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

Eversource Energy as of June 30, 2021

A) Bad Debt:

1. reported revenues,

2. accounts receivable,

3. gross accounts receivable write-offs, and

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;
- 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									
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-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
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
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
A/R Recoveries	512,211	582,214	401,597	307,811	275,290	310,514	255,577	314,598	239,988
NSTAR Gas									
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-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
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
Gross A/R Write-Offs	886,791	752,394	492,442	361,588	384,072	534,819	586,555	426,638	570,236
A/R Recoveries	154,660	147,109	128,848	75,970	95,292	92,248	95,313	90,752	70,804
EGMA									
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Reported Revenues Accounts Receivable Gross A/R Write-Offs									

A/R Recoveries

D.P.U. 20-58-D Data Collection (A) Bad Debt - 2021

NSTAR Electric									
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Reported Revenues	227,902,379	230,951,015	201,266,408	193,503,840	185,227,190	238,414,326	-	-	-
Accounts Receivable	319,879,727	336,154,134	311,437,691	277,555,827	282,952,650	339,342,128	-	-	-
Gross A/R Write-Offs	1,985,916	1,652,675	2,334,375	1,877,643	2,073,889	1,843,008	-	-	-
A/R Recoveries	499,187	305,295	508,986	311,574	338,042	287,250	-	-	-
NSTAR Gas									
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Reported Revenues	86,461,980	101,197,977	77,942,664	54,054,882	33,793,244	16,699,733			
Accounts Receivable	100,673,933	128,670,683	115,369,859	93,947,763	81,666,088	65,537,137			
Gross A/R Write-Offs	392,368	277,109	403,447	511,110	433,828	1,063,910			
A/R Recoveries	68,045	90,610	96,734	72,957	81,644	53,999			
EGMA									
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Reported Revenues	93,032,219	85,732,672	77,481,301	53,669,963	34,848,349	22,711,010			
Accounts Receivable	95,160,062	115,205,253	109,158,134	99,133,650	89,773,446	72,250,583			
Gross A/R Write-Offs	(16,194)	2,584	(17,111)	10,047	12,949	11,366			
A/R Recoveries	27,285	37,647	42,722	37,014	16,489	19,752			

Oct-20	Nov-20	Dec-20
202,409,092	183,419,619	208,849,612
267,942,863	264,895,087	315,636,680
1,220,344	1,301,005	1,897,231
301,954	302,376	215,467
Oct-20	Nov-20	Dec-20
12,576,967	27,346,857	64,807,135
33,187,145	44,216,390	77,321,835
445,673	348,577	338,471
204,195	66,909	78,185
Oct-20	Nov-20	Dec-20
13,478,679	40,583,798	63,022,329
36,323,022	34,274,286	57,148,216
16,065	(33,121)	116,836
28,290	31,357	27,289

Oct-21	Nov-21		Dec-21
		-	-
-		-	-
-		-	-
-		-	-

Oct-21

Nov-21

Dec-21

Oct-21

Nov-21

Dec-21

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

		NSTAR Elect	ric Company			NSTAR Ga	s Company			Eversource Gas (Company of MA *	
2020	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None	None		Yes	None				
February	None		Yes	None	None		Yes	None				
March	None	\$196,500,000	Yes	None	None	\$7,000,000	Yes	None				
April	None		Yes	None	None		Yes	None				
May	None		Yes	None	None		Yes	None				
June	None		Yes	None	None	\$7,000,000	Yes	None				
July	None		Yes	None	None		Yes	None				On 7/22/20, S&P issued a new corporate credit rating of A- with stable outlook
August	None		Yes	None	None		Yes	None				
September	None		Yes	None	None	\$17,000,000	Yes	None				
October	None		Yes	None	None		Yes	None	On 10/21/20 EGMA, with Eversource Energy, entererd into a 364-day \$550M revolving credit agreement		Yes	None
November	None		Yes	None	None		Yes	None	None		Yes	None
December	None	\$65,500,000	Yes	None	None	\$7,000,000	Yes	None	None		Yes	None
Total 2020		\$262,000,000				\$38,000,000				\$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	None		Yes	None
May	None		Yes	None
June	None	\$76,800,000	Yes	None
July				
August				
September				
October				
November				
December				
Total 2021		\$283,200,000		

	NSTAR Ga	s Company			Eversource Gas	Company of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	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		Yes	None	None		Yes	None
None	\$10,000,000	Yes	None	None	\$6,900,000	Yes	None
None		Yes	None	None		Yes	None
None		Yes	None	None		Yes	None
None	\$10,000,000	Yes	None	None	\$6,900,000	Yes	None
	\$20,000,000				\$13,800,000		

						2020						
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class					,			5	,			
Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,0
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	94,3
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	165,2
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	4,93
Streetlights	13,251	13,287	13,237	13,240	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,30
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	
Number of customers, by customer class, disconnected during the period		, - ,									,	
Residential	893	1,062	489	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0		
Small C&I	127	85	49	0	0	0	0	0	0	0		
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		
Streetlights	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	
Number of customers, by customer class receiving a 1st notice of disconnect during the period		_);				U	Ū		Ŭ	Ū		
Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	
Low Income Residential	129	118	53	0	0	0	0	0	0	13		
Small C&I	4,712	4,681	2,384	0	0	0	0	0	2,408	3,944	4,893	6,5
Medium / Large C&I	4,712	4,681	2,384	0	0	0	0					כ,ס
		14	8	0	0	0	0	0	0	<u> </u>	0	
Streetlights Total	11	44,443		0	0		0	0	2 412	J		
	44,223	44,443	21,663	U	0	0	U	0	2,412	11,965	6,465	6,5
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		
Low Income Residential	121	124	37	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	3,34
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
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	3,34
Number of customers, by customer class, reconnected during the period												
Residential	587	738	346	11	1	0	0	0	0	0	1	
Low Income Residential	18	18	13	3	0	0	0	0	0	0	0	
Small C&I	88	81	53	0	0	0	0	0	0	0	17	
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	3
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
completed during the same period												
Residential	579	728	343	0	0	0	0	0	0	0	0	
Low Income Residential	18	16	13	0	0	0	0	0	0	0	0	
Small C&I	86	80	51	0	0	0	0	0	0	0	17	
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	683	824	407	0	0	0	0	0	0	0	17	
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	25,544	25,415	22,257	23,9
Low Income Residential	0	0	20,085	0	0	0	0	,,00 		0	0	
Small C&I	1,304	1,240	1,013	774	715	729	745	715	704	870	837	
Medium / Large C&I	20	21	20	25	18	19	24	21	23	29		1,0
	20	5	20	25	2	3	24 5	21	23	29 ^	32	
Streetlights Total	29 504	-	/	25.900		-	-	⊥ ۲	-	4		24.0
	28,504	28,253	27,123	25,806	25,682	25,358	26,186	25,523	26,274	26,318	23,129	24,9
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	
Low Income Residential	16	14	8	0	0	0	0	0	0	0	0	-
Small C&I	25,728	25,117	12,303	0	0	0	0	0	0	0	0	
Medium / Large C&I	564	445	272	0	0	0	0	0	0	0	0	
Streetlights	879	875	344	0	0	0	0	0	0	0	0	
Total	27,187	26,451	12,927	0	0	0	0	0	0	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				·								
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
Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	
Small C&I	42	59	53	45	36	46	502	41	1	5	6	
								41	1			
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	3,826	3,337	3,348	2,830	2,266	2,107	1,855	1,984	1,882	2,511	3,404	3
Number of customers by customer class, completing deferred payment arrangements during the												
period(excluding Newstart and Covid AMP)												
Residential	223	240	245	254	231	214	132	117	112	115	115	
Low Income Residential	97	78	79	55	63	45	55	50	36	31	25	
Small C&I	7	0	4	2	12	14	10	4	0	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	
Total	327	318	328	311	306	273	197	171	148	146	140	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
(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
Low Income Residential	1,865	1,828	136	249	295	146	170	166	278	385	1,822	
Small C&I	74	52	54	78	50	52			<u>۲</u> کار ک	2	0	
							61	31	5			
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	2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	3
Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
(excluding Newstart and Covid AMP)												
Residential	20	19	34	44	9	15	19	17	34	37	58	
Low Income Residential	1	0	4	9	2	3	1	5	1	3	1	
Small C&I	1	1	1	3	1	1	1	0	0	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	
Total	22	20	39	56	12	19	21	22	35	40	59	
Number of customers taking service at the beginning of the period under existing hardship protections (O						15						
exceptions with expiry March 31) or M, Y and S protections												
	0.596	0.740	10 1 1 4	10.002	7 05 3	0.057	7 0 2 7	7 907	7 950		0.000	9
Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	
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
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	
Streetlights	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
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	
Low Income Residential	794	732	41,465	1,156	686	287	260	257	326	535	321	
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	
Streetlights	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	
	555	500	77,522	1,270	115	540	520	505	390	5//	385	
Number of sustainary annulling in pour boulable sustaining on RAV and Countrations during the sustaint												
Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	483	428	374	44	57	53	58	40	64	1,224	135	
Residential	1	1,474	1,173	478	337	226	234	184	260	4,297	1,087	
Residential ow Income Residential	1,093	1	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential Small C&I	1,093 0	0	U		-	0	0	0	0	0	0	
Residential Low Income Residential		0 0	0	0	0	0				-		
esidential ow Income Residential mall C&I /Iedium / Large C&I	0			0	0	0	0	0	0	0	0	
tesidential ow Income Residential mall C&I Aedium / Large C&I treetlights	0	0	0	0 0 522			0 292	0 224	0 324			
Residential .ow Income Residential Small C&I Medium / Large C&I Streetlights Fotal	0 0 0	0	0	0 0 522	0	0		0 224	0 324	0	0	
Residential cow Income Residential small C&I Medium / Large C&I Streetlights Fotal Number of customers, by customer class, completing an AMP program during the period	0 0 1,576	0 0 1,902	0 0 1,547	0 0 522	0 394	0 279	292		0 324	0 5,521	0 1,222	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Fotal Number of customers, by customer class, completing an AMP program during the period Residential	0 0 1,576	0 0 1,902 0	0 0 1,547 0	0	0 394 0	0 279 0	292	0	0	0 5,521 0	0 1,222 0	
esidential ow Income Residential mall C&I Aedium / Large C&I treetlights otal Iumber of customers, by customer class, completing an AMP program during the period esidential ow Income Residential	0 0 1,576 0 57	0 0 1,902 0 85	0 0 1,547 0 142		0 394 0 205	0 279 0 87	292		0 324 0 74	0 5,521 0 69	0 1,222 0 48	
esidential ow Income Residential mall C&I Medium / Large C&I treetlights otal lumber of customers, by customer class, completing an AMP program during the period esidential ow Income Residential mall C&I	0 0 1,576 0 57 0	0 0 1,902 0 85 0	0 0 1,547 0 142 0	0	0 394 0 205 0	0 279 0 87 0	292	0	0	0 5,521 0 69 0	0 1,222 0 48 0	
esidential ow Income Residential mall C&I Aedium / Large C&I treetlights otal Iumber of customers, by customer class, completing an AMP program during the period esidential ow Income Residential mall C&I Aedium / Large C&I	0 0 1,576 0 57 0 0	0 0 1,902 0 85 0 0	0 0 1,547 0 142 0 0	0 280 0 0	0 394 0 205 0 0	0 279 0 87 0 0	292 0 97 0 0	0 83 0 0	0	0 5,521 0 69 0 0	0 1,222 0 48 0 0	
Residential cow Income Residential small C&I Medium / Large C&I Streetlights Fotal Number of customers, by customer class, completing an AMP program during the period	0 0 1,576 0 57 0	0 0 1,902 0 85 0	0 0 1,547 0 142 0	0	0 394 0 205 0	0 279 0 87 0	292	0	0	0 5,521 0 69 0	0 1,222 0 48 0	

						2020						
EMA Electric	Jan	Feb	Mar	Apr	Мау	2020 Jun	Jul	Aug	Sep	Oct	Nov	Dec
16 Number of customers, by customer class, enrolling in an AMP program during the period	Juli	100		Αμ	Widy	Jun	501	Aug	<u> </u>	000		Det
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
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
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 Residential		8	6	C	8	8	6	5	8	0	17	
Low Income Residential	5 132	265	358	5 543	596	ہ 540	6 503	444	664	9 515	17 447	197
Small C&I	0	0	2	3	21	27	69	190	285	707	427	485
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	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												
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) 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 20 Number of customers dropping off the low-income discount rate program during the period	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
Residential	Unable to Obtair	n Data										
Low Income Residential		ii Data										
Small C&I												
Medium / Large C&I												
Streetlights												
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	
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 Small C&I	0	262	0	0 25	0	0 35	0 54	0 30	47	0 48	0	37
Medium / Large C&I	0	6	0	1	6	<u> </u>	1	0		482	7	<u>ح</u>
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
Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23 period												
Residential	Unable to Obtair	n Data										
Low Income Residential										*****		****
Small C&I												
Medium / Large C&I Streetlights												
Total												
24 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	0
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	U	0	0	-
Residential Low Income Residential Small C&I		0 291	0 135	84	109	0 129	113	89	1,618	120	70	94
Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0	_	0 135 2	84 29	109 1	129 2	113 2	89 0	1,618 15	120 1	70 3	94
Residential Low Income Residential Small C&I	0 0	_		84	109	129	113	89		120	70	94 4 0 98

	EMA Electric
1	Number of customers, by customer class
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
2	Number of customers, by customer class, disconnected during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the perio
0.2	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
4	Number of customers, by customer class, reconnected during the period
•	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect or
5	completed during the same period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
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
7	Number of customers, by customer class, assessed late payment fees or charges during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total

			202	1		
	Jan	Feb	Mar	Apr	Мау	Jun
	_					
	959,912	959,647	961,078	963,353	961,143	962,877
	94,295	95,430	96,547	97,375	97,808	97,685
	161,273	161,043	161,814	161,787	162,053	162,634
	4,974	4,903	5,000	4,816	4,912	4,949
	13,165	13,130	13,153	13,130	13,131	13,082
	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227
	0	0	0	0	0	0
	0	0	0	0	0	0
	162	82	124	96	90	84
	0	0	0	0	0	04
	0	0	0	0	0	0
	162	82	124	96	90	84
	102	02	124			
	0	0	2	62,884	30,985	3,538
	0	0	0	21,099	9,770	89
	5,585	5,567	6,080	4,687	3,817	4,099
	0	0	0,000	0	0	0
	9	12	12	33	12	12
	5,594	5,579	6,094	88,703	44,584	7,738
			,	,	,	,
od						
	0	0	0	2	0	1
	0	0	0	0	0	0
	3,008	2,641	2,981	2,385	1,841	2,207
	0	0	0	0	0	0
	7	8	10	13	9	9
	3,015	2,649	2,992	2,400	1,850	2,217
	0	0	0	0	0	0
	0	0	0	0	0	0
	77	65	90	66	51	53
	0	0	0	0	0	0
	0	0	0	0	0	0
	77	65	90	66	51	53
orders						
	0	0	0	0	0	0
	0	0	0	0	0	0
	71	65	85	61	50	51
	0	0	0	0	0	0
	71	0 65	0 85	0 61	0 50	0 51
	/1	05	65	01	50	51
	25,606	23,539	27,361	25,848	26,013	26,768
	0	0	0	0	0	0
	1,110	924	1,123	974	913	952
	46	39	46	40	37	34
	_		4	9	8	8
	5	1			-	-
	5 26,767	1 24,503	85	26,871	26,971	27,762
				26,871	26,971	27,762
				26,871 0	26,971 0	
	26,767	24,503	85			27,762 0 0
	26,767	24,503 0 0	85 0 0	0	0 0	0
	26,767 0 0 0	24,503 0 0 0	85 0 0 0	0 0 0	0 0 0	0 0 0
	26,767 0 0	24,503 0 0	85 0 0	0	0 0	0

	EMA Electric
	Number of customers, by customer class, taking service at the beginning of the period under existing d
8	payment arrangements (excluding Newstart and Covid AMP)
-	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers by customer class, completing deferred payment arrangements during the
0	
9	period(excluding Newstart and Covid AMP)
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the
10	(excluding Newstart and Covid AMP)
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, renegotiating deferred payment arrangements during the pe
11	(excluding Newstart and Covid AMP)
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers taking service at the beginning of the period under existing hardship protections
12	exceptions with expiry March 31) or M , Y and S protections
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
13	Number of customers completing hardship protections or M Y and S protections during the period
10	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
1.4	Number of sustainant equalling in new boundable protosticns or NAV and Constantions during the newio
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
15	Number of customers, by customer class, completing an AMP program during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total

			2021			
	Jan	Feb	Mar	Apr	Мау	Jun
deferred						
	4,219	3,230	2,955	2,593	2,594	3,650
	4,219	388	355	323	312	420
	1	0	1	1	1	6
	0	0	0	0	0	0
	0	0	0	0	0	0
	4,700	3,618	3,311	2,917	2,907	4,076
	168	126	206	172	171	263
	34	16	44	39	18	36
	0	0	0	1	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
- u - ul - d	202	142	250	212	189	299
e period						
	987	863	906	1,168	2,034	3,605
	102	111	122	124	185	439
	0	1	2	2	5	2
	0	0	0	0	0	0
	0	0	0	0	0	0
a via d	1,089	975	1,030	1,294	2,224	4,046
eriod						
	16	8	20	16	27	66
	2	2	0	1	5	7
	0	0	1	0	1	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	18	10	21	17	33	73
is (O						
	10,337	10,463	10,587	7,184	6,828	7,420
	44,746	45,112	46,111	4,790	4,685	5,098
	0	0	0	1	5	9
	0	0	0	0	0	0
	0	0	0	0	0	0
	55,083	55,575	56,714	11,975	11,518	12,527
	34	16	3,303	67	78	107
	221	160	46,697	295	185	174
	0	0	0	1	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	255	176	50,018	363	263	281
od						
ju	125	102	102	130	123	167
	1,148	1,363	808	421	346	381
	0	0	0	6	2	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	1,273	1,465	913	557	471	548
			^	~	^	
	0 57	0 80	0108	0 190	0194	0 158
	0	0	0	<u>190</u>		0
	0	0	0			
	0	0	0	0	0	0
		0	0	0	0	0

EMA Electric Number of customers, by customer class, enrolling in an AMP program during the period Residential Low Income Residential Small C&I	
Residential Low Income Residential	
Residential Low Income Residential	
Medium / Large C&I	
Streetlights	
Total	
Number of customers, by customer class, re-enrolling in an AMP program during the period	
Residential	
Low Income Residential	
Small C&I	
Medium / Large C&I	
Streetlights	
Total	
Number of customers, by customer class, dropping off an AMP program during the period	
Residential	
Low Income Residential	
Small C&I (Total C&I)	
Medium & Large C&I	
Streetlights	
Total	
Number of customers enrolling in the low-income discount rate program during the period	
Residential	
Low Income Residential	
Small C&I	
Medium / Large C&I	
Streetlights	
Total	
Number of customers dropping off the low-income discount rate program during the period	
Residential	
Low Income Residential	
Small C&I	
Medium / Large C&I	
Streetlights	
	-
Total	
-	nning of
Total	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin period	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin period Residential	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin period Residential Low Income Residential	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin period Residential Low Income Residential Small C&I	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin period Residential Low Income Residential Small C&I Medium / Large C&I	nning of
Total Number of customers, by customer class, with required deposits with the company at the begin period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	
Total Number of customers, by customer class, with required deposits with the company at the begin period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	
Total Number of customers, by customer class, with required deposits with the company at the begin 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	
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period	
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential	
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposit period Residential Low Income Residential Small C&I	
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Small C&I Mumber of customers, by customer class, required to submit new deposits or increased deposit period 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 begin 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 deposit period Residential Low Income Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposit period Residential Low Income Residential Small C&I	
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposit period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposit period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or formation of the part of the provide the	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposit 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 for period	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposit 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 for period Residential Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or for period Residential	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit 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 deposit 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 for period Residential Low Income Residential Low Income Residential	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit 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 deposit period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or for period Residential Low Income Residential Low Income Residential Low Income Residential Small C&I	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposit 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 for period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or for period Residential Low Income Residential Small C&I Medium / Large C&I	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposit 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 form period Residential Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or form period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	ts durin
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposin period Residential Low Income Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposin 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 for period Residential Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or for period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total	ts durin egone d
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposin period Residential Low Income Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposin 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 form period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Number of customers, by	ts durin egone d
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposit period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or for period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or for period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full	ts durin egone d
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposin 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 deposin period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or form period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total 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 Number of custom	ts durin egone d
Total Number of customers, by customer class, with required deposits with the company at the begin 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 deposin 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 deposin 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 form period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	ts durin egone d
Total Number of customers, by customer class, with required deposits with the company at the begingeriod 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 deposingeriod Residential Low Income Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposingeriod 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 for 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 perior <t< td=""><td>ts durin egone d</td></t<>	ts durin egone d
Total Number of customers, by customer class, with required deposits with the company at the begingeriod 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 deposingeriod 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 deposingeriod 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 formor 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 Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period	ts durin egone d

			2021			
	Jan	Feb	Mar	Apr	Мау	Jun
	0	0	0	0	0	0
	644	655	1,055	2,185	2,697	0 2,526
	0	0000	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	644	655	1,055	2,185	2,697	2,526
	1	2	2	4	2	7
	286 536	227 377	429	549 253	459 184	607 229
	0	0		0	0	0
	0	0	0	0	0	0
	823	606	858	806	645	843
	0	0	0	0	0	0
	619	459	482	404	499	645
	0	0	0	0	0	0
	0	0	0	0	0	0
	619	459	482	404	499	645
	015		-02	-0-		045
	0	0	0	0	0	0
	95,293	95,857	97,164	97,219	97,427	98,552
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	05 202			u/ /iu		98,552
	95,293	95,857	97,164	97,219	97,427	
of the	95,293	95,857	97,104	57,215	51,421	
of the	0	0	0	0	0	0
f the	0 0	0 0	0 0	0 0	0 0	0
f the	0 0 2,508	0 0 2,485	0 0 2,459	0 0 2,452	0 0 2,431	0 0 2,401
of the	0 0 2,508 56	0 0 2,485 56	0 0 2,459 54	0 0 2,452 50	0 0 2,431 49	0 0 2,401 46
of the	0 0 2,508	0 0 2,485	0 0 2,459	0 0 2,452	0 0 2,431	0 0 2,401
	0 0 2,508 56 2	0 0 2,485 56 2	0 0 2,459 54 2	0 0 2,452 50 2	0 0 2,431 49 2	0 0 2,401 46 2
	0 0 2,508 56 2 2,566	0 0 2,485 56 2 2,543	0 0 2,459 54 2 2,515	0 0 2,452 50 2 2,504	0 0 2,431 49 2 2,482	0 0 2,401 46 2 2,449
	0 0 2,508 56 2	0 0 2,485 56 2	0 0 2,459 54 2	0 0 2,452 50 2	0 0 2,431 49 2	0 0 2,401 46 2
	0 0 2,508 56 2 2,566 0	0 0 2,485 56 2 2,543 0	0 0 2,459 54 2 2,515	0 0 2,452 50 2 2,504	0 0 2,431 49 2 2,482 0	0 0 2,401 46 2 2,449 0
	0 0 2,508 56 2 2,566 0 0 0 30 1	0 0 2,485 56 2 2,543 0 0 0 47 3	0 0 2,459 54 2 2,515 0 0 57 0	0 0 2,452 50 2 2,504 0 0 0 73 0	0 0 2,431 49 2 2,482 0 0 0 62 2	0 0 2,401 46 2 2,449 0 0 0 35 0
	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1	0 0 2,485 56 2 2,543 0 0 0 47 3	0 0 2,459 54 2 2,515 0 0 57 0	0 0 2,452 50 2 2,504 0 0 0 73 0	0 0 2,431 49 2 2,482 0 0 0 62 2	0 0 2,401 46 2 2,449 0 0 0 35 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 1 0	0 0 2,485 56 2 2,543 0 0 47 3 0	0 0 2,459 54 2 2,515 0 0 57 0 0	0 0 2,452 50 2 2,504 0 0 73 0 0 0	0 0 2,431 49 2 2,482 0 0 62 2 2 0	0 0 2,401 46 2 2,449 0 0 0 35 0 0
of the arrest of	0 0 2,508 56 2 2,566 0 0 0 30 1 0 30 1 0 31	0 0 2,485 56 2 2,543 0 0 47 3 0 50	0 0 2,459 54 2 2,515 0 0 0 57 0 0 57 0 0 57	0 0 2,452 50 2 2,504 0 0 73 0 0 73 0 0 73	0 0 2,431 49 2 2,482 0 0 62 2 0 64	0 0 2,401 46 2 2,449 0 0 0 35 0 0 0 35
ng the	0 0 2,508 56 2 2,566 0 0 0 0 30 1 0 30 1 0 31	0 0 2,485 56 2 2,543 0 0 47 3 0 47 3 0 50 50	0 0 2,459 54 2 2,515 0 0 57 0 0 57 0 0 57	0 0 2,452 50 2 2,504 0 0 73 0 0 73 0 0 73	0 0 2,431 49 2 2,482 0 0 62 2 0 64	0 0 2,401 46 2 2,449 0 0 35 0 0 0 35 0 0 0 35 0 0 0 35
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 0 30 1 0 30 1 0 31	0 0 2,485 56 2 2,543 0 0 47 3 0 47 3 0 50 50	0 0 2,459 54 2 2,515 0 0 0 57 0 0 0 57 0 0 57 0 0 57	0 0 2,452 50 2 2,504 0 0 73 0 0 73 0 0 73 0 0 73	0 0 2,431 49 2 2,482 0 0 62 2 0 64 64	0 0 2,401 46 2 2,449 0 0 35 0 0 0 35 0 0 0 35
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 0 30 1 0 30 31	0 0 2,485 56 2 2,543 0 0 47 3 0 47 3 0 50 50	0 0 2,459 54 2 2,515 0 0 0 57 0 0 0 57 0 0 57 0 0 57	0 0 2,452 50 2 2,504 0 0 73 0 0 73 0 0 73 0 0 73 0 0 73	0 0 2,431 49 2 2,482 0 0 62 2 0 64 64	0 0 2,401 46 2 2,449 0 0 35 0 0 35 0 0 0 35
ng the	0 0 2,508 56 2 2,566 0 0 0 30 1 0 30 1 0 30 1 0 31	0 0 2,485 56 2 2,543 0 0 47 3 0 47 3 0 50 50	0 0 2,459 54 2 2,515 0 0 0 57 0 0 0 57 0 0 57 0 0 57	0 0 2,452 50 2 2,504 0 0 73 0 0 73 0 0 73 0 0 73	0 0 2,431 49 2 2,482 0 0 62 2 0 64 64	0 0 2,401 46 2 2,449 0 0 35 0 0 0 35 0 0 0 35

						2020						
/MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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
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
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
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
reetlights	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	4
otal	217,575	217,292	216,978	217,717	217,558	217,677	218,086	218,005	217,122	221,217	221,282	221
umber of customers, by customer class, disconnected during the period esidential	COL	CC9	222	0	0	0	0		0	0	0	
by Income Residential	605 0	668 0	322 26	0	0	0	0	0	0	0	0	
nall C&I	15	10	20	0	0	0	0	0	0	0	27	
ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
reetlights	0	0	0	0	0	0	0	0	0	0	0	
otal	620	678	353	0	0	0	0	0	0	0	27	
umber of customers, by customer class, receiving disconnection notices during the period												
esidential	8,020	7,920	4,415	0	0	0	0	0	0	1,709	108	
ow Income Residential	767	553	338	0	0	0	0	0	0	65	3	
nall C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	
ledium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	
reetlights	91	84	57	0	0	0	0	0	15	50	28	
otal	10,267	9,749	5,553	1	0	0	0	0	238	2,476	648	1
umber of customers, by customer class, reconnected during the period												
esidential	370	449	259	8	6	7	1	1	0	1	1	
bw Income Residential	102	71	43	0	2	0	1	0	1	2	0	
nall C&I	33	29	23	3	1	0	1	0	0	0	12	
ledium / Large C&I :reetlights	0	0	1	0	0	0	0	0	0	0	0	
otal	507	549	326	11	9	7	3	1	1	3	14	
umber of customers, by customer class, assessed reconnection fees or charges during the period	307	549	320		5	,	3	1	1	3	14	
esidential	367	437	259	5	7	4	2	0	0	0	0	
by Income Residential	102	71	42	0	2	0	0	0	0	0	0	
nall C&I	35	30	22	2	1	0	1	0	0	0	11	
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	0	0	
otal	506	538	324	7	10	4	3	0	0	0	11	
umber of customers, by customer class, assessed credit card fees or charges during the period												
esidential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	3
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
nall C&I	321	351	294	194	186	188	205	189	199	186	165	
ledium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	
reetlights otal	20 7,776	15 8,055	15 7,707	10 7,423	11	16 7,552	13 7,695	12 7,034	13 7,375	13 6,986	12 6,671	
umber of customers, by customer class, assessed late payment fees or charges during the period	7,770	8,055	7,707	7,425	7,198	7,552	7,095	7,034	7,373	0,980	0,071	
esidential	7	9	2	0	0	0	0	0	0	0	0	
bw Income Residential	0	0	2	0	0	0	0	0	0	0	0	
nall C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	
ledium / Large C&I	97	101	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	0	
umber of customers, by customer class, taking service at the beginning of the period under existing												
eferred payment arrangements												
esidential	761	796	788	843	637	573	615	668	784	940	970	
w Income Residential	383	299	288	285	232	186	201	188	236	268	196	
nall C&I	18	32	17	19	24	27	47	35	43	73	104	
edium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	
reetlights	2	0	0	1	7	5	8	5	2	5	15	
tal	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	
Imber of customers by customer class, completing deferred payment arrangements during the period												
sidential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	
w Income Residential hall C&I	245	294	223	109	142	83	86	52	61	60	38	
edium / Large C&I	257 9	241	161	11	12 0	<u> 12</u> 0	24	13 0	10	26	71	
eetlights	9 11	12	/	1	1	0	<u> </u>	1	1	5	3	
	1,680	2,048	1,437	397	388	290	294	219	213	T	4	

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	Г						2020						
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		-		-	Γ-	- /	-	-	- 9	1-		-	
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	473	366 212	437 177	477	551 178	707 237	689	1,039	535
	Small C&I	284	242	369 169	187 28	212	39	35	36	60	159 94	124 192	135 167
	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												
	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 Medium / Large C&I	7	4	6	2	0	0	0	0	0	0	0	5
	Streetlights	0	0	0	0	0	0	1	0	1	0	2	0
	Total	80	113	99	37	27	20	14	28	34	43	55	72
10													
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	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 37,318	0 39,853	0 40,285	0 40,899	0 42,145	0 42,315	0 42,521	0 44,546	0 44,973	0 45,686	0 40,800	41,614
13	Number of customers completing hardship protections during the period	07,010	00,000	.0,200		,	,=_=	.=,0==	11,010	,	10,000	.0,000	,0_
	Residential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
	Low Income Residential Small C&I	45	199	23	5	64	1	8	64	13	42,517	100	796
	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	465	205	204	20	27	20	00	60	71	40	1 002	
	Residential Low Income Residential	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
	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 2,577	0 817	0 653	0 1,277	0 250	0 210	0 2,060	0 515	0 721	0 680	0 41,720	0 890
	Number of customers, by customer class, completing an AMP program during the period	2,377	017	033	1,277	230	210	2,000	515	721	080	41,720	890
-	Residential	0	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 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	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 Low Income Residential	0 138	0 168	0 184	0 261	0 368	0 231	0 249	0 317	0 281	0 235	0 161	0 143
	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	0	0	0	0	0	0	0	0	0	0	0
	Number of customers, by customer class, re-enrolling in an AMP program during the period	138	168	184	261	368	231	249	317	281	235	161	143
17	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	10	5	7	13	12	7	5	7	10	9	15	10
	Small C&I	0	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 Small C&I (Total C&I)	453 0	265 0	122 0	167 0	130	98 0	179	213 0	222	190	168 0	323
	Medium & Large C&I (not available)	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	453	265	122	167	130	98	179	213	222	190	168	323

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	2020											
WMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers enrolling in the low-income discount rate program during the period				,	,			5	,			
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low 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
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	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	(
Total	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
Low 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	(
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	222	233	22	96	27	19	46	78	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	(
Low Income Residential	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	(
Streetlights	1	1	2	1	1	0	4	1	2	0	2	-
Total	58	51	35	39	35	28	37	32	24	21	36	30
Number of customers, by customer class, required to submit new deposits or increased deposits during the												
period												
Residential	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	(
Small C&I	44	33	37	15	14	27	16	19	34	25	31	29
Medium / Large C&I	2	0	1	0	1	7	1	1	2	2	5	
Streetlights	1	5	2	1	0	4	2	2	1	1	4	(
Total	47	38	40	16	15	38	19	22	37	28	40	33
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	(
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	1
Small C&I	3	3	8	5	2	1	2	3	14	2	3	
Medium / Large C&I	0	0	1	0	0	0	0	1	0	2	1	(
Streetlights	1	0	0	1	0	0	1	0	0	0	0	(
Total	4	3	9	6	2	1	3	4	14	4	4	1
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	(
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	48	26	42	15	17	21	27	16	413	33	21	25
Medium / Large C&I	1	0	2	1	2	1	0	2	11	2	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

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	WMA Electric	
1	Number of customers, by customer class	
-	Residential	
	Low Income Residential	
		-
	Small C&I	-
	Medium / Large C&I	
	Streetlights	
	Total	
2	Number of customers, by customer class, disconnected during the period	
	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Streetlights	
	Total	
3	Number of customers, by customer class, receiving disconnection notices during the period	
3	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Streetlights	
	Total	
4	Number of customers, by customer class, reconnected during the period	
	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Streetlights	
	Total	
5	Number of customers, by customer class, assessed reconnection fees or charges during the period	
5	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Streetlights	
	Total	
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	
7	Number of customers, by customer class, assessed late payment 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, taking service at the beginning of the period under existing	
8	deferred payment arrangements	
	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Streetlights	
	Total	
9	Number of customers by customer class, completing deferred payment arrangements during the period	
5	Residential	-
		-
	Low Income Residential	
		-
	Small C&I	-
	Medium / Large C&I	

			2021			
	Jan	Feb	Mar	Apr	Мау	Jun
_	452 550	452.072	152.000	455.004	454.047	154 420
-	153,559	152,872	152,090	155,961	154,817	154,429
_	40,515	41,257	41,341	38,471	39,549	40,256
_	21,962 1,203	21,977 1,215	21,969 1,232	21,937 1,222	21,941	22,009
_	4,528	4,521	4,518	4,521	1,235 4,514	1,243 4,508
-	4,528 221,767	4,521 221,842	221,150	4,521 222,112	222,056	222,445
+	221,707	221,042	221,150	222,112	222,050	222,445
_	0	0	0	0	0	0
	0	0	0	0	0	0
	36	30	14	27	7	16
	0	0	0	0	0	0
	0	0	0	0	0	0
	36	30	14	27	7	16
	0	0	0	0	0	1,244
	0	0	0	0	0	0
	1,022	398	908	670	637	734
	70	22	51	34	23	60
	72	23	52	42	42	47
	1,164	443	1,011	746	702	2,085
	0	0	0	0	0	0
	0	0	0	0	0	0
	16	21	11	22	9	10
	1	0	0	0	0	0
	0	0	0	1	1	2
	17	21	11	23	10	12
	0	0	0	0	0	0
_	0	0	0	0	0	0
	15	6	10	23	9	11
_	1	0	0	0	0	0
	0	0	0	0	0	2
_	16	6	10	23	9	13
-	4 104	4.010	4 740	4 170	4 002	4 264
_	4,194	4,019	4,748	4,179	4,002	4,264
_	2,958 250	2,662 233	3,251 235	2,906 239	2,700 213	2,940 235
_	10	10	12	11	12	13
_	13	10	11	11	12	13
	7,425	6,941	8,257	7,347	6,939	7,469
-	7,425	0,541	0,207	7,047	0,505	7,405
1	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
1	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
T	864	675	481	817	695	720
	163	135	116	191	172	214
1	149	159	131	177	140	114
	6	9	7	8	5	7
	20	17	11	27	16	17
	1,202	995	746	1,220	1,028	1,072
T						
-	160	134	186	155	116	163
	72	45	103	64	45	50
	1.12	100	78	127	65	79
	142					-
	8	1	3	0	1	3
				0 14		

1	
	WMA Electric
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the perio
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers taking service at the beginning of the period under existing hardship protections
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers completing hardship protections during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers enrolling in new hardship protections during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, completing an AMP program during the period
	Residential
ļ	Low Income Residential
ļ	
ļ	Small C&I
ļ	Medium / Large C&I
ļ	Streetlights
ļ	Total
	Number of customers, by customer class, enrolling in an AMP program during the period
	Residential
ĺ	Low Income Residential
	Small C&I
ļ	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, re-enrolling in an AMP program during the period
	Residential
	Low Income Residential
	Small C&I
Í	
ļ	Medium / Large C&I
,	Streetlights
	Total
	Number of customers, by customer class, dropping off an AMP program during the period
	Number of customers, by customer class, dropping off an AMP program during the period Residential
	Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential
	Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I)
	Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I (not available)
	Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I)

			2021			
	Jan	Feb	Mar	Apr	Мау	Jun
_						
d	404	450	694	400	700	1 400
	481	452	684	489	733	1,488
	166	141	181	158	229	572
	239 14	<u>186</u> 5	187 6	185 1	<u>119</u> 4	145 3
_	14	16	7	15	12	20
	911	800	1,065	848	1,097	2,228
			_,	0.0	_,	_,
	29	11	15	18	22	48
	5	3	5	7	6	8
	3	7	3	1	2	12
	0	0	1	1	1	0
	0	0	1	0	1	0
	37	21	25	27	32	68
	825	2,591	2,573	8,756	7,382	7,739
	39,871	39,633	40,446	40,806	38,795	42,156
_	0	0	0	0	0	0
_	0	0	0	0	0	0
	0	0 42,224	0	0	0	0 49,895
-	40,696	42,224	43,019	49,562	46,177	49,695
_	28	82	1,043	1,656	235	603
╢	28	70	48	3,500	112	266
-	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	52	152	1,091	5,156	347	869
	84	67	86	89	123	108
	1,475	865	863	1,701	3,922	857
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	1,559	932	949	1,790	4,045	965
	0	0	0	0	0	0
_	46	32	47	39	5	13
_	0	0	0	0	0	0
	0	0	0	0	0	0
	0 46	0 32	0 47	0 39	0 5	0 13
	40	52	47	23	5	15
╢	0	0	0	0	0	0
╞	270	176	386	321	435	1,283
╢	0	0	0	0	435	0
╞	0	0	0	0	0	0
╞	0	0	0	0	0	0
	270	176	386	321	435	1,283
	0	0	0	0	0	0
		22	37	26	42	72
	145	22	57	0	0	0
	145 0	0	0	0	0	
				0	0	
	0	0	0			0
	0 0	0 0	0 0	0	0	0 0 72
	0 0 0	0 0 0	0 0 0	0 0	0	0
	0 0 0 145 0	0 0 0 22	0 0 0 37 0	0 0 26 0	0 0 42 0	0 0 72 0
	0 0 0 145 0 259	0 0 0 22 0 117	0 0 0 37 0 172	0 0 26 0 189	0 0 42 0 201	0 0 72 0 223
	0 0 0 145 0 259 0	0 0 22 0 117 0	0 0 0 37 0 172 0	0 0 26 0 189 0	0 0 42 0 201 0	0 0 72 0 223 0
	0 0 145 0 259 0 0	0 0 22 0 117 0 0	0 0 37 0 172 0 0	0 0 26 0 189 0 0	0 0 42 0 201 0 0	0 0 72 0 223 0 0
	0 0 0 145 0 259 0	0 0 22 0 117 0	0 0 0 37 0 172 0	0 0 26 0 189 0	0 0 42 0 201 0	0 0 72 0 223

	WMA Electric
19	Number of customers enrolling in the low-income discount rate program during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
20	Number of customers dropping off the low-income discount rate program during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total
	Number of customers, by customer class, with required deposits with the company at the beginning of the
21	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
22	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
23	the period
	Residential
	Low Income Residential Small C&I
	Medium / Large C&I
	Streetlights
	Total
24	Number of customers, by customer class, whose deposits were returned in full during the period
24	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Streetlights
	Total

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		2021			
Jan	Feb	Mar	Apr	Мау	Jun
0	0	0	0	0	0
40,515	41,257	<u>41,341</u> 0	38,471	39,549	40,256
0	0	0	0	0	0
0	0	0	0	0	0
40,515	41,257	41,341	38,471	39,549	40,256
94	60	1,505	627	459	542
95	314	3	478	193	177
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
189	374	1,508	1,105	652	719
0	0	0	0	0	0
0	0	0	0	0	0
24	25	23	18	27	21
2	3	1	4	5	5
2	0	2	1	0	4
28	28	26	23	32	30
0	0	0	0	0	0
0	0	0	0	0	0
25	15	36	34	29	32
0	1	6	1	0	4
1	1	4	1	2	1
26	17	46	36	31	37
0	0	0	0	0	0
0	0	0	0	0	0
13	23	31	6	2	3
0	0	0	0	0	0
0	0	0	0	0	0
13	23	31	6	2	3
0	0	0	0	0	0
0	0 28	0 32	0 27	0 36	0 14
1	0	6	27	0	2
0	1	2	3	2	0
34	29	40	32	38	16

	NSTAR Gas Company	lan	Feb	Mar	Apr	May	2020 Jun	Jul	Aug	Sep	Oct	Nov	Dec	lan
1	Number of customers, by customer class	Jan	FED	iviui	Apr	iviuy	Jun	Jui	Aug	Sep	001	NOV	Dec	Jan
-	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	242,553
	Low 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	30,336
	Small 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	24,620
	Medium / Large C&I Total	4,446 300,863	4,232 300,631	4,035 300,239	4,219 300,507	4,393 300,614	4,081 300,109	4,243 300,100	4,206 299,768	4,236 299,346	4,227 300,067	4,159 299,048	4,276 302,791	4,235 301,744
2	Number of customers, by customer class, disconnected during the period	300,863	500,051	500,259	500,507	500,014	300,109	500,100	299,700	299,340	500,067	299,048	502,791	501,744
-	Residential	0	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	0
	Small C&I	29	86	38	0	0	0	0	0	0	0	3	49	50
	Medium / Large C&I Total	0 29	0 86	0 38	0	0	0	0	0	0	0	0	0 49	0 50
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	29	00	30	0	0	0	0	U	0	U	3	49	50
5.1	Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	20	24	17	0	0	0	0	0	0	0	0	0	0
	Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	1,061	1,192
	Medium / Large C&I Total	140	147	73	0	0	0	0	0	148	55	61	155	171
	Iotai	5,858	6,869	4,814	0	0	0	U	U	598	277	365	1,216	1,363
3.2	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	0
	Low Income Residential	20	21	7	0	0	0	0	0	0	0	0	0	0
	Small C&I	374	575	407	0	0	0	0	0	0	435	156	375	423
	Medium / Large C&I Total	79 3,270	79 3,928	51 2,061	0	0	0	0	0	0	98 533	9 165	40 415	56 479
4	Number of customers, by customer class, reconnected during the period	3,270	3,520	2,001	0	0	0	0	0		555	105	415	4/5
	Residential	0	0	0	10	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	11	0	0	0	0	0	0	0	0	0
	Small C&I	11	55	26	1	0	0	0	0	0	0	1	29	24
	Medium / Large C&I Total	0	2 57	0 26	0 22	0	0	0	0	0	0	0	0 29	2 26
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders		57	20		0	0	0	U	0	U	I	29	20
5	completed during the same period													
	Residential	0	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	0
	Small C&I	11	47	24	0	0	0	0	0	0	0	1	26	23
	Medium / Large C&I Total	11	49	24	0	0	0	0	0	0	0	1	26	25
6	Number of customers, by customer class, assessed credit card fees or charges during the period		-13											
	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	5,835
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	197	274	201	154	110	140	101	80	72	95	81	130	189
	Medium / Large C&I Total	35 5,709	30 6,061	28 5,869	20 5,943	19 5,775	16 5,478	6 5,153	6 4,465	9 4,722	13 4,709	16 4,408	22 4,867	15 6,039
7	Number of customers, by customer class, assessed late payment fees or charges during the period	3,709	0,001	5,805	3,343	3,773	5,478	5,155	4,405	4,722	4,703	4,408	4,007	0,035
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3	7	5	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,378	4,458	2,280	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	599 4,980	636 5,101	258 2,543	0	0	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	4,980	5,101	2,545	0	0	0	0	0	0	U	0	0	0
8	payment arrangements (excluding Newstart and Covid AMP)													
	Residential	514	490	687	878	886	968	855	774	567	575	688	733	920
	Low Income Residential	108	69	72	80	95	127	113	97	69	68	68	62	56
	Small C&I	2	2	9	6	5	13	12	10	0	4	1	21	1
	Medium / Large C&I Total	625	561	769	965	988	1,110	1 981	2 883	638	4 651	10 767	31 827	29 1,006
	Number of customers by customer class, completing deferred payment arrangements during the	023	501	705		500	1,110	501	000		001		027	1,000
9	period(excluding Newstart and Covid AMP)													
	Residential	40	21	14	46	58	82	127	118	132	92	55	39	24
	Low Income Residential	10	6	3	6	10	15	24	18	18	14	3	5	6
	Small C&I Medium / Large C&I	0	1	0	1	1	6	1	4	4	3	0	0	1
	Total	50	28	17	1 54	69	104	152	140	156	109	59	44	32
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period			27			201		110	100	100			52
	(excluding Newstart and Covid AMP)													
10			517	713	929	435	276	368	243	357	573	353	659	232
10	Residential	371												
10	Low Income Residential	371	38	52	89	77	42	38	27	46	55	28	30	15
												28 0		15 0 5

							2020						T	
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	2020 Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
	Total	389	568	773	1,030	532	329	418	274	414	636	400	695	252
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	303		110	1,000	552	323	410	274					202
11	(excluding Newstart and Covid AMP)													
	Residential	3	5	17	21	3	7	7	6	9	2	6	4	2
	Low Income Residential	0	0	0	2	0	0	0	2	2	3	0	0	0
	Small C&I	0	0	1	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	0
	Total	3	5	18	23	3	7	7	8	11	5	6	4	2
12	Number of customers taking service at the beginning of the period under existing hardship protections (O													
12	exceptions with expiry March 31) or M, Y and S protections Residential	3,209	3,238	3,430	3,515	2,586	2,698	2,688	2,650	2,649	2,613	2,812	3,053	3,714
	Low Income Residential	15,459	16,294	17,109	17,615	1,761	1,711	1,678	1,643	1,623	1,573	17,728	17,959	16,995
	Small C&I	0	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	0
	Total	18,668	19,532	20,539	21,130	4,347	4,409	4,366	4,293	4,272	4,186	20,540	21,012	20,709
13	Number of customers completing hardship protections or M Y and S protections during the period													
	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15	5
	Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	48	41
	Small C&I	0	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	0
	Total	249	224	18,124	320	204	87	65	71	101	134	84	63	46
1 /	Number of customers enrolling in new bardship protections or NAV and Correspondence during the region													
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential	196	146	173	18	16	18	10	9	14	271	39	33	50
	Low Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	500	802
	Small C&I	0	0	0	0	0	0	48	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,079	980	753	131	96	78	58	51	68	1,389	292	533	852
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	0
	Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	1	14
	Small C&I	0	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	0
	Total	6	17	23	39	51	46	36	26	31	23	6	1	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	0
	Low Income Residential Small C&I	33	95	128	218	239	216	163	212	281	219 0	206	90	125 0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	33	95	128	218	239	216	163	212	281	219	206	90	125
17	Number of customers, by customer class, re-enrolling in an AMP program during the period			120	210	200	210	105		201				125
17	Residential	0	2	2	2	1	3	0	0	2				0
								130			3	4	0	
	Low Income Residential	27	72	113	176	174	161	130	140	175	3 127		0 41	
	Low Income Residential Small C&I	27 0	0	113 2	176	174 5	161 5	130	140 27	175 55	3 127 93	4 97 50	0 41 78	63
		27 0 0	0		176 2 0	174 5 0		****			127	97		63 85
	Small C&I	27 0 0 27	0 72 0 74		2	174 5 0 180		12	27		127 93	97 50		63 85 0
18	Small C&I Medium / Large C&I	0	0 0	2 0	2 0	5 0	5 0	12 0	27 0	55 0	127 93 0	97 50 0	78 0	63 85 0
18	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential	0 0 27 0	0 0 74 0	2 0 117 0	2 0 180 0	5 0 180 0	5 0 169 0	12 0 142 0	27 0 167 0	55 0 232 0	127 93 0 223 0	97 50 0 151 0	78 0 119 0	63 85 0 148 0
18	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential	0 0 27	0 0	2 0 117	2 0 180 0 90	5 0 180	5 0	12 0 142 0 90	27 0 167 0 121	55 0 232	127 93 0 223 0 133	97 50 0 151 0 183	78 0	63 85 0 148 0 174
18	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I)	0 0 27 0	0 0 74 0	2 0 117 0	2 0 180 0 90 0	5 0 180 0	5 0 169 0	12 0 142 0 90 0	27 0 167 0 121 0	55 0 232 0	127 93 0 223 0 133 0	97 50 0 151 0 183 0	78 0 119 0	63 85 0 148 0 174 0
18	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I	0 0 27 0 315 0 0	0 0 74 0 157 0 0	2 0 117 0 93 0 0	2 0 180 0 90 0 0	5 0 180 0 113 0 0	5 0 169 0 84 0 0	12 0 142 0 90 0 0	27 0 167 0 121 0 0	55 0 232 0 132 0 0	127 93 0 223 0 133 0 0	97 50 0 151 0 183 0 0 0	78 0 119 0 264 0 0	63 85 0 148 0 174 0 0
	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total	0 0 27 0	0 0 74 0	2 0 117 0	2 0 180 0 90 0	5 0 180 0	5 0 169 0	12 0 142 0 90 0	27 0 167 0 121 0	55 0 232 0	127 93 0 223 0 133 0	97 50 0 151 0 183 0	78 0 119 0	63 85 0 148 0 174 0 0
18	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period	0 0 27 0 315 0 0	0 0 74 0 157 0 0 157	2 0 117 0 93 0 0	2 0 180 90 0 0 90 90	5 0 180 0 113 0 0 0 113	5 0 169 0 84 0 0 84 84	12 0 142 0 90 0 0 90 90	27 0 167 0 121 0 0 121	55 0 232 0 132 0 0 132 132	127 93 0 223 0 133 0 0 133	97 50 0 151 0 183 0 183 0 183	78 0 119 0 264 0 0	63 85 0 148 0 174 0 0 174
	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential	 0 0 27 27 315 0 315 0 315 0 315 0 	0 0 74 0 157 0 0 157 157	2 0 117 0 93 0 0 93 93	2 0 180 90 0 0 90 90	5 0 180 0 113 0 0 113 113 0 0 0	5 0 169 0 84 0 0 84 0 84	12 0 142 0 90 90 0 0 90 90	27 0 167 0 121 0 0 0 121 121	55 0 232 0 132 0 0 132 132	127 93 0 223 0 133 0 0 133 0 133	97 50 0 151 0 183 0 183 0 183 0 183	78 0 119 0 264 0 0 264 0 0 264	63 85 0 148 0 174 0 0 174 0 0 0 174
	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential	0 0 27 0 315 0 0	0 0 74 0 157 0 0 157	2 0 117 0 93 0 0	2 0 180 90 90 0 90 90 90 30,618	5 0 180 0 113 0 0 0 113	5 0 169 0 84 0 0 84 84	12 0 142 0 90 90 0 90 90 90 31,344	27 0 167 0 121 0 0 121	55 0 232 0 132 0 0 132 132	127 93 0 223 0 133 0 0 133 0 133 0 31,178	97 50 0 151 0 183 0 183 0 183 0 183 0 30,480	78 0 119 0 264 0 0	63 85 0 148 0 174 0 0 174 0 0 0 174
	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I	 0 0 27 27 315 0 315 0 315 0 315 0 	0 0 74 0 157 0 0 157 157 0 29,980	2 0 117 0 93 0 0 0 93 93 0 0 30,019	2 0 180 90 0 0 90 90	5 0 180 0 113 0 0 0 113 0 113 0 30,351	5 0 169 84 0 84 0 84 0 84 0 30,307	12 0 142 0 90 90 0 0 90 90	27 0 167 0 121 0 121 0 121 0 121 0 30,807	55 0 232 0 132 0 132 0 132 0 132 0 30,884	127 93 0 223 0 133 0 0 133 0 133	97 50 0 151 0 183 0 183 0 183 0 183	78 0 119 0 264 0 0 264 0 0 264	63 85 0 148 0 174 0 0 174 0 0 30,903
	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential	 0 0 27 27 315 0 315 0 315 0 315 0 	0 0 74 0 157 0 0 157 157 0 29,980	2 0 117 0 93 0 0 0 93 93 0 0 30,019	2 0 180 90 90 0 90 90 30,618 0	5 0 180 0 113 0 0 0 113 0 113 0 30,351	5 0 169 0 84 0 0 84 0 8 4 0 30,307	12 0 142 0 90 90 0 0 90 90 31,344 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0	55 0 232 0 132 0 132 0 132 0 132 0 30,884	127 93 0 223 0 133 0 0 133 0 0 133 0 0 31,178 0	97 50 0 151 0 183 0 183 0 183 0 183 0 30,480 0	78 0 119 0 264 0 0 264 0 0 264	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	 0 0 27 27 27 315 0 315 0 315 0 315 0 315 0 315 0 	0 0 74 0 157 0 157 0 157 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Mumber of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential	 0 0 27 27 27 315 0 315 0 315 0 315 0 315 0 315 0 	0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential	 () (0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Mumber of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	 () (0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	 () (0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	 () (0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19 20	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	 () (0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 90 90 0 90 90 30,618 0 0	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 90 0 90 31,344 0 0	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 0 0 0	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 0 133 0 0 31,178 0 0	97 50 0 151 0 183 0 183 0 0 183 0 183 0 30,480 0 30,480 0 0 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 0 0
19 20	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	0 0 27 27 0 315 0 315 0 315 0 315 0 29,953 0 29,953 0 29,953 0 100 29,953 0 100	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 180 0 90 0 0 90 0 90 0 30,618 0 30,618 0 1 0 30,618 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 0 180 180 0 113 0 113 0 113 0 113 0 113 0 10 113 0 1 10 1 1 1 1	5 0 169 0 0 84 0 84 0 84 0 30,307 0 30,307 0 30,307 0 30,307 0 1 0 1 0 1 0 1 0 1	12 0 142 0 90 0 0 0 90 0 31,344 0 0 31,344 0 0 31,344	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807	55 0 232 0 132 0 132 0 132 0 30,884 0 30,884 0 30,884 0 30,884 0 30,884	127 93 0 223 0 133 0 0 133 0 0 133 0 0 31,178 0 0 31,178	97 50 0 151 0 183 0 183 0 183 0 183 0 183 0 183 0 30,480 0 30,480 0 30,480 1 30,480 1 30,480	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 30,903
19 20	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Small C&I Medium / Large C&I <td> () (</td> <td>0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980</td> <td>2 0 117 0 93 0 93 0 93 93 0 30,019 0 0</td> <td>2 0 180 180 0 180 0 90 0 0 90 1 0 30,618 0 30,618 0 30,618 0 1 0 30,618 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td> <td>5 0 180 0 113 0 113 0 113 0 30,351 0 0</td> <td>5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0</td> <td>12 0 142 0 90 0 0 0 0 31,344 0 31,344 0 31,344 0 31,344 0 0 31,344</td> <td>27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807 0 30,807</td> <td>55 0 232 0 132 0 132 0 132 30,884 0 30,884</td> <td>127 93 0 223 0 133 0 0 133 0 0 133 0 0 31,178 0 0 31,178 0 0 31,178</td> <td>97 50 0 151 3 0 183 0 183 0 183 0 183 0 183 0 30,480 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td> <td>78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0</td> <td>63 85 0 148 0 174 0 0 174 0 0 30,903 0 30,903 0 30,903</td>	 () (0 0 74 0 157 0 157 0 157 29,980 0 29,980 0 29,980	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 180 0 180 0 90 0 0 90 1 0 30,618 0 30,618 0 30,618 0 1 0 30,618 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 0 180 0 113 0 113 0 113 0 30,351 0 0	5 0 169 0 0 84 0 0 84 0 0 84 0 0 30,307 0 0 0 0	12 0 142 0 90 0 0 0 0 31,344 0 31,344 0 31,344 0 31,344 0 0 31,344	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807 0 30,807	55 0 232 0 132 0 132 0 132 30,884 0 30,884	127 93 0 223 0 133 0 0 133 0 0 133 0 0 31,178 0 0 31,178 0 0 31,178	97 50 0 151 3 0 183 0 183 0 183 0 183 0 183 0 30,480 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 30,903 0 30,903 0 30,903
19 20	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period 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 period Residential Low Income Residential	0 0 0 0 27 27 0 315 0 315 0 0 315 0 0 315 0 315 0 29,953 0 0 29,953 0 0 0 29,953 0 0 0 29,953 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 74 74 0 157 0 157 0 157 0 29,980 0 29,980 1 0 29,980 1 1 1 1 1 1 1 1 1 1 1 1 1	2 0 117 0 93 0 93 0 0 93 0 93 0 30,019 0 30,019 0 30,019 0 30,019	2 0 180 180 0 180 0 90 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 0 180 0 113 0 113 0 113 0 113 0 30,351 0 30,351 0 30,351 1 0 30,351 1 0 1 0 1 0 1 0 1 0 1 1 1 1 0 1 1 1 1	5 0 169 0 0 84 0 84 0 84 0 30,307 0 30,307 0 30,307 0 1 0 1 0 1 0 1 0 1 <td>12 0 142 0 90 0 0 0 0 90 0 31,344 0 0 31,344 0 0 31,344 0 0 0 31,344</td> <td>27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807 0 30,807</td> <td>55 0 232 0 132 0 132 0 132 0 30,884 0 30,884 0 30,884 0 30,884 0 0 30,884 0</td> <td>127 93 0 223 0 133 0 133 0 133 0 133 0 133 0 31,178 0 31,178 0 31,178 0 0 31,178</td> <td>97 50 0 151 1 0 183 0 183 0 1 8 30,480 0 30,480 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td> <td>78 78 0 119 0 264 0 264 0 264 0 264 0 264 0 30,547 0 30,547 0 30,547 0</td> <td>63 85 0 148 0 174 0 0 0 174 0 0 30,903 0 30,903 0 30,903</td>	12 0 142 0 90 0 0 0 0 90 0 31,344 0 0 31,344 0 0 31,344 0 0 0 31,344	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807 0 30,807	55 0 232 0 132 0 132 0 132 0 30,884 0 30,884 0 30,884 0 30,884 0 0 30,884 0	127 93 0 223 0 133 0 133 0 133 0 133 0 133 0 31,178 0 31,178 0 31,178 0 0 31,178	97 50 0 151 1 0 183 0 183 0 1 8 30,480 0 30,480 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	78 78 0 119 0 264 0 264 0 264 0 264 0 264 0 30,547 0 30,547 0 30,547 0	63 85 0 148 0 174 0 0 0 174 0 0 30,903 0 30,903 0 30,903
19 20	Small C&I Medium / Large C&I Total Number of customers, by customer class, dropping off an AMP program during the period Residential Low Income Residential Small C&I (Total C&I) Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Number of customers dropping off the low-income discount rate program during the period Residential Small C&I Medium / Large C&I <td>0 0 27 27 0 315 0 315 0 315 0 315 0 29,953 0 29,953 0 29,953 0 100 29,953 0 100</td> <td>0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>2 0 117 0 93 0 93 0 93 93 0 30,019 0 0</td> <td>2 0 180 180 0 180 0 90 0 0 90 1 0 30,618 0 30,618 0 30,618 0 1 0 30,618 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td> <td>5 0 180 180 0 113 0 113 0 113 0 113 0 113 0 10 113 0 1 10 1 1 1 1</td> <td>5 0 169 0 0 84 0 84 0 84 0 30,307 0 30,307 0 30,307 0 30,307 0 1 0 1 0 1 0 1 0 1</td> <td>12 0 142 0 90 0 0 0 0 31,344 0 31,344 0 31,344 0 31,344 0 0 31,344</td> <td>27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807 0 30,807</td> <td>55 0 232 0 132 0 132 0 132 0 30,884 0 30,884 0 30,884 0 30,884 0 30,884</td> <td>127 93 0 223 0 133 0 0 133 0 0 133 0 0 31,178 0 0 31,178 0 0 31,178</td> <td>97 50 0 151 3 0 183 0 183 0 183 0 183 0 183 0 30,480 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1</td> <td>78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0</td> <td>63 85 0 148 0 174 0 0 174 0 0 174 0 30,903 0 30,903 0 30,903</td>	0 0 27 27 0 315 0 315 0 315 0 315 0 29,953 0 29,953 0 29,953 0 100 29,953 0 100	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 0 117 0 93 0 93 0 93 93 0 30,019 0 0	2 0 180 180 0 180 0 90 0 0 90 1 0 30,618 0 30,618 0 30,618 0 1 0 30,618 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 0 180 180 0 113 0 113 0 113 0 113 0 113 0 10 113 0 1 10 1 1 1 1	5 0 169 0 0 84 0 84 0 84 0 30,307 0 30,307 0 30,307 0 30,307 0 1 0 1 0 1 0 1 0 1	12 0 142 0 90 0 0 0 0 31,344 0 31,344 0 31,344 0 31,344 0 0 31,344	27 0 167 0 121 0 121 0 121 0 121 0 30,807 0 30,807 0 30,807 0 30,807	55 0 232 0 132 0 132 0 132 0 30,884 0 30,884 0 30,884 0 30,884 0 30,884	127 93 0 223 0 133 0 0 133 0 0 133 0 0 31,178 0 0 31,178 0 0 31,178	97 50 0 151 3 0 183 0 183 0 183 0 183 0 183 0 30,480 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	78 0 119 0 264 0 264 0 0 264 0 0 264 0 30,547 0 0 0 0 0	63 85 0 148 0 174 0 0 174 0 0 174 0 30,903 0 30,903 0 30,903

							2020							
				• •			2020							
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
	Total	1,488	1,497	1,479	1,447	1,421	1,394	1,377	1,358	1,018	994	977	0	935
	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	0
	Low Income Residential	0	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	10
	Medium / Large C&I	0	13	0	1	2	1	5	0	3	1	3	1	1
	Total	0	88	0	2	8	10	18	7	12	21	10	6	11
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the													
23	period													
	Residential	Unable to Obtair	n 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	0
	Low Income Residential	0	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	23
	Medium / Large C&I	0	7	6	4	4	1	5	1	36	8	4	5	5
	Total	0	77	54	33	34	37	35	26	352	45	27	31	28

	NSTAR Gas Company
1	Number of customers, by customer class
	Residential
	Low Income Residential Small C&I
	Medium / Large C&I
	Total
2	Number of customers, by customer class, disconnected during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I Total
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period
0.1	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period
5.2	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
4	Number of customers, by customer class, reconnected during the period
	Residential Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orde
5	completed during the same period
	Residential Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
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
	Total
7	Number of customers, by customer class, assessed late payment fees or charges during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I Total
	Number of customers, by customer class, taking service at the beginning of the period under existing def
8	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
9	period(excluding Newstart and Covid AMP)
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total Number of sustamers, by sustamer class, enrolling in new deferred payment arrangements during the p
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the po (excluding Newstart and Covid AMP)
-0	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I

-		2021			
	Feb	Mar	Apr	Мау	Jun
	242,635	242,201	242,260	241,781	241,375
	30,706	31,070	31,316	31,504	31,713
	24,680	24,647	24,630	24,486	24,544
	4,404 302,425	4,097 302,015	4,227 302,433	4,220 301,991	4,220 301,852
	0	0	0	0	0
	40	75	93	71	80
	0 40	0 75	0 93	0 71	0 80
	0	0	22,388 8,319	11,896 4,177	1,567 30
	1,381	1,571	1,217	909	847
	165	182	181	104	124
	1,546	1,753	32,105	17,086	2,568
riod					
	0	0	0	0	0
	581	735	685	530	543
	59	73	57	51	57
	640	808	742	581	600
	0	0	0	0	0
	0	0	0	0	0
	25	31	27	10 1	18 2
	28	33	29	11	20
orders					
	0	0	0	0	0
	0	0	0	0	0
	24	29 2	27	10	18 2
	27	31	29	11	20
	5,369	6,552	5,848	6,090	5,872
	0	0,552	<u> </u>	0,090	0
	186	230	191	128	119
	18 5,573	20 31	18 6,057	25 6,243	24 6,015
	5,575	01	0,007	0,210	0,010
	0	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0
- defermed	0	0	0	0	0
g deferred					
	752	730	740	931	1,548
	<u>42</u> 0	60 0	90 0	108 0	150 0
	26	28	24	24	24
	820	818	854	1,063	1,722
	18	34	26	38	53
	0	7 0	7 0	<u> </u>	13 0
	3	2	0	3	3
	21	43	33	42	69
ne period					
	263	340	459	1,013	1,618
	41	62	58	86	171
	0	0	0	<u> </u>	0
		-			

	NSTAR Gas Company
	Total
	Number of customers, by customer class, renegotiating deferred payment arrangements during the pe
11	(excluding Newstart and Covid AMP)
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
	Number of customers taking service at the beginning of the period under existing hardship protections
12	exceptions with expiry March 31) or M, Y and S protections
	Residential Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
13	Number of customers completing hardship protections or M Y and S protections during the period
10	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
15	Number of customers, by customer class, completing an AMP program during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I Total
16	
16	Number of customers, by customer class, enrolling in an AMP program during the period Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
17	Number of customers, by customer class, re-enrolling in an AMP program during the period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I
	Total
18	Number of customers, by customer class, dropping off an AMP program during the period
	Residential
	Low Income Residential
	Small C&I (Total C&I)
	Medium & Large C&I Total
10	
19	Number of customers enrolling in the low-income discount rate program during the period
	Residential
	Low Income Residential Small C&I
	Medium / Large C&I
	Total
20	Number of customers dropping off the low-income discount rate program during the period
	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
21	period
	Residential
	Low Income Residential
	Small C&I
	Medium / Large C&I

	Feb	2021 Mar	Apr	Мау	Jun
	310	408	524	1,105	1,795
eriod					
	4	5	12	7	23
	1	0	1	4	0
	0 0	0	0	0	0
	5	5	13	11	24
s (O					
	2 705	2 000	2 270	2 200	2 465
	3,795 17,520	3,800	2,378	2,366 1,378	2,465 1,459
	0	0	0	0	0
	0	0	0	0	0
	21,315	21,990	3,691	3,744	3,924
	5	1,377	19	39	39
	31	18,561	81	59	51
	0	0	0	0	0
	0 36	0 19,940	0 100	0 98	0 90
d					
	61 849	40	<u> </u>	57 114	50 111
	0	0	0	0	0
	0	0	0	0	0
	910	470	170	171	161
	0	0	0	0	0
	9	25	37	66	39
	0	0	0	0	0
	0 9	<u> </u>	0 37	0 66	0 39
	9	25	57	00	
	0	0	0	0	0
	134	296	758	972	842
	0	0	0	0	0
	134	296	758	972	842
	1	1	3	0	1
	39 61	<u>94</u> 77	<u>154</u> 44	<u> </u>	147 37
	0	0	0	1	1
	101	172	201	186	186
	0	0	0	0	0
	112	95	100	114	192
	0	0	0	0	0
	0	0	0	0	0
	112	95	100	114	192
	0	0	0	0	0
	31,061	31,538	31,559	31,811	32,116
	0 0	0	0	0	0
	31,061	31,538	31,559	31,811	32,116
		- ,	- ,	- /-	
f the					
	0	0	0	0	0
	0	0	0	0	0
	793	779	761	740	720
	140	135	128	121	117

NSTAR Gas Company
Total
Number of customers, by customer class, required to submit new deposits or increased deposits durin
period
Residential
Low Income Residential
Small C&I
Medium / Large C&I
Total
Number of customers, by customer class, whose required deposits were reduced in part or foregone of
period
Residential
Low Income Residential
Small C&I
Medium / Large C&I
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
Total

		2021			
	Feb	Mar	Apr	Мау	Jun
	933	914	889	861	837
ng the					
	0	0	0	0	0
	0	0	0	0	0
	13	13	19	14	9
	2	1	2	2	1
	15	14	21	16	10
luring the					
	0	0	0	0	0
	0	0	0	0	0
	14	27	37	35	32
	3	6	9	9	9
	17	33	46	44	41

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class	5011			71,01	inay	5011	501	, lag	560			200
	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												
	Residential	16	6	2	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	32	58	22	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	3	3	1	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	51	07	25	•	0		Ū	0	0	Ū	Ū	•
5.1	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												
	Residential	16,685	13,569	9,404	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	748	726	488	0	0	0	0	2	0	0	0	0
	Medium / Large C&I Total	199 17,632	189 14,484	110 10,002	0	0	0	0	3	0	0	0	0
Л	Number of customers, by customer class, reconnected during the period	17,032	14,404	10,002	0	U	0	0	3	U	0	U	0
4	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	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	15	19	17	0	1	1	1	0	1	2	5	3
	Medium / Large C&I Total	5 44	2 35	0 24	0	0	0	0	0	0	1 7	<u> </u>	0
6	Number of customers, by customer class, assessed credit card fees or charges during the period	44		24	3	11	0	4	T	5	/	14	/
0	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 Modium / Largo C&L	5,511	5,602	2,293	64	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	<u> </u>	0	0	0	0
	Number of customers, by customer class, taking service at the beginning of the period under existing	0,990	7,303	5,028	04	U	0	0	0	0	0	0	0
8	deferred payment arrangements												
0	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	38	55	52	46	40	33	40	32	78	8
	Small C&I	1	5	6	3	3	5	5	3	3	8	4	1
	Medium / Large C&I	2 162	0 164	2 209	2 09	2 259	0 248	2 240	0 168	1 135	2	4	2 42
	Total										134	147	17

	Г						2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Νον	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	Residential	1,714	1,832	1,523	364	631	314	253	219	196	160	200	153
	Low Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I Medium / Large C&I	46	31 17	27 10	10 1	10 5	13	8	9	24 16	20 9	<u> </u>	5
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11													
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 Medium / Large C&I	2	0	0	1	1	2	0	0	1	1	0	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 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 Total	0 31,684	0 31,728	0 27,357	0 8,015	0 7,727	0 7,484	0 7,261	0 7,101	0 6,932	0 6,785	0 24,741	0 32,586
13	Number of customers completing hardship protections during the period				0,010	.,	.,	.,	.,_01	0,001		,, . +=	
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	Low Income Residential Small C&I	916	887	5,651 0	321 0	234	239	194 0	208 0	193 0	159 0	293 0	594 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	0 1,436	0 1,268	0 952	0 149	142	145	202	0 199	0 133	0 125	10,448	342
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential Low Income Residential	0	0	0 24	0 41	0 67	0 56	0 20	0 26	0 21	0	0 610	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	010	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
16	Total Number of customers, by customer class, enrolling in an AMP program during the period	9	8	24	41	67	56	20	26	21	15	610	0
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 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	0			0				0		0		
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	1	0	2
	Medium / Large C&I Total	0	0	0	0 0	0	0	0	0 0	0	0	0	0
18	Number of customers, by customer class, dropping off an AMP program during the period	0	0	0	0	5	0	T	0	0	1	T	2
	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 0	<u> </u>	95	80	91 0	96 0	100	24	26
	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	
	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	0 38,964	0 39,058	0 38,376	0 42,306	0 42,425	0 42,959	0 43,429	0 43,958	0 44,420
20	Number of customers dropping off the low-income discount rate program during the period	-10,042	,/ 55	30,100	30,304	33,030	30,370	.2,300	42,423	72,555			,-20
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	36 0	283 0	2,674	46 0	482	197 0	19 0	23 0	24 0	20	25	48
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	-			-	-	-		-	-	-		-	

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	Мау	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												
23	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	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

Eversource Gas of Massachusetts Number of customers, by customer class Aumber of customers, by customer class, disconnected during the period Mandieum / Large C&I Total Number of customers, by customer class, disconnected during the period Residential Investore Residential Number of customers, by customer class, disconnected during the period Residential Number of customers, by customer class receiving a 1st notice of disconnect during the period Residential Total Number of customers, by customer class, receiving a 1st notice of disconnect during the period Residential Smail C&I Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential Smail C&I Number of customers, by customer class, reconnected during the period Residential Smail C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order Smail C&I Number of customers, by customer class, assessed reconnection fees or charges during the period Residential Smail C&I Number of custome			
Residential		Eversource Gas of Massachusetts	Т
Residential	1	Number of customers, by customer class	1
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Small C&I Image: C&I Medium / Large C&I Image: C&I Total Image: C&I Number of customers, by customer class, taking service at the beginning of the period under existing Image: C&I 8 deferred payment arrangements Image: C&I 8 deferred payment arrangements Image: C&I 9 Medium / Large C&I Image: C&I 7 Total Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Image: C&I 9 Number of customer class, completing deferred payment arrangements during the period Image: C&I 9 Medium / Large C&			-
Medium / Large C&I Image: C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Image: C&I Residential Image: C&I Low Income Residential Image: C&I Small C&I Image: C&I Medium / Large C&I Image: C&I P Number of customers by customer class, completing deferred payment arrangements during the period Residential Image: C&I Low Income Residential Image: C&I Small C&I Image: C&I Medium / Large C&I Image: C&I			-
Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements 8 deferred payment arrangements image: complexity of customer existing 8 deferred payment arrangements image: complexity of customer existing 8 deferred payment arrangements image: complexity of customer existing 8 deferred payment arrangements image: complexity of customer existing 9 Number of customers by customer class, completing deferred payment arrangements during the period 9 Number of customers by customer class, completing deferred payment arrangements during the period 9 Number of customers by customer class, completing deferred payment arrangements during the period 9 Number of customers by customer class, completing deferred payment arrangements during the period 9 Number of customers by customer class, completing deferred payment arrangements during the period 9 Number of customer class, completing deferred payment arrangements during the period 9 Number of customer class, completing deferred payment arrangements during the period 10 Image: classing transmitted for the period for the period 11 Image: classing transmitted for the period for the per			-
Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Output Mumber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I			
8 deferred payment arrangements Residential Image: C&l and the comparison of th		Number of customers, by customer class, taking service at the beginning of the period under existing	1
Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I	Q		
Low Income Residential Image: C&I Small C&I Image: C&I Total Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Image: C&I Low Income Residential Image: C&I Small C&I Image: C&I Medium / Large C&I Image: C&I	0		-
Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I			-
Medium / Large C&I Image: C&I Total Image: C&I 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Image: C&I Low Income Residential Image: C&I Small C&I Image: C&I Medium / Large C&I Image: C&I			-
Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Image: Completing deferred payment arrangements during the period Small C&I Image: C&I Medium / Large C&I Image: C&I			┨─
9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I			
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Residential Low Income Residential Small C&I Medium / Large C&I	~		
Low Income Residential Small C&I Medium / Large C&I	9		┨
Small C&I Medium / Large C&I			╀
Medium / Large C&I			╞
			╞
IUtal			

			2021			
	Jan	Feb	Mar	Apr	Мау	Jun
_	255,661	255,691	255,149	257,930	256,935	256,408
-	45,102	45,728	46,380	43,512	44,449	44,964
	24,152	24,128	24,120	24,050	23,954	23,869
	7,518	7,539	7,559	7,549	7,548	7,535
	0	0	0	0	0	0
	332,433	333,086	333,208	333,041	332,886	332,776
_	0	0	0	0	0	0
-	0	0	0	0	0	0
	0	0	0	0	0	0
-	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
Т						
	0	0	0	0	0	1
	0	0	0	0	1	5
I	0	0	0	0	32	310
	0	0	0	0	10	104
	0	0	0	0	43	420
	0	0	0	0	0	1
┦	0	0	0	0	0	0
╞	0	0	0	0	0	74
	0 0	0	0 0	0	0 0	24 99
	U	U	0	0	U	33
-	3	0	0	0	0	0
	0	0	0	0	0	0
	1	1	0	0	0	2
	0	0	0	0	0	0
	4	1	0	0	0	2
	0	0	0	0	0	0
-	Ũ	0	0		Ũ	
	0	0	0	0	0	0
	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0
	0 0	0 0	0 0	0	0 0	0 0
	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0
	0 0 0 11,573	0 0 0 11,356	0 0 0 0 12,779	0 0 0 0 14,798	0 0 0 0 13,529	0 0 0 12,621
	0 0 0 11,573 2,740	0 0 0 11,356 2,557	0 0 0 0 12,779 3,252	0 0 0 0 14,798 3,788	0 0 0 0 13,529 3,423	0 0 0 12,621 3,286
	0 0 0 11,573 2,740 434	0 0 0 11,356 2,557 420	0 0 0 0 12,779 3,252 458	0 0 0 0 14,798 3,788 793	0 0 0 0 13,529 3,423 634	0 0 0 12,621 3,286 604
	0 0 0 11,573 2,740 434 18	0 0 0 11,356 2,557 420 16	0 0 0 0 12,779 3,252 458 22	0 0 0 0 14,798 3,788 793 33	0 0 0 13,529 3,423 634 25	0 0 0 12,621 3,286 604 37
	0 0 0 11,573 2,740 434	0 0 0 11,356 2,557 420	0 0 0 0 12,779 3,252 458	0 0 0 0 14,798 3,788 793	0 0 0 0 13,529 3,423 634	0 0 0 12,621 3,286 604
	0 0 0 11,573 2,740 434 18	0 0 0 11,356 2,557 420 16	0 0 0 0 12,779 3,252 458 22	0 0 0 0 14,798 3,788 793 33	0 0 0 13,529 3,423 634 25	0 0 0 12,621 3,286 604 37
	0 0 0 11,573 2,740 434 18 14,765	0 0 0 11,356 2,557 420 16 14,349	0 0 0 12,779 3,252 458 22 16,511	0 0 0 14,798 3,788 793 33 19,412	0 0 0 13,529 3,423 634 25 17,611	0 0 0 12,621 3,286 604 37 16,548
	0 0 0 11,573 2,740 434 18 14,765	0 0 0 11,356 2,557 420 16 14,349	0 0 0 12,779 3,252 458 22 16,511	0 0 0 0 14,798 3,788 793 33 19,412 0	0 0 0 13,529 3,423 634 25 17,611	0 0 0 12,621 3,286 604 37 16,548
	0 0 0 10 11,573 2,740 434 18 14,765 0 0 0 0 0 0	0 0 0 10 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0	0 0 0 0 14,798 3,788 793 33 19,412 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0
	0 0 0 11,573 2,740 434 18 14,765 0 0 0	0 0 0 11,356 2,557 420 16 14,349 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0	0 0 0 1 0 1 4,798 3,788 793 33 793 33 19,412 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0
	0 0 0 10 11,573 2,740 434 18 14,765 0 0 0 0 0 0	0 0 0 10 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0	0 0 0 0 14,798 3,788 793 33 19,412 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0
	0 0 0 10 11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 10 0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0	0 0 0 1 14,798 3,788 793 33 19,412 0 0 0 0 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0
	0 0 0 10 0 11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 10 0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 1 14,798 3,788 3,788 793 33 19,412 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0
	0 0 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 1 1 1 1 2,557 420 1 6 1 420 1 6 1 420 1 6 1 4 2 1 6 1 4 2 1 6 1 4 2 1 6 1 4 2 5 7 4 2 1 6 1 4 2 5 7 5 7 5 7 5 7 5 7 5 7 5 7 6 6 6 6 6 6 6 6 6 6 6 6 6	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 1 0 1 4,798 3,788 793 3 3 3 3 3 3 1 9,412 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0
	0 0 0 11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 14,798 3,788 3,788 33 19,412 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 8 4
	0 0 0 0 11,573 2,740 434 18 14,765 0	0 0 0 0 11,356 2,557 420 16 14,349 0 0 0<	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40 36	0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	0 0 0 11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 14,798 3,788 3,788 33 19,412 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 8 4
	0 0 0 0 11,573 2,740 434 18 14,765 0	0 0 0 0 11,356 2,557 420 16 14,349 0 0 0<	0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40 36	0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	0 0 0 0 11,573 2,740 434 18 14,765 0 1 1 1 1 1	 0 0 0 0 0 11,356 2,557 420 16 14,349 14,349 0 11,038 11,038 	0 0 0 0 12,779 3,252 458 22 458 22 16,511 0 0 0 0 0 0 1,101 211 35 37 1,384	0 0 0 0 14,798 3,788 793 33 19,412 0 0 0 0 0 0 1,517 382 40 36 1,975	0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	0 0 0 0 11,573 2,740 434 18 14,765 0 10 10 10 10 10 10 10 10 10 10 110 110 110 110 110 110 10 <td> 0 0 0 0 0 11,356 2,557 420 16 14,349 14,349 0 11,038 40 </td> <td>0 0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 1,101 211 35 37 1,384</td> <td>0 0 0 0 14,798 3,788 793 3,788 793 3,788 19,412 0 0 0 0 1,517 382 40 36 1,975</td> <td>0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516 39</td> <td>0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td>	 0 0 0 0 0 11,356 2,557 420 16 14,349 14,349 0 11,038 40 	0 0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 1,101 211 35 37 1,384	0 0 0 0 14,798 3,788 793 3,788 793 3,788 19,412 0 0 0 0 1,517 382 40 36 1,975	0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516 39	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	0 0 0 0 0 11,573 2,740 434 18 14,765 0 10 10 114,765 10 10 10 10 114,765 10 114,765 114,765 114,765 10 114,765 114,765 <td> 0 0 0 0 0 11,356 2,557 420 14,349 14,349 14,349 0 14,349 0 0 0 0 0 0 0 14,349 14,349 14,349 14,349 14,349 14,349 14,349 119 27 29 1,038 40 12 </td> <td>0 0 0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 1,101 211 35 37 1,384 44 14</td> <td>0 0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 0 11,517 382 40 36 1,975 40 36 40 36 40 36 40 36 40 36 40 36 40 36</td> <td>0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516 39 34</td> <td>0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td>	 0 0 0 0 0 11,356 2,557 420 14,349 14,349 14,349 0 14,349 0 0 0 0 0 0 0 14,349 14,349 14,349 14,349 14,349 14,349 14,349 119 27 29 1,038 40 12 	0 0 0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 1,101 211 35 37 1,384 44 14	0 0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 0 11,517 382 40 36 1,975 40 36 40 36 40 36 40 36 40 36 40 36 40 36	0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516 39 34	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	 0 0 0 0 11,573 2,740 434 18 14,765 0 0	 0 0 0 0 0 11,356 2,557 420 16 14,349 14,349 0 0 0 0 0 0 0 0 0 11,038 40 12 1 1 	0 0 0 0 12,779 3,252 458 22 458 22 16,511 0 0 0 0 0 1,101 211 35 37 1,384 44 14 0	0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 19,412 0 1,517 382 40 36 1,975 40 36 40 36 40 36 2 40 36 2	0 0 0 0 13,529 3,423 634 25 17,611 0 1,825 555 82 54 2,516 39 34 2	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	0 0 0 0 0 11,573 2,740 434 18 14,765 0 10 10 114,765 10 10 10 10 114,765 10 114,765 114,765 114,765 10 114,765 114,765 <th> 0 0 0 0 0 11,356 2,557 420 14,349 14,349 14,349 0 14,349 0 0 0 0 0 0 0 14,349 14,349 14,349 14,349 14,349 14,349 14,349 119 27 29 1,038 40 12 </th> <th>0 0 0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 1,101 211 35 37 1,384 44 14</th> <th>0 0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 0 11,517 382 40 36 1,975 40 36 40 36 40 36 40 36 40 36 40 36 40 36</th> <th>0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516 39 34</th> <th>0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</th>	 0 0 0 0 0 11,356 2,557 420 14,349 14,349 14,349 0 14,349 0 0 0 0 0 0 0 14,349 14,349 14,349 14,349 14,349 14,349 14,349 119 27 29 1,038 40 12 	0 0 0 0 0 12,779 3,252 458 22 16,511 0 0 0 0 0 0 0 1,101 211 35 37 1,384 44 14	0 0 0 0 0 14,798 3,788 793 3,788 793 33 19,412 0 0 0 0 11,517 382 40 36 1,975 40 36 40 36 40 36 40 36 40 36 40 36 40 36	0 0 0 0 13,529 3,423 634 25 17,611 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1,825 555 82 54 2,516 39 34	0 0 0 12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

	Eversource Gas of Massachusetts	
		_
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	1
	Residential	_
	Low Income Residential Small C&I	_
	Medium / Large C&I	_
	Total	
		t
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	
	Residential	-
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Total	
12	Number of customers taking service at the beginning of the period under existing hardship protections	_
	Residential Low Income Residential	-
	Small C&I	-
	Medium / Large C&I	+
	Total	
13	Number of customers completing hardship protections during the period	Т
	Residential	1
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Total	-
14	Number of customers enrolling in new hardship protections during the period	_
	Residential Low Income Residential	-
	Small C&I	-
	Medium / Large C&I	+
	Total	
15	Number of customers, by customer class, completing an AMP program during the period	Т
	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I	
	Total	-
16	Number of customers, by customer class, enrolling in an AMP program during the period Residential	_
	Low Income Residential	-
	Small C&I	+
	Medium / Large C&I	
	Total	
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	Т
	Residential	
	Low Income Residential	
	Small C&I	
	Medium / Large C&I Total	
10	Number of customers, by customer class, dropping off an AMP program during the period	-
18	Residential	+
	Low Income Residential	+
	Small C&I (Total C&I)	+
	Medium & Large C&I (not available)	
	Total	
19	Number of customers enrolling in the low-income discount rate program during the period	Т
	Residential	
	Low Income Residential	
	Small C&I	_
	Medium / Large C&I	
20	Total	┡
20	Number of customers dropping off the low-income discount rate program during the period Residential	╀
	Low Income Residential	╂
	Small C&I	┨─
	Medium / Large C&I	╞
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	Jan	Feb	Mar	Apr	Мау	Jun
bd						
	323	428	651	534	558	790
	96	176	315	210	150	234
	7	8	13	52	8	14
_	1	10	11	29	8	16
-	427	622	990	825	724	1,054
-	27	27	56	35	57	84
	3	0	9	5	7	14
	0	0	2	1	1	3
	0	3	2	3	0	7
	30	30	69	44	65	108
_	4,002	3,988	8,184	4,022	3,948	3,906
┨	28,369	28,717	24,857	2,048	2,079	2,102
┨	0	0	0	0	0	0
	0	0	0	0	0	0
	32,371	32,705	33,041	6,070	6,027	6,008
Ţ						
_	169	206	252	116	96	101
┦	472 0	455	560 2	170 0	131 0	125
┨	0	0	3	0	0	0
	641	661	817	286	227	226
	89	97	118	59	57	68
	459	472	606	104	109	106
	0	0	0	0	0	0
-	0	0	0	0	0	0
+	548	569	724	163	166	174
_	0	0	0	0	0	0
	0	0	3	22	3	1
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	3	22	3	1
_	0	0	0	0	0	0
_	34 0	52 0	151 0	142 0	172 0	300 0
-	0	0	0	0	0	0
	34	52	151	142	172	300
1						
	0	0	1	0	0	0
	1	1	3	1	3	6
	1	3	1	5	0	4
	0 2	0	0 5	0 6	0 3	0 10
+	2	4	5	b	3	10
┨	0	0	0	0	0	C
┨	28	12	26	2	50	73
T	0	0	0	0	0	0
	0	0	0	0	0	C
	28	12	26	2	50	73
┦						
_	0	0	0	0 42 510	0	0 45 140
┨	45,095 0	45,722 0	46,374 0	43,510 0	44,492 0	45,149 C
┨	0	0	0	0	0	0
	45,095	45,722	46,374	43,510	44,492	45,149
1						
l	0	0	0	0	0	0
	52	62	4,015	204	66	62
	0	0	0	0	0	0
_	0	0	0	0	0	0

Total	
Numb	er of customers, by customer class, with required deposits with the company at the beginning of t
period	
Reside	ntial
Low In	come Residential
Small (2&I
Mediu	m / Large C&I
Total	
Numb	er of customers, by customer class, required to submit new deposits or increased deposits during
period	
Reside	ntial
Low In	come Residential
Small (2&I
	m / Large C&I
Total	
Numb	er of customers, by customer class, whose required deposits were reduced in part or foregone du
the pe	riod
Reside	ntial
Low In	come Residential
Small (2&I
	m / Large C&I
Total	
Numb	er of customers, by customer class, whose deposits were returned in full during the period
Reside	ntial
-	come Residential
Small (2&I
Mediu	m / Large C&I

			20	21		
	Jan	Feb	Mar	Apr	Мау	Jun
	52	62	4,015	204	66	62
	0	0	209	29	29	0
	0	0	0	0	0	0
	2,404	2,387	2,121	2,168	2,176	2,170
	594	584	585	569	562	569
	2,998	2,971	2,915	2,766	2,767	2,739
	0	0	0	2	3	0
	0	0	0	0	0	0
	107	71	65	52	50	35
	30	32	13	9	13	5
	137	103	78	63	66	40
5						
	0	0	0	111	16	21
	0	0	0	0	0	0
	73	104	58	40	25	35
	11	29	14	40	9	7
	84	133	72	191	50	63
	0	0	0	2	1	3
	0	0	0	0	0	0
	96	104	60	53	48	42
	35	25	26	15	8	8
	131	129	86	70	57	53