

Line No.	Description	Oct-21	Nov-21	Dec-21	Notes
1	a. Continue providing the monthly data contained in the arrearage spreadsheets, as well as any additional data that may provide insight into lost revenues.	See DPU 20-58	See DPU 20-58	See DPU 20-58	filed in docket DPU 20-58
2	b. For bad debt expense cost tracking, provide, on a monthly basis:				
3	1. reported revenues,	See DPU 20-58	See DPU 20-58	See DPU 20-58	Lines 73-78
4	2. accounts receivable,	See DPU 20-58	See DPU 20-58	See DPU 20-58	Lines 59-64
5	3. gross accounts receivable write-offs, and	\$103,430	\$278,168	\$170,504	
6	4. accounts receivable recoveries to track basic information surrounding bad debt costs.	\$21,225	\$38,914	\$19,291	
7	c. Financial health information, including:				
8	1. any increase, or requested increase, to bank lines of credit;	See DPU 15-26	See DPU 15-26	See DPU 15-26	Debt, Dividends, Credit Agency items are provided as part of merger settlement compliance filings in DPU 15-26
9	2. any issuance of dividends, plans to issue dividends, increase in dividend amounts, and plans to increase dividend amounts;	See DPU 15-26	See DPU 15-26	See DPU 15-26	
10	3. capital markets access; and	See DPU 15-26	See DPU 15-26	See DPU 15-26	
11	4. credit rating agency actions.	See DPU 15-26	See DPU 15-26	See DPU 15-26	
12	d. Customer-specific data, including:				
13	1. Number of customers, by customer class;	See DPU 20-58	See DPU 20-58	See DPU 20-58	Lines 3-8
14	2. Number of customers, by customer class, disconnected during the period;	See DPU 20-58	See DPU 20-58	See DPU 20-58	Lines 122-127
15	3. Number of customers, by customer class, receiving disconnection notices during the period;				
16	Residential	1,099	905	1,366	
17	Low Income Residential	0	0	0	
18	Small C&I	127	124	192	
19	Medium C&I	55	41	53	
20	Large C&I	8	4	7	
21	Total	1,289	1,074	1,618	
22	4. Number of customers, by customer class, reconnected during the period;				
23	Residential	112	64	25	
24	Low Income Residential	0	0	0	
25	Small C&I	13	2	1	
26	Medium C&I	0	0	0	
27	Large C&I	0	0	0	
28	Total	125	66	26	
29	6. Number of customers, by customer class, assessed credit card fees or charges during the period;				
30	Residential	273	325	315	
31	Low Income Residential	78	79	70	
32	Small C&I	11	18	16	
33	Medium C&I	1	5	3	
34	Large C&I	1	1	2	
35	Total	364	428	406	
36	7. Number of customers, by customer class, assessed late payment fees or charges during the period;				
37	Residential	106	40	14	
38	Low Income Residential	0	0	0	
39	Small C&I	11	11	1	
40	Medium C&I	0	0	0	
41	Large C&I	0	0	0	
42	Total	117	51	15	
43	8. Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements;				
44	Residential	0	0	0	
45	Low Income Residential	0	0	0	
46	Small C&I	0	0	0	
47	Medium C&I	0	0	0	
48	Large C&I	0	0	0	
49	Total	0	0	0	
50	9. Number of customers by customer class, completing deferred payment arrangements during the period;	NA	NA	NA	
51	10. Number of customers, by customer class, enrolling in new deferred payment arrangements during the period;				
52	Residential	218	223	199	
53	Low Income Residential	42	58	50	
54	Small C&I	8	2	8	
55	Medium C&I	0	0	0	
56	Large C&I	0	0	0	
57	Total	268	283	257	
58	11. Number of customers, by customer class, renegotiating deferred payment arrangements during the period;	NA	NA	NA	
59	12. Number of customers taking service at the beginning of the period under existing hardship protections;	NA	NA	NA	
60	13. Number of customers completing hardship protections during the period;				
61	Residential	1,132	600	8,130	Dec Covid moratorium non protected heating and non heating accounts were slowly released back into dunning.

Line No.	Description	Oct-21	Nov-21	Dec-21	Notes
62	Low Income Residential	86	100	296	
63	Small C&I	0	0	0	
64	Medium C&I	0	0	0	
65	Large C&I	0	0	0	
66	Total	1,218	700	8,426	
67	14. Number of customers enrolling in new hardship protections during the period;				
68	Residential	20	22	20	
69	Low Income Residential	58	273	222	
70	Small C&I	0	0	0	
71	Medium C&I	0	0	0	
72	Large C&I	0	0	0	
73	Total	78	295	242	
74	15. Number of customers, by customer class, completing an AMP program during the period;				
75	Residential	0	0	0	
76	Low Income Residential	0	0	0	
77	Small C&I	0	0	0	
78	Medium C&I	0	0	0	
79	Large C&I	0	0	0	
80	Total	0	0	0	
81	16. Number of customers, by customer class, enrolling in an AMP program during the period;				
82	Residential	0	0	0	
83	Low Income Residential	20	12	9	
84	Small C&I	0	0	0	
85	Medium C&I	0	0	0	
86	Large C&I	0	0	0	
87	Total	20	12	9	
88	17. Number of customers, by customer class, re-enrolling in an AMP program during the period	NA	NA	NA	
89	18. Number of customers, by customer class, dropping off an AMP program during the period;				
90	Residential	0	0	0	
91	Low Income Residential	12	4	0	
92	Small C&I	0	0	0	
93	Medium C&I	0	0	0	
94	Large C&I	0	0	0	
95	Total	12	4	0	
96	19. Number of customers enrolling in the low-income discount rate program during the period;				
97	Residential	0	0	0	
98	Low Income Residential	103	262	211	
99	Small C&I	0	0	0	
100	Medium C&I	0	0	0	
101	Large C&I	0	0	0	
102	Total	103	262	211	
103	20. Number of customers dropping off the low-income discount rate program during the period;				
104	Residential	0	0	0	
105	Low Income Residential	169	465	220	
106	Small C&I	0	0	0	
107	Medium C&I	0	0	0	
108	Large C&I	0	0	0	
109	Total	169	465	220	
110	21. Number of by customers, by customer class, with required deposits with the company at the beginning of the period;				
111	Residential	19	18	17	
112	Low Income Residential	10	10	10	
113	Small C&I	314	316	305	
114	Medium C&I	24	25	24	
115	Large C&I	1	1	1	
116	Total	368	370	357	
117	22. Number of customers, by customer class, required to submit new deposits or increased deposits during the period;	NA	NA	NA	
118	23. Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period; and	NA	NA	NA	

	Q4 2021	Oct	Nov	Dec
1	# of Customers			
	Residential	29,213	29,311	29,544
	Low Income Residential	5,998	5,991	5,866
	Small C&I	4,620	4,594	4,634
	Medium C&I	585	533	586
	Large C&I	114	106	112
	Total	40,530	40,535	40,742
2	# of Customers w/ Arrears¹			
	Residential	6,898	6,776	6,406
	Low Income Residential	1,653	327	2,388
	Small C&I	367	341	294
	Medium C&I	24	12	8
	Large C&I	3	3	0
	Total	8,945	7,459	9,096
3	# Arrears 30-60¹			
	Residential	1,182	1,167	1,826
	Low Income Residential	176	14	1,708
	Small C&I	68	87	87
	Medium C&I	16	0	(1)
	Large C&I	2	0	(2)
	Total	1,444	1,268	3,618
4	# Arrears 60-90¹			
	Residential	(518)	(740)	(243)
	Low Income Residential	(874)	(341)	(420)
	Small C&I	(78)	(87)	(44)
	Medium C&I	(12)	(4)	(4)
	Large C&I	(3)	0	(1)
	Total	(1,485)	(1,172)	(712)
5	# Arrears 90>¹			
	Residential	6,234	6,349	4,823
	Low Income Residential	2,351	654	1,100
	Small C&I	377	341	251
	Medium C&I	20	16	13
	Large C&I	4	3	3
	Total	8,986	7,363	6,190
6	\$ Arrears 30-60¹			
	Residential	122,064	117,536	(\$21,117)
	Low Income Residential	36,007	6,328	(\$411,810)
	Small C&I	23,168	(2,598)	\$6,982
	Medium C&I	971	6,831	\$2,119
	Large C&I	1,322	2,087	\$0
	Total	\$183,531	\$130,184	(\$423,827)
7	\$ Arrears 60-90¹			
	Residential	107,360	108,194	\$112,590
	Low Income Residential	36,173	5,192	\$18,203
	Small C&I	5,193	20,553	(\$1,851)
	Medium C&I	(2,243)	907	\$849
	Large C&I	(563)	1,322	\$1,611
	Total	\$145,920	\$136,168	\$131,401
8	\$ Arrears 90>¹			
	Residential	3,009,152	2,726,751	\$2,424,871
	Low Income Residential	366,369	18,675	\$357,240
	Small C&I	(17,133)	1,586	\$35,232
	Medium C&I	1,147	40,390	\$13,006
	Large C&I	(9,228)	(7,731)	\$2,246
	Total	\$3,350,307	\$2,779,672	\$2,832,595

9	\$ Total Arrears¹			
	Residential	3,238,576	2,952,480	\$2,516,344
	Low Income Residential	438,548	30,196	(\$36,368)
	Small C&I	11,229	19,542	\$40,364
	Medium C&I	(125)	48,128	\$15,973
	Large C&I	(8,469)	(4,322)	\$3,857
	Total	\$3,679,758	\$3,046,023	\$2,540,170
10	Billed Sales kWh or therms			
	Residential	660,520	1,737,353	3,345,646
	Low Income Residential	123,801	320,404	596,995
	Small C&I	276,152	620,444	1,255,296
	Medium C&I	499,310	819,111	1,697,279
	Large C&I	3,541,853	4,468,897	5,056,373
	Total	5,101,636	7,966,209	11,951,589
11	Billed Total Revenue \$			
	Residential	1,261,622	2,982,989	5,896,971
	Low Income Residential	182,287	415,885	797,356
	Small C&I	355,045	796,066	1,699,005
	Medium C&I	366,451	643,941	1,440,784
	Large C&I	974,882	1,191,215	1,464,936
	Total	\$3,140,287	\$6,030,096	\$11,299,052
12	Supplier Receivables Purchased (for EDCs)(1)			
	Residential			
	Low Income Residential			
	Small C&I			
	Medium C&I			
	Large C&I			
	Total	0	0	0
13	Total Revenue Billed \$ (Line 11 + Line 12)			
	Residential	\$1,261,622	\$2,982,989	\$5,896,971
	Low Income Residential	\$182,287	\$415,885	\$797,356
	Small C&I	\$355,045	\$796,066	\$1,699,005
	Medium C&I	\$366,451	\$643,941	\$1,440,784
	Large C&I	\$974,882	\$1,191,215	\$1,464,936
	Total	\$3,140,287	\$6,030,096	\$11,299,052
14	\$ Revenue (Payments) Received²			
	Residential	\$1,832,485	\$2,358,739	\$3,794,973
	Low Income Residential	146,051	138,743	\$148,181
	Small C&I	367,451	535,964	\$1,221,705
	Medium C&I	262,338	404,742	\$918,429
	Large C&I	580,792	1,964,776	\$1,425,871
	Total	\$3,189,117	\$5,402,964	\$7,509,159
15	# Revenue (Payments) Received²			
	Residential	21,082	21,916	21,676
	Low Income Residential	1,772	1,728	1,378
	Small C&I	3,322	3,351	3,455
	Medium C&I	449	458	482
	Large C&I	88	102	101
	Total	26,713	27,555	27,092
16	Difference Between Billed and Received Revenue (Line 13 - Line 14)			
	Residential	(\$570,863)	\$624,250	\$2,101,998
	Low Income Residential	\$36,236	\$277,142	\$649,175
	Small C&I	(\$12,406)	\$260,102	\$477,300
	Medium C&I	\$104,113	\$239,199	\$522,355
	Large C&I	\$394,089	(\$773,561)	\$39,065
	Total	(\$48,830)	\$627,132	\$3,789,892

17	Customers on Arrearage Mgmt/Forgiveness Plans			
	Residential			
	Low Income Residential	171	143	134
	Small C&I			
	Medium C&I			
	Large C&I			
	Total	171	143	134
18	Customers Disconnected for Non-Payment			
	Residential	133	2	
	Low Income Residential			
	Small C&I	2	0	
	Medium C&I			
	Large C&I			
	Total	135	2	0
19	Customers on Payment Plans			
	Residential	673	553	553
	Low Income Residential	124	89	86
	Small C&I	17	12	14
	Medium C&I	2	1	1
	Large C&I			
	Total	816	655	654
20	# of Customers Restored			
	Residential	133	64	2
	Low Income Residential			
	Small C&I	3	2	
	Medium C&I			
	Large C&I			
	Total	136	66	2

Footnotes

¹The data presented in Sections 2 through 9 include budget billing, which in some instances results in a credit balance due to timing

²The data presented in Sections 14 and 15 in reflect customer payments only (not monies received from assistance programs)