221 160 46,697 Small C&l 0 0 0 0 0 0 0 0 0	13		3/1	16	3 303
Small C&I					-,
Medium / Large C&i 0 0 0 0 0 0 0 0 0					
Streetlights 0 0 0 0 0 0 10 10 10 10					
Number of customers enrolling in new hardship protections or M Y and S protections during the period Number of customers enrolling in new hardship protections or M Y and S protections during the period 125 102 10					
Number of customers enrolling in new hardship protections or M Y and S protections during the period 125 102					
Residential 125 102 102 102 103 104 105 10					55,525
Residential 125 102 102 102 103 104 105 10	14	Number of customers enrolling in new hardship protections or M Y and S protections during the period			
Low Income Residential 1,148 1,363 808 Small C&l 0 0 0 0 0 0 0 0 0			125	102	102
Small C&I 0 0 0 Medium / Large C&I 0 0 0 0 Streetlights 0 0 0 0 Total 1,273 1,465 913 Mumber of customers, by customer class, completing an AMP program during the period 0 0 0 Residential 0 0 0 0 Low Income Residential 57 80 108 Small C&I 0 0 0 Medium / Large C&I 0 0 0					
Medium / Large C&I 0 0 0 Streetlights 0 0 0 0 Total 1,273 1,465 913 15 Number of customers, by customer class, completing an AMP program during the period 0 0 0 0 Residential 0 0 0 0 0 0 Low Income Residential 57 80 108 0 0 0 0 Small C&I 0					
Streetlights 0 0 0 0 Total 1,273 1,465 913 15 Number of customers, by customer class, completing an AMP program during the period 0 0 0 Residential 0 0 0 0 Low Income Residential 57 80 108 Small C&I 0 0 0 0 Medium / Large C&I 0 0 0					
Number of customers, by customer class, completing an AMP program during the period Number of customers, by customer class, completing an AMP program during the period 0 0 0 0 0					
Number of customers, by customer class, completing an AMP program during the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0				1,465	
Residential 0 0 0 Low Income Residential 57 80 108 Small C&I 0 0 0 Medium / Large C&I 0 0 0	15	Number of customers, by customer class, completing an AMP program during the period			
Low Income Residential 57 80 108 Small C&I 0 0 0 Medium / Large C&I 0 0 0			0	0	0
Small C&I 0 0 0 Medium / Large C&I 0 0 0			57	80	108
			0	0	0
Streetlights 0 0 0 0		Medium / Large C&I	0	0	0
		Streetlights	0	0	0
Total 57 80 108		Total	57	80	108

	EMA Electric	Jan	2021 Feb
		Jun	ren
16	Number of customers, by customer class, enrolling in an AMP program during the period		
	Residential	0	
	Low Income Residential	644	65
	Small C&I	0	
	Medium / Large C&I	0	
	Streetlights	0	
	Total	644	65
17	Number of customers, by customer class, re-enrolling in an AMP program during the period		
	Residential	1	
	Low Income Residential	286	22
	Small C&I	536	37
	Medium / Large C&I	0	(
	Streetlights	0	(
	Total	823	606
18		623	000
	Number of customers, by customer class, dropping off an AMP program during the period	0	(
	Residential		
	Low Income Residential	619	459
	Small C&I (Total C&I)	0	(
ļ	Medium & Large C&I	0	(
ļ	Streetlights	0	(
ļ	Total	619	459
19	Number of customers enrolling in the low-income discount rate program during the period		
	Residential	0	(
	Low Income Residential	95,293	95,85
	Small C&I	0	(
	Medium / Large C&I	0	(
	Streetlights	0	(
	Total	95,293	95,857
20	Number of customers dropping off the low-income discount rate program during the period		
	Residential		
	Low Income Residential		
	Small C&I		
ı			
	Medium / Large C&I		
21	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential	0	
!1	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential	0	(
	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&I	0 2,508	2,485
	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential	0	2,485
	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights	0 2,508 56 2	2,485 56
	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&I Medium / Large C&I Street	0 2,508 56	2,48
	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period	0 2,508 56 2 2,566	2,485 56 2 2,543
	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential	0 2,508 56 2 2,566	2,485 56 2,543
	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential	0 2,508 56 2 2,566 0	2,489 56 2,543
	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Streetlights Total Small C&l Streetlights Total	0 2,508 56 2 2,566 0 0	2,48: 5i 2,54:
	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 2,508 56 2 2,566 0 0 0 30	2,48: 5: 2,54:
	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Medium / Large C&l Streetlights	0 2,508 56 2 2,566 0 0 0 1	(2,485 56 2,543 (((47
	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 2,508 56 2 2,566 0 0 0 30	2,48: 5i 2,54:
222	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Medium / Large C&l Streetlights	0 2,508 56 2 2,566 0 0 0 1	(2,485 56 2,545 ((45
22	Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Small C&i Small C&i Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	0 2,508 56 2 2,566 0 0 0 1	2,48: 5i 2,54:
22	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required deposits were reduced in part or foregone during the period Number of Customers, by customer class, whose required deposits were reduced in part or foregone during the period	0 2,508 56 2 2,566 0 0 0 1	2,48: 5i 2,54:
222	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Low Income Residential	0 2,508 56 2 2,566 0 0 0 1	(2,485 56 2,545 ((45
222	Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Mumber of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential	0 2,508 56 2 2,566 0 0 0 1	(2,485 56 2,545 ((45
222	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Medium / Large C&I	0 2,508 56 2 2,566 0 0 0 1	2,48: 5i 2,54:
22	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 2,508 56 2 2,566 0 0 0 1	(2,485 56 2,543 (((47
222	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 2,508 56 2 2,566 0 0 0 1	(2,485 56 2,545 ((45
22	Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Number of customers, by customer class, whose deposits were returned in full during the period	0 2,508 56 2 2,566 0 0 0 30 1 0 31	(2,488
22	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were returned in full during the period Residential Use Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 2,508 56 2 2,566 0 0 0 30 1 0 31	(2,483
22	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 2,508 56 2 2,566 0 0 0 30 1 0 31	C C C C C C C C C C C C C C C C C C C
2	Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&i Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 2,508 56 2 2,566 0 0 0 30 1 1 0 31	((() () () () () () () () ()
2	Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 2,508 56 2 2,566 0 0 0 30 1 0 31	C C C C C C C C C C C C C C C C C C C

	Ĭ						2020						
٧	/MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 1	umber of customers, by customer class										-		
	esidential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	153,378
L	ow Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
S	nall C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	21,932
N	ledium / Large C&I	1,232	1,224	1,223	1,189	1,186	1,207	1,200	1,195	1,222	1,230	1,220	1,228
	reetlights	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	4,516
Т	otal	217,575	217,292	216,978	217,717	217,558	217,677	218,086	218,005	217,122	221,217	221,282	221,474
	umber of customers, by customer class, disconnected during the period												
	esidential	605	668	322	0		0	0	0	0	0	0	0
	ow Income Residential	0	0	26	0	0	0	0	0		0	0	0
	mall C&I	15	10	5	0	0	0	0	0		0	27	7
	ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	reetlights otal	620	0 678	0 353	0	0	0	0	0 0		0	0 27	0 7
	umber of customers, by customer class, receiving disconnection notices during the period	020	078	333		- 0	<u> </u>	U	- 0	-		27	
_	esidential	8,020	7,920	4,415	0	0	0	0	0	0	1,709	108	0
	ow Income Residential	767	553	338	0		0	0	0		65	3	0
	mall C&I	1,320	1,127	720	1	0	0	0	0		596	483	974
	ledium / Large C&I	69	65	23	0		0	0	0		56	26	60
S	reetlights	91	84	57	0	0	0	0	0	15	50	28	51
	otal	10,267	9,749	5,553	1	0	0	0	0	238	2,476	648	1,085
4 N	umber of customers, by customer class, reconnected during the period												
	esidential	370	449	259	8	6	7	1	1		1	1	0
	ow Income Residential	102	71	43	0		0	1	0		2	0	0
S	nall C&I	33	29	23	3		0	1	0		0	12	5
	ledium / Large C&I	0	0	1	0	0	0	0	0		0	0	0
	reetlights	2	0	0	0	0	0	0	0		0	1	0
	otal	507	549	326	11	9	7	3	1	1	3	14	5
	umber of customers, by customer class, assessed reconnection fees or charges during the period	267	407	250	5	_	4	2					0
	esidential	367 102	437 71	259 42	0	7	0	0	0	0	0	0	0
	ow Income Residential mall C&I	35	30	22	2	1	0	1	0		0	11	4
_	ledium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	reetlights	2	0	0	0		0	0	0		0	0	0
	otal	506	538	324	7		4	3	0		0		4
6	umber of customers, by customer class, assessed credit card fees or charges during the period												
F	esidential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	3,949
L	ow Income Residential	2,618	2,773	2,755	3,033	3,032	3,143	3,219	2,816	3,037	2,772	2,538	2,423
S	mall C&I	321	351	294	194	186	188	205	189	199	186	165	225
	ledium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	11
	reetlights	20	15	15	10	11	16	13	12	13	13	12	16
_	otal	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	6,986	6,671	6,624
_	umber of customers, by customer class, assessed late payment fees or charges during the period	_		_	_					 		_	
	esidential	7	9	2	0	0	0	0	0		0	0	0
	ow Income Residential mall C&I	0 2,526	0 2,588	0 1,669	0		0	0	0		0	0	0
	naii C&i ledium / Large C&i	2,526	2,588	58	0	0	0	0	0		0	0	0
	reetlights	239	235	158	0	0	0	0	0		0	0	0
	otal	2,869	2,933	1,887	0	0	0	0	0		0		0
N	umber of customers, by customer class, taking service at the beginning of the period under existing deferred	_,	-,	_,									
	ayment arrangements										Į.		
	esidential	761	796	788	843	637	573	615	668	784	940	970	1,350
L	ow Income Residential	383	299	288	285	232	186	201	188	236	268	196	208
	nall C&I	18	32	17	19	24	27	47	35	43	73	104	174
	ledium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	9
	reetlights	2	0	0	1	7	5	8	5	2	5	15	24
1	otal	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	1,765
											I.		
_	umber of customers by customer class, completing deferred payment arrangements during the period	4.455	4 40-		27-	222	105	400	455		40-	455	
	esidential ow Income Residential	1,158 245	1,493 294	1,042 223	276 109	233 142	195 83	182 86	153 52	140 61	139 60	153 38	143 45
	nall C&I	245	294	161	119	142	12	24	13	10	26	71	73
	ledium / Large C&I	9	8	7	1	0	0	0	0		5	3	4
		11	12	4	0	1	0						
S	reetlights	311						2	1	1	1	4	6

							2020						
J	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential Low Income Residential	1,587 344	1,841 398	1,492 369	473 187	366 212	437 177	477 176	551 178	707 237	689 159	1,039 124	535 135
	Small C&I	284	242	169	28	212	39	35	36	60	94	192	167
	Medium / Large C&I	8	8	9	0	1	4	0	0	0	9	11	7
	Streetlights	11	12	6	5	0	4	3	0	5	12	13	8
	Total	2,234	2,501	2,045	693	600	661	691	765	1,009	963	1,379	852
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	Residential	56	79	61	21	16	12	10	21	27	34	47	63
	Low Income Residential	17	30	31	14	11	8	3	7	6	9	6	4
	Small C&I	7	4	6	2	0	0	0	0			0	5
	Medium / Large C&I	0	0	1	0	0	0	0	0		0	0	0
	Streetlights Total	0 80	0 113	9 9	0 37	0 27	0 20	1 14	0 28	1 34	0 43	2 55	72
		80	113	33	37	21	20	14	20	34	43	33	12
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	2,750	3,198	3,344	3,527	3,580	3,594	3,628	3,701	3,738	3,800	1,738	1,742
	Low Income Residential	34,568	36,655	36,941	37,372	38,565	38,721	38,893	40,845	41,235	41,886	39,062	39,872
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,318	39,853	40,285	40,899	42,145	42,315	42,521	44,546	44,973	45,686	40,800	41,614
13	Number of customers completing hardship protections during the period												
	Residential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
	Low Income Residential Small C&I	45 0	199 0	23	5	64 0	0	8	64 0	13 0	42,517 0	100	796 0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	61	357	46	32	91	7	12	88	25	46,337	179	1,797
14	Number of customers enrolling in new hardship protections during the period												
	Residential	465 2,112	305 512	204 449	80 1,197	37 213	39 171	83 1,977	60 455	71 650	42 638	1,803 39,917	86 804
	Low Income Residential Small C&I	2,112	0	0	0	0	0	1,977	455	050	0	39,917	804
	Medium / Large C&I	0	0	0	0	0	0	0	0		0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2,577	817	653	1,277	250	210	2,060	515	721	680	41,720	890
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0		0	0
	Low Income Residential	55	41	42	53	66	100	62	55	51	32	45	14
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
16	Total	55	41	42	53	66	100	62	55	51	32	45	14
16	Number of customers, by customer class, enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 138	0 168	0 184	0 261	0 368	231	0 249	0 317	0 281	0 235	0 161	0 143
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	130	100	104	201	308	231	243	317	201	233	101	143
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	10	5	7	13	12	7	5	7		9	15	10
	Small C&I	0	0	0	0	0	0	0	0		0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	10	5	7	13	12	7	5	7	10	9	15	10
18	Number of customers, by customer class, dropping off an AMP program during the period			,					•		,		
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available) Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	453	265	122	167	130	98	179	213	222	190	168	323
		733	203	122	107	130	36	1/3	213	- 222	190	100	323

-							2020						
	NMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19 N	Number of customers enrolling in the low-income discount rate program during the period												
F	Residential	0	0	0	0	0	0	0	0	0	0	0	0
Į	ow Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
5	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total Control of the	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	Number of customers dropping off the low-income discount rate program during the period												
	Residential	120	122	11	47	7	10	18	26	97	72	468	782
-	ow Income Residential	102	111	11	49	20	9	28	52	51	63	382	342
-	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Fotal	0 222	0 233	0 22	9 6	0 27	0	0 46	0 78	0 148	0 135	0	0 1,124
	•••	222	233	22	96	21	19	46	/8	148	135	850	1,124
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
	period Residential	0	0	0	0	0	0	0	0	0	0	0	0
_	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	57	50	31	36	33	28	28	27	18	20	32	28
-	Medium / Large C&I	0	0	2	2	1	0	5	4	4	1	2	0
_	Streetlights	1	1	2	1	1	0	4	1	2	0	2	2
	Fotal	58	51	35	39	35	28	37	32	24	21	36	30
1	Number of customers, by customer class, required to submit new deposits or increased deposits during the							-					
	period												
F	Residential	0	0	0	0	0	0	0	0	0	0	0	0
ı	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
5	Small C&I	44	33	37	15	14	27	16	19	34	25	31	29
١	Medium / Large C&I	2	0	1	0	1	7	1	1	2	2	5	4
5	Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
ľ	Total	47	38	40	16	15	38	19	22	37	28	40	33
r	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
	period												
-	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	3	3	8	5	2	1	2	3	14	2	3	4
	Medium / Large C&I	0	0	1	0	0	0	0	1 0	0	2	1	0
	Streetlights Fotal	1	0 3	0	1	0	1	1	4	0	4	0	4
_	• • • • • • • • • • • • • • • • • • • •	4	3	9	6	2	1	3	4	14	4	4	4
	Number of customers, by customer class, whose deposits were returned in full during the period		0	0	0	0	0	0	0	0	0	0	0
-	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	.ow Income Residential	48	26	42	15	17	21	27	16	413	33	21	25
-	Medium / Large C&I	48	0	2	15	2	1	0	2	413	2	1	1
	Streetlights	1	0	0	0	3	1	0	0	25	3	0	3
	Total	50	26	44	16	22	23	27	18	449	38	22	29

		2021	
WMA Electric	Jan	Feb	Mar
1 Number of customers, by customer class			
Residential	153,559	152,872	152,090
Low Income Residential	40,515	41,257	41,341
Small C&I	21,962	21,977	21,969
Medium / Large C&I	1,203	1,215	1,232
Streetlights	4,528	4,521	4,518
Total	221,767	221,842	221,150
2 Number of customers, by customer class, disconnected during the period Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	36	30	14
Medium / Large C&I	0	0	0
Streetlights	0	0	0
Total	36	30	14
3 Number of customers, by customer class, receiving disconnection notices during the period			
Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	1,022	398	908
Medium / Large C&I	70	22	51
Streetlights	72	23	52
Total	1,164	443	1,011
4 Number of customers, by customer class, reconnected during the period			
Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	16	21	11
Medium / Large C&I	1	0	0
Streetlights Total	0	0	0
	17	21	11
Number of customers, by customer class, assessed reconnection fees or charges during the period	0	0	0
Residential Low Income Residential	0	0	0
Low income residential Small C&I	15	6	10
Medium / Large C&I	15	0	0
Streetlights	0	0	0
Total	16	6	10
6 Number of customers, by customer class, assessed credit card fees or charges during the period			
Residential	4,194	4,019	4,748
Low Income Residential	2,958	2,662	3,251
Small C&I	250	233	235
Medium / Large C&I	10	10	12
Streetlights	13	17	11
Total	7,425	6,941	8,257
7 Number of customers, by customer class, assessed late payment fees or charges during the period			
Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights Total	0	0	0
Number of customers, by customer class, taking service at the beginning of the period under existing deferred	U	U	U
payment arrangements			
Residential	864	675	481
Low Income Residential	163	135	116
Small C&I	149	159	131
Medium / Large C&I	6	9	7
Streetlights	20	17	11
Total	1,202	995	746
9 Number of customers by customer class, completing deferred payment arrangements during the period			
Residential	160	134	186
Low Income Residential	72	45	103
Small C&I	142	100	78
Medium / Large C&I	8	1	3
Streetlights	5	3	2
Total	387	283	372

		1	
WMA Electric	Jan	2021 <i>Feb</i>	Mar
10 Number of customers, by customer class, enrolling in new deferred payment arrangements during the period			
Residential	481	452	684
Low Income Residential	166	141	181
Small C&I	239	186	187
Medium / Large C&I	14	5	6
Streetlights	11	16	7
Total	911	800	1,065
11 Number of customers, by customer class, renegotiating deferred payment arrangements during the period			
Residential	29	11	15
Low Income Residential	5	3	5
Small C&I	3	7	3
Medium / Large C&I	0	0	1
Streetlights	0	0	1
Total	37	21	25
12 Number of customers taking service at the beginning of the period under existing hardship protections			
Residential	825	2,591	2,573
Low Income Residential	39,871	39,633	40,446
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights	0	0	0
Total	40,696	42,224	43,019
13 Number of customers completing hardship protections during the period			
Residential	28	82	1,043
Low Income Residential	24	70	48
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights Total	0 52	0 152	0 1,091
	52	152	1,091
14 Number of customers enrolling in new hardship protections during the period Residential	84	67	86
Low Income Residential	1,475	865	863
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights	0	0	0
Total	1,559	932	949
15 Number of customers, by customer class, completing an AMP program during the period	2,000		
Residential	0	0	0
Low Income Residential	46	32	47
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights	0	0	0
Total	46	32	47
16 Number of customers, by customer class, enrolling in an AMP program during the period			
Residential	0	0	0
Low Income Residential	270	176	386
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights	0	0	0
Total	270	176	386
17 Number of customers, by customer class, re-enrolling in an AMP program during the period			
Residential	0	0	0
Low Income Residential	145	22	37
Small C&I	0	0	0
Medium / Large C&I	0	0	0
Streetlights	0	0	0
Total	145	22	37
18 Number of customers, by customer class, dropping off an AMP program during the period			
Residential	0	0	0
Low Income Residential	259	117	172
Small C&I (Total C&I)	0	0	0
Medium & Large C&I (not available)	0	0	0
Streetlights	0	0	0
Total	259	117	172

WMA Electric	Jan	Feb	Mar			
19 Number of customers enrolling in the low-income discount rate program during the period						
Residential	0	0	0			
Low Income Residential	40,515	41,257	41,341			
Small C&I	0	0	0			
Medium / Large C&I	0	0	0			
Streetlights	0	0	0			
Total	40,515	41,257	41,341			
20 Number of customers dropping off the low-income discount rate program during the period						
Residential	94	60	1,505			
Low Income Residential	95	314	3			
Small C&I	0	0	0			
Medium / Large C&I	0	0	0			
Streetlights	0	0	0			
Total	189	374	1,508			
Number of customers, by customer class, with required deposits with the company at the beginning of the			,			
21 period						
Residential	0	0	0			
Low Income Residential	0	0	0			
Small C&I	24	25	23			
Medium / Large C&I	2	3	1			
Streetlights	2	0	2			
Total	28	28	26			
Number of customers, by customer class, required to submit new deposits or increased deposits during the	20	20	20			
period 22 period						
Residential	0	0	0			
Low Income Residential	0	0	0			
Small C&I	25	15	36			
Medium / Large C&I	0	1	6			
Streetlights	1	1	4			
Total	26	17	46			
Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	20	17	40			
period period						
Residential	0	0	0			
Low Income Residential	0	0	0			
Small C&I	13	23	31			
	0	0	0			
Medium / Large C&I	0	0	0			
Streetlights Total	13	23	31			
***	13	23	31			
Number of customers, by customer class, whose deposits were returned in full during the period						
Residential	0	0	0			
Low Income Residential	0	0	0			
Small C&I	33	28	32			
Medium / Large C&I	1	0	6			
Streetlights Total	0	1	2			
Tutal	34	29	40			

	1						2020						
1	ISTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
_	lumber of customers, by customer class					-			j				
	Residential	242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,376	240,752	243,424
l	ow Income Residential	29,036	29,560	29,801	30,012	29,948	30,099	29,967	30,820	30,531	30,987	29,748	30,378
	imall C&I	24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	24,713
	Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	4,276
	otal	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	302,791
	lumber of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	mall C&I	29	86 0	38	0	0	0	0	0	0	0	3	49
	Medium / Large C&I	29	86	38	0	0	0	0	0	0	0	3	49
	Number of customers, by customer class receiving a 1st notice of disconnect during the period	23	80	36	0	Ū	U	U	0		U	3	43
	Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	0	0
	ow Income Residential	20	24	17	0	0	0	0	0	0	0	0	0
	imall C&I	949	1,050	473	0	0	0	0	0	450	222	304	1,061
	Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	155
	otal	5,858	6,869	4,814	0	0	0	0	0	598	277	365	1,216
ſ													
	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	2,797	3,253	1,596	0	0	0	0	0	0	0	0	0
	ow Income Residential	20	21	7	0	0	0	0	0	0	0	0	0
_	mall C&I	374	575	407	0	0	0	0	0	0	435	156	375
	Medium / Large C&I	79	79	51	0	0	0	0	0	0	98	9	40
-	otal	3,270	3,928	2,061	0	0	0	0	0	0	533	165	415
	Number of customers, by customer class, reconnected during the period				40							0	0
	Residential Ow Income Residential	0	0	0	10 11	0	0	0	0	0	0	0	0
	imall C&I	11	55	26	1	0	0	0	0	0	0	1	29
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	0
	otal	11	57	26	22	0	0	0	0	0	0	1	29
7	lumber of customers, by customer class, assessed reconnection fees or charges from the reconnect orders					-			-		-		-
	ompleted during the same period												
F	Residential	0	0	0	0	0	0	0	0	0	0	0	0
l	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	mall C&I	11	47	24	0	0	0	0	0	0	0	1	26
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	0
-	otal	11	49	24	0	0	0	0	0	0	0	1	26
	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	4,715
	ow Income Residential	0	0	0	0 154	0	140	0	0	72	0 95	0	120
	mall C&I Medium / Large C&I	197 35	274 30	201 28	20	110 19	140 16	101	80 6	9	13	81 16	130 22
	otal	5,709	6,061	5,869	5,943	5,775	5,478	5,153	4,465	4,722	4,709	4,408	4,867
	Number of customers, by customer class, assessed late payment fees or charges during the period	3,703	0,001	3,003	3,343	3,773	3,473	3,133	7,703	7,722	7,703	7,730	7,007
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
-	ow Income Residential	3	7	5	0	0	0	0	0	0	0	0	0
ç	imall C&I	4,378	4,458	2,280	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	599	636	258	0	0	0	0	0	0	0	0	0
Ţ	otal	4,980	5,101	2,543	0	0	0	0	0	0	0	0	0
	lumber of customers, by customer class, taking service at the beginning of the period under existing deferred												
	payment arrangements (excluding Newstart and Covid AMP)												
-	Residential	514	490	687	878	886	968	855	774	567	575	688	733
-	ow Income Residential	108	69	72	80	95	127	113	97	69	68	68	62
	imall C&I	2	2	9	6	5	13	12	10	0	4	1	1
	Medium / Large C&I	1 625	0	769	965	988	1 110	1	883	2 638	4 651	10 767	31 827
	otal Number of customers by customer class, completing deferred payment arrangements during the	625	561	/69	965	988	1,110	981	883	638	651	/6/	827
_													
r													
9 [period(excluding Newstart and Covid AMP)	40	21	1/	A.C.	50	92	127	110	122	ລາ	EF.	20
9 <u>F</u>	period(excluding Newstart and Covid AMP) Residential	40	21	14	46	58 10	82	127 24	118 18	132	92 14	55	39
9 <u>F</u>	period(excluding Newstart and Covid AMP) Residential ow Income Residential	10	6	3	6	10	15	24	18	18	14	3	5
9 <u>F</u>	period(excluding Newstart and Covid AMP) Residential												

March and Company 1979 1							2020						
20 Section 1	NSTAR Gas Company	Jan	Feb	Mar	Apr	May		Jul	Aug	Sep	Oct	Nov	Dec
Product 10 10 10 10 10 10 10 1	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												-
Comment Residence 18													
Medical From Colon State 10 11 5 13 10 1 5 13 1 7 1 3 3 0 1	Residential	371	517	713	929	435	276	368	243	357	573	353	659
Name of the content		18											30
Name of contamones that, recognising defores payment arrangements during the period and contaminate and Good Assay. 1		Ŭ											0
Number of carcinomes, by customer class, respectating defored payment arrangements during the period class of the control of													6
Secretarial		389	568	773	1,030	532	329	418	274	414	636	400	695
Processor Proc													
Commerce And Com		3	5	17	21	3	7	7	6	9	2	6	4
Email Call													0
New Notes 1 1 1 1 1 1 1 1 1													0
Number of constoners Laking general at the beginning of the puriod under avoiding hardship protections of D 1,210		0		0				0	0			0	0
22 Company of the company March 21 for M, Y and S protections 1,270 1,218 1,420 1,515 1,240 1,051 1,071 1,071 1,072 1,072 1,772 1,	Total	3	5	18	23	3	7	7	8	11	5	6	4
Personal content													
Exercise Residential 15.69 16.794 17.106 17.016 1.701 1.701 1.701 1.701 1.672 1.673 1.707 1.707													
Particular Par													3,053
Medicum Large C&)			-								-		17,959
Total Standard 18,068 19,532 20,539 21,330 4,347 4,409 3,366 4,293 4,272 4,186 20,5360													0
Name of customers completing hardship protections or M Y and S protections during the period 16 39 1,307 33 18 18 9 11 19 12 11 11 12 11 12 11 12 11 13 13													21,012
Residential A6 39 1,367 31 18 18 9 11 19 12 11 12 11 12 13 13 13		10,000	13,332	20,339	21,130	4,34/	4,403	4,300	4,273	4,212	+,100	20,340	21,012
Description Composition		46	39	1 367	31	18	18	9	11	19	12	11	15
Company Comp													48
Member of customers enrolling in new hardship protections or MY and S protections of MY and S protec													0
Total Sumber of customers enrolling in new hardship protections or M Y and S protections during the period testifermal 196		0										0	0
Residential 196		249	224	18,124	320	204	87	65	71	101	134	84	63
Residential 196													
Mary Income Residential 883 834 580 113 80 60 48 42 54 118 253 536 5													
Medium Large C&I													33
Medium / Large C&1													500
Total													0
15 Number of customers, by customer class, completing an AMP program during the period													533
Residential	Number of customers, by customer class, completing an AMP program during the period	1,075	300	755	131	50	70	50	31	00	1,303	252	
Number of customers, by customer class, enerolling in an AMP program during the period 17 23 39 51 46 36 26 31 23 6		0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&R 0													1
Marco of Customers, by customer class, enrolling in an AMP program during the period 0	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers, by customer class, enrolling in an AMP program during the period	Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	0
Residential 0	Total	6	17	23	39	51	46	36	26	31	23	6	1
Low Income Residential 33 95 128 218 239 216 163 212 281 219 206 Medium / Large C&li 0 0 0 0 0 0 0 0 0													
Small C&l 0 0 0 0 0 0 0 0 0													0
Medium / Large C&l Medium													90
Total Tota													0
Number of customers, by customer class, re-enrolling in a AMP program during the period 0 2 2 2 1 3 0 0 0 2 3 4													90
Residential 0 2 2 2 1 3 0 0 2 3 4	7 Number of customers, by customer class, re-enrolling in an AMP program during the period	33	- 55	120	220	233	220	100		201	225	200	
Small C&I		0	2	2	2	1	3	0	0	2	3	4	0
Small C&I	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41
Total	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78
Number of customers, by customer class, dropping off an AMP program during the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0													0
Residential 0 0 0 0 0 0 0 0 0		27	74	117	180	180	169	142	167	232	223	151	119
Low Income Residential 315 157 93 90 113 84 90 121 132 133 183 1													
Small C&I (Total C&I) 0 0 0 0 0 0 0 0 0								-					0
Medium & Large C&I													264
Total													0
19 Number of customers enrolling in the low-income discount rate program during the period Residential Description Desc													264
Residential 0 <th< td=""><td></td><td></td><td></td><td>30</td><td>30</td><td></td><td></td><td>30</td><td></td><td></td><td></td><td></td><td></td></th<>				30	30			30					
Low Income Residential 29,953 29,980 30,019 30,618 30,351 30,307 31,344 30,807 30,884 31,178 30,480 Small C&I 0		0	0	0	0	0	0	0	0	0	0	0	0
Small C&I 0												30,480	30,547
Total 29,953 29,980 30,019 30,618 30,351 30,307 31,344 30,807 30,884 31,178 30,480		0	0	0	0	0	0	0	0	0	0	0	0
													0
20. Number of sustamors drapping off the law income discount rate program during the paried		29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547
20 Number of customers uropping on the row-income discount rate program during the period	Number of customers dropping off the low-income discount rate program during the period												

		2020											
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Residential	Unable to Obta	in Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	807
	Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	145
	Total	1,488	1,497	1,479	1,447	1,421	1,394	1,377	1,358	1,018	994	977	0
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	75	0	1	6	9	13	7	9	20	7	5
	Medium / Large C&I	0	13	0	1	2	1	5	0	3	1	3	1
	Total	0	88	0	2	8	10	18	7	12	21	10	6
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential	Unable to Obta	in Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	70	48	29	30	36	30	25	316	37	23	26
	Medium / Large C&I	0	7	6	4	4	1	5	1	36	8	4	5
	Total	0	77	54	33	34	37	35	26	352	45	27	31

		2021	
NSTAR Gas Company	Jan	Feb	Mar
Number of customers, by customer class			
Residential	242,553	242,635	242,20
Low Income Residential	30,336	30,706	31,0
Small C&I	24,620	24,680	24,6
Medium / Large C&I	4,235	4,404	4,0
Total	301,744	302,425	302,0
Number of customers, by customer class, disconnected during the period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	50	40	
Medium / Large C&I	0	0	
Total	50	40	
Number of customers, by customer class receiving a 1st notice of disconnect during the period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	1,192	1,381	1,5
Medium / Large C&I	171	165	1,3
Total	1,363	1,546	1,7
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	0	0	2,,
Low Income Residential	0	0	
Small C&I	423	581	7
Medium / Large C&I	56	59	
Total	479	640	8
Number of customers, by customer class, reconnected during the period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	24	25	
Medium / Large C&I	2	3	
Total	26	28	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	23	24	
Medium / Large C&I	2	3	
Total	25	27	
Number of customers, by customer class, assessed credit card fees or charges during the period			
Residential	5,835	5,369	6,5
Low Income Residential	0	0	
Small C&I	189	186	
Medium / Large C&I	15	18	•
Total	6,039	5,573	
Number of customers, by customer class, assessed late payment fees or charges during the period	0,033	3,373	
Residential	0	0	
Low Income Residential	0	0	
Small C&I	0	0	
Medium / Large C&I	0	0	
Total	0	0	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred			
payment arrangements (excluding Newstart and Covid AMP)		752	
payment arrangements (excluding Newstart and Covid AMP) Residential	920		
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential	56	42	
payment arrangements (excluding Newstart and Covid AMP) Residential		42 0	
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential	56 1 29		
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I	56 1	0	
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I	56 1 29	0 26	
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the	56 1 29	0 26	i
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)	56 1 29 1,006	0 26 820	
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential	56 1 29 1,006	0 26 820	
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential	56 1 29 1,006	0 26 820 18 0	:
payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential	56 1 29 1,006	0 26 820	

Γ	2021					
NSTAR Gas Company	Jan	Feb	Mar			
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period						
0 (excluding Newstart and Covid AMP)						
Residential	232	263	340			
Low Income Residential	15	41	62			
Small C&I Medium / Large C&I	5	0 6	<u>0</u>			
Total	252	310	408			
Number of customers, by customer class, renegotiating deferred payment arrangements during the period						
.1 (excluding Newstart and Covid AMP)						
Residential	2	4	5			
Low Income Residential	0	1	0			
Small C&I	0	0	0			
Medium / Large C&I Total	0 2	0 5	0 5			
Number of customers taking service at the beginning of the period under existing hardship protections (O	2	3				
exceptions with expiry March 31) or M, Y and S protections						
Residential	3,714	3,795	3,800			
Low Income Residential	16,995	17,520	18,190			
Small C&I	0	0	0			
Medium / Large C&I	0	0	0			
Total	20,709	21,315	21,990			
Number of customers completing hardship protections or M Y and S protections during the period	-	-	1 277			
Residential Low Income Residential	5 41	5 31	1,377 18,561			
Small C&I	0	0	0			
Medium / Large C&I	0	0	0			
Total	46	36	19,940			
4 Number of customers enrolling in new hardship protections or M Y and S protections during the period						
Residential	50	61	40			
Low Income Residential Small C&I	802	849 0	428 0			
Medium / Large C&I	0	0	0			
Total	852	910	470			
Number of customers, by customer class, completing an AMP program during the period						
Residential	0	0	0			
Low Income Residential	14	9	25			
Small C&I	0	0	0			
Medium / Large C&I Total	0 14	0 9	0 25			
6 Number of customers, by customer class, enrolling in an AMP program during the period	14	3	23			
Residential	0	0	0			
Low Income Residential	125	134	296			
Small C&I	0	0	0			
Medium / Large C&I	0	0	0			
Total	125	134	296			
7 Number of customers, by customer class, re-enrolling in an AMP program during the period						
Residential Low Income Residential	63	1 39	1 94			
Small C&I	85	61	77			
Medium / Large C&I	0	0	0			
Total	148	101	172			
8 Number of customers, by customer class, dropping off an AMP program during the period						
Residential	0	0	0			
Low Income Residential	174	112	95			
Small C&I (Total C&I) Medium & Large C&I	0	0	0			
Medium & Large C&i Total	174	112	95			
9 Number of customers enrolling in the low-income discount rate program during the period	1/4	112	93			
Residential	0	0	0			
Low Income Residential	30,903	31,061	31,538			
Small C&I	0	0	0			
Medium / Large C&I	0	0	0			
Total	30,903	31,061	31,538			
Number of customers dropping off the low-income discount rate program during the period						

NSTAR Gas Company	Jan	Feb	Mar
Residential			
Low Income Residential			
Small C&I			
Medium / Large C&I			
Total			
Number of customers, by customer class, with required deposits with the company at the beginning of the			
21 period			
Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	794	793	779
Medium / Large C&I	141	140	135
Total	935	933	914
Number of customers, by customer class, required to submit new deposits or increased deposits during the			
22 period			
Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	10	13	13
Medium / Large C&I	1	2	1
Total	11	15	14
Number of customers, by customer class, whose required deposits were reduced in part or foregone during the			
23 period			
Residential			
Low Income Residential			
Small C&I			
Medium / Large C&I			
Total			
24 Number of customers, by customer class, whose deposits were returned in full during the period			
Residential	0	0	0
Low Income Residential	0	0	0
Small C&I	23	14	27
Medium / Large C&I	5	3	6
Total	28	17	33

	İ						2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,939	7,941	7,939	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
2	Number of customers, by customer class, disconnected during the period	16	-				-	0				0	0
	Residential Low Income Residential	16 0	6	0	0	0	0	0	0	0	0	0	0
	Small C&I	32	58	22	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	51	67	25	0	0	0	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	22,253	20,990	10,177	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,243	1,266	601	0	0	0	0	436	35	387	0	0
	Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	0
	Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	0
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	16,685	13,569	9,404	0			_				-	
	Residential Low Income Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
	Low income Residential Small C&I	748	726	488	0	0	0	0	2	0	0	0	0
	Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	0
	Total	17,632	14,484	10.002	0	0	0	0	3	0	0	0	0
4	Number of customers, by customer class, reconnected during the period		2.,				-	-		-		-	
	Residential	13	6	7	2	9	4	2	0	2	3	4	4
	Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
	Total	45	35	25	3	12	5	4	1	5	8	13	7
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period						_					_	
	Residential	12	6	7	2	8	5	2	0	2	2	5	4
	Low Income Residential	12 15	8 19	0 17	0	2	0	1	0	2 1	2	4 5	0
	Small C&I Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	3
	Total	44	35	24	3	11	6	4	1	5	7	14	7
6	Number of customers, by customer class, assessed credit card fees or charges during the period		33	2.4				-	•		,	14	,
·	Residential	9.314	9.069	8,619	8,201	7.704	7.374	7.712	7,591	7.885	8.044	7.734	9,633
	Low Income Residential	2,699	2,672	2,512	3,112	2,948	2,900	2,707	2,407	2,549	2,510	2,100	2,192
	Small C&I	433	436	478	240	246	221	271	254	247	268	271	350
	Medium / Large C&I	63	101	99	50	27	33	35	37	22	27	33	22
	Total	12,509	12,278	11,708	11,603	10,925	10,528	10,725	10,289	10,703	10,849	10,138	12,197
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,511 1,485	5,602 1,701	2,293 735	64 20	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	1,485 6,996	1,701 7,303	735 3,028	20 84	0	0	0	0	0	0	0	0
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	0,550	1,303	3,028	04		U	U	U	U	U	0	U
8	payment arrangements												
	Residential	1,653	2,552	3,505	4,049	3,958	3,974	3,152	1,976	1,451	1,098	913	804
	Low Income Residential	336	370	398	455	550	644	687	659	542	413	306	67
	Small C&I	41	61	71	81	77	58	43	27	31	52	23	26
	Medium / Large C&I	23	27	38	41	30	19	19	20	26	38	36	36
	Total	2,053	3,010	4,012	4,626	4,615	4,695	3,901	2,682	2,050	1,601	1,278	933
9	Number of customers by customer class, completing deferred payment arrangements during the period												
	Residential	133	135	163	147	202	197	193	132	91	92	61	31
	Low Income Residential	26	24 5	38 6	55 3	52 3	46 5	40 5	33	40	32 8	78 4	8
	Small C&I Medium / Large C&I	1 2	0	2	4	2	0	2	0	1	2	4	1
	Total	162	164	209	209	259	248	240	168	135	134	147	42

		2020											
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	4.744	4.000	4 500	254	504	244	252	240	105	460	200	450
	Residential Low Income Residential	1,714 264	1,832 234	1,523 280	364 133	631 212	314 100	253 76	219 45	196 42	160 48	200 51	153 29
	Small C&I	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	65	65	68	25	63	50	37	17	18	9	15	6
	Low Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	Total	78	77	78	35	73	58	41	19	21	17	16	7
12	Number of customers taking service at the beginning of the period under existing hardship protections												
12	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
	Low Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,684	31,728	27,357	8,015	7,727	7,484	7,261	7,101	6,932	6,785	24,741	32,586
13	Number of customers completing hardship protections during the period	F4.0		2.242	21.5	100	407	151	470	452	4	455	470
	Residential Low Income Residential	518 916	660 887	3,240 5,651	216 321	190 234	137 239	161 194	172 208	152 193	114 159	155 293	173 594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,434	1,547	8,891	537	424	376	355	380	345	273	448	767
14	Number of customers enrolling in new hardship protections during the period												
	Residential	754	650	459	52	41	41	89	101	36	40	57	35
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142		202	199	133	125	10,448	342
15	Number of customers, by customer class, completing an AMP program during the period	,						-				,	
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
	Small C&I	0	0	0	0	0	0	0	0	0		0	0
	Medium / Large C&I Total	0 9	0	0 24	0 41	0 67	0 56	0 20	0 26	0 21	0 15	0 610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period	9	0	24	41	67	30	20	20	21	15	610	U
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
	Small C&I	0	0	0	0	0	0	0	0	0		0	2
	Medium / Large C&I	0	0	0	0	0		0	0	0	0		0
	Total	0	0	0	0	3	0	1	0	0	1	1	2
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I (Total C&I)	167 0	106	115 0	88	110 0	95 0	80	91 0	96 0	100	24	26 0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	167	106	115	88	110	95	80	91	96	100	24	26
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0 40,642	0 40,793	0 36,100	38,964	0 39,058	38,376	42,306	0 42,425	0 42,959	0 43,429	0 43,958	44,420
20	Number of customers dropping off the low-income discount rate program during the period	40,042	70,133	30,100	30,304	33,038	30,370	+2,300	+4,443	42,333	43,423	73,336	44,420
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	36	283	2,674	46	482	197	19	23	24	20	25	48
		0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	0	0	0	0	0		0	0	0			

	Ĭ	2020											
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Total	36	283	2,674	46	482	197	19	23	24	20	25	48
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,996	3,020	3,041	3,024	3,007	2,968	2,923	2,897	2,882	2,770	2,439	2,408
	Medium / Large C&I	740	748	760	751	743	740	739	736	729	698	589	583
	Total	3,736	3,768	3,801	3,775	3,750	3,708	3,662	3,633	3,611	3,468	3,028	2,991
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	105	100	65	47	27	28	42	51	48	46	60	82
	Medium / Large C&I	15	38	8	13	10	7	10	9	12	12	10	20
	Total	120	138	73	60	37	35	52	60	60	58	70	102
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	179	98	151	54	96	101	53	65	66	77	123	85
	Medium / Large C&I	15	38	15	7	7	3	8	2	5	10	17	12
	Total	194	136	166	61	103	104	61	67	71	87	140	97
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	78	64	66	72	75	69	54	147	391	89	89
	Medium / Large C&I	15	15	19	14	16	8	13	11	35	79	13	13
	Total	102	93	83	80	88	83	82	65	182	470	102	102

5 6 (M) H	<u> </u>	2021	
Eversource Gas of Massachusetts Number of customers, by customer class	Jan	Feb	М
Number of customers, by customer class			
Residential	255,661	255,691	25
Low Income Residential	45,102	45,728	4
Small C&I	24,152	24,128	- 2
Medium / Large C&I	7,518	7,539	
Streetlights	0	0	
Total	332,433	333,086	33
Number of customers, by customer class, disconnected during the period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	0	0	
Medium / Large C&I	0	0	
Streetlights	0	0	
Total	0	0	
Number of customers, by customer class receiving a 1st notice of disconnect during the period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	0	0	
Medium / Large C&I	0	0	
Total	0	0	
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	0	0	
	0	0	
Medium / Large C&I			
Total	0	0	
Number of customers, by customer class, reconnected during the period			
Residential	3	0	
Low Income Residential	0	0	
Small C&I	1	1	
Medium / Large C&I	0	0	
Total	4	1	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders			
completed during the same period			
Residential	0	0	
Low Income Residential	0	0	
Small C&I	0	0	
Medium / Large C&I	0	0	
Total	0	0	
Number of customers, by customer class, assessed credit card fees or charges during the period			
Residential	11,573	11,356	
Low Income Residential	2,740	2,557	
Small C&I	434	420	
Medium / Large C&I	18	16	
Total	14,765	14,349	
Number of customers, by customer class, assessed late payment fees or charges during the period	14,703	17,573	
		-	
Residential	0	0	
Low Income Residential	0	0	
Small C&I	0	0	
Medium / Large C&I	0	0	
Total	0	0	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred			
payment arrangements			
Residential	762	863	
Low Income Residential	56	119	
Small C&I	29	27	
Medium / Large C&I	32	29	
Total	879	1,038	
	6/3	1,036	
Number of customers by customer class, completing deferred payment arrangements during the period			
,,,,,,,,,,,,,,,,,,,			
Residential	32	40	
Low Income Residential	7	12	
	5	1	
Small C&I			
Small C&I Medium / Large C&I	4	0	

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Eversource Gas of Massachusetts	Jan	2021 Feb	Mar		
	34.7				
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period					
Residential	323	428	651		
Low Income Residential	96	176	315		
Small C&I	7	8	13		
Medium / Large C&I	1	10	11		
Total	427	622	990		
Number of customers, by customer class, renegotiating deferred payment arrangements during the period					
Residential	27	27 0	56 9		
Low Income Residential	3	0	2		
Small C&I Medium / Large C&I	0	3	2		
Total	30	30	69		
Number of customers taking service at the beginning of the period under existing hardship protections					
Residential	4,002	3,988	8,184		
Low Income Residential	28,369	28,717	24,857		
Small C&I	0	0	0		
Medium / Large C&I	0	0	0		
Total	32,371	32,705	33,041		
Number of customers completing hardship protections during the period	4.5-	20-	25-		
Residential	169	206	252		
Low Income Residential Small C&I	472 0	455 0	560 2		
Medium / Large C&I	0	0	3		
Total	641	661	817		
Number of customers enrolling in new hardship protections during the period					
Residential	89	97	118		
Low Income Residential	459	472	606		
Small C&I	0	0	0		
Medium / Large C&I	0	0	0		
Total	548	569	724		
Number of customers, by customer class, completing an AMP program during the period					
Residential	0	0	3		
Low Income Residential Small C&I	0	0	0		
Medium / Large C&I	0	0	0		
Total	0	0	3		
Number of customers, by customer class, enrolling in an AMP program during the period					
Residential	0	0	0		
Low Income Residential	34	52	151		
Small C&I	0	0	0		
Medium / Large C&I	0	0	0		
Total	34	52	151		
Number of customers, by customer class, re-enrolling in an AMP program during the period					
Residential	0	0	1		
Low Income Residential	1	3	3 1		
Small C&I Medium / Large C&I	0	0	0		
Total	2	4	5		
Number of customers, by customer class, dropping off an AMP program during the period					
Residential	0	0	0		
Low Income Residential	28	12	26		
Small C&I (Total C&I)	0	0	0		
Medium & Large C&I (not available)	0	0	0		
Total	28	12	26		
Number of customers enrolling in the low-income discount rate program during the period		-	0		
Residential Low Income Residential	45,095	0 45,722	46,374		
Small C&I	45,095	45,722	46,374		
Medium / Large C&I		0	0		
	0				
Total	45,095	45,722	46,374		
Total Number of customers dropping off the low-income discount rate program during the period		45,722	46,374		
		45,722 0	46,374		
Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	45,095 0 52				
Number of customers dropping off the low-income discount rate program during the period Residential	45,095	0	0		

	Eversource Gas of Massachusetts	Jan	Feb	Mar
	Total	52	62	4,015
	Number of customers, by customer class, with required deposits with the company at the beginning of the			
21	period			
	Residential	0	0	209
	Low Income Residential	0	0	0
	Small C&I	2,404	2,387	2,121
	Medium / Large C&I	594	584	585
	Total	2,998	2,971	2,915
	Number of customers, by customer class, required to submit new deposits or increased deposits during the			
22	period			
	Residential	0	0	0
	Low Income Residential	0	0	0
	Small C&I	107	71	65
	Medium / Large C&I	30	32	13
	Total	137	103	78
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the			
23	period			
	Residential	0	0	0
	Low Income Residential	0	0	0
	Small C&I	73	104	58
	Medium / Large C&I	11	29	14
	Total	84	133	72
24	Number of customers, by customer class, whose deposits were returned in full during the period			
	Residential	0	0	0
	Low Income Residential	0	0	0
	Small C&I	96	104	60
	Medium / Large C&I	35	25	26
	Total	131	129	86