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

Eversource Energy as of September 30, 2022

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;
- ${\bf 2.\ Number\ of\ customers,\ by\ customer\ class,\ disconnected\ during\ the\ period;}$
- 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	Oct-20	Nov-20	Dec-20
Reported Revenues	234,234,652	226,849,087	203,763,560	190,669,652	183,702,440	210,925,972	269,446,489	292,850,396	242,372,428	202,409,092	183,419,619	208,849,612
Accounts Receivable	261,264,778	277,511,244	287,735,952	258,071,563	256,706,167	292,529,606	300,321,636	329,163,710	328,666,611	267,942,863	264,895,087	315,636,680
Gross A/R Write-Offs	2,695,765	1,993,481	1,699,004	1,404,054	1,459,307	2,022,306	1,824,363	1,427,051	1,636,744	1,220,344	1,301,005	1,897,231
A/R Recoveries	512,211	582,214	401,597	307,811	275,290	310,514	255,577	314,598	239,988	301,954	302,376	215,467
NSTAR Gas												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	80,616,137	77,152,671	60,971,096	51,177,142	35,566,600	13,620,062	10,108,584	10,058,491	10,329,892	12,576,967	27,346,857	64,807,135
Accounts Receivable	81,802,905	91,439,084	88,053,023	81,029,587	69,624,935	54,524,280	41,927,881	37,658,508	38,633,522	33,187,145	44,216,390	77,321,835
Gross A/R Write-Offs	886,791	752,394	492,442	361,588	384,072	534,819	586,555	426,638	570,236	445,673	348,577	338,471
A/R Recoveries	154,660	147,109	128,848	75,970	95,292	92,248	95,313	90,752	70,804	204,195	66,909	78,185
EGMA												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	-	-	-	-	-	-	-	-	-	13,478,679	40,583,798	63,022,329
Accounts Receivable	-	-	-	-	-	-	-	-	-	36,323,022	34,274,286	57,148,216
Gross A/R Write-Offs	-	-	-	-	-	-	-	-	-	16,065	(33,121)	116,836
A/R Recoveries	-	-	-	-	-	-	-	-	-	28,290	31,357	27,289

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	Oct-21	Nov-21	Dec-21
Reported Revenues	227,902,379	230,951,015	201,266,408	193,503,840	185,227,190	238,414,326	282,962,990	278,249,648	288,913,444	218,216,809	203,500,829	215,505,277
Accounts Receivable	319,879,727	336,154,134	311,437,691	277,555,827	282,952,650	339,342,128	339,618,942	320,910,977	369,588,895	288,907,360	274,198,257	309,766,684
Gross A/R Write-Offs	1,985,916	1,652,675	2,334,375	1,877,643	2,073,889	1,843,008	1,810,774	1,852,438	1,968,065	2,304,893	4,333,675	4,130,283
A/R Recoveries	499,187	305,295	508,986	311,574	338,042	287,250	261,211	338,723	257,089	500,982	723,200	599,926
NSTAR Gas												
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	86,461,980	101,197,977	77,942,664	54,054,882	33,793,244	16,699,733	13,202,173	12,791,008	13,619,581	15,610,133	37,847,690	74,930,629
Accounts Receivable	100,673,933	128,670,683	115,369,859	93,947,763	81,666,088	65,537,137	54,617,654	47,515,664	46,929,215	40,496,682	53,957,622	83,486,742
Gross A/R Write-Offs	392,368	277,109	403,447	511,110	433,828	1,063,910	595,019	642,209	650,276	690,370	1,204,295	1,077,520
A/R Recoveries	68,045	90,610	96,734	72,957	81,644	53,999	90,478	61,205	69,409	164,353	244,970	126,835
EGMA												
Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	93,032,219	85,732,672	77,481,301	53,669,963	34,848,349	22,711,010	18,616,926	18,152,685	18,811,763	24,383,863	45,227,824	83,202,943
Accounts Receivable	95,160,062	115,205,253	109,158,134	99,133,650	89,773,446	72,250,583	62,370,860	53,618,490	48,797,751	40,606,903	47,973,857	72,370,891
Gross A/R Write-Offs	(16,194)	2,584	(17,111)	10,047	12,949	11,366	373,640	382,677	108,869	5,158,999	4,386,030	735,700
A/R Recoveries	27,285	37,647	42,722	37,014	16,489	19,752	20,992	25,690	23,981	150,929	64,716	132,965

D.P.U. 20-58-D Data Collection (A) Bad Debt - 2022

NSTAR Electric												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	256,240,325	274,732,929	242,835,883	218,727,887	208,224,364	249,944,956	320,189,260	374,292,850	325,817,748	-	-	-
Accounts Receivable	299,257,202	353,023,941	322,769,944	253,143,442	253,545,720	309,271,256	333,435,168	344,119,653	369,644,635	-	-	-
Gross A/R Write-Offs	3,680,909	2,386,057	1,922,646	1,932,504	1,686,434	1,985,761	2,614,694	3,115,940	3,485,126	-	-	-
A/R Recoveries	443,551	566,142	566,862	566,661	408,879	405,305	423,311	318,059	352,074	-	-	-
NSTAR Gas												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	95,973,860	115,810,429	89,434,232	62,910,611	41,333,220	21,930,630	18,868,111	17,059,241	18,362,513	-	-	-
Accounts Receivable	107,188,399	144,272,243	125,161,528	102,098,674	85,551,441	72,315,331	56,617,360	46,818,842	52,984,147	-	-	-
Gross A/R Write-Offs	1,028,522	738,906	482,075	633,475	587,920	626,623	857,113	810,037	955,708	-	-	-
A/R Recoveries	128,317	114,285	130,213	135,956	109,625	93,400	122,505	86,752	105,088	-	-	-
EGMA												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	113,084,947	113,792,605	100,376,266	65,897,131	43,841,916	22,318,884	18,794,455	17,556,079	19,747,875	-	-	-
Accounts Receivable	107,972,190	144,323,731	148,357,261	112,923,108	118,867,614	103,746,228	90,161,689	69,111,575	83,796,453	-	-	-
Gross A/R Write-Offs	2,102,310	1,118,785	1,144,204		700,206	1,078,499	1,019,136	1,002,716	608,772	-	-	-
A/R Recoveries	78,093	30,366	42,684		63,980	47,847	47,032	34,354	274,391	-	-	-

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

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

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

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

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

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

		NSTAR Elect	ric Company	
2021	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None
February	None		Yes	None
March	None	\$206,400,000	Yes	None
April	None		Yes	None
May	None		Yes	None
June	None	\$76,800,000	Yes	None
July	None		Yes	None
August	None		Yes	None
September	None		Yes	None
October	None		Yes	None
November	None		Yes	None
December	None		Yes	None
Total 2021		\$283,200,000		

NSTAR Gas Company					
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agenc		
None		Yes	None		
None		Yes	None		
None	\$10,000,000	Yes	None		
None		Yes	None		
None		Yes	None		
None	\$10,000,000	Yes	None		
None		Yes	None		
None		Yes	None		
None	\$10,000,000	Yes	None		
None		Yes	None		
None		Yes	None		
None	\$10,000,000	Yes	None		
	\$40,000,000				

	Eversource Gas Company of MA						
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action				
None	_	Yes	None				
None	_	Yes	None				
None	\$6,900,000	Yes	None				
None		Yes	None				
None		Yes	None				
None	\$6,900,000	Yes	None				
None		Yes	None				
None	I	Yes	None				
None	\$176,300,000	Yes	None				
None		Yes	None				
None		Yes	None				
None	\$6,900,000	Yes	None				
	\$197,000,000						

D.P.U. 20-58-D Data Collection (B) Financial Health Information - 2022

		NSTAR Elect	ric Company	
2022	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	\$71,900,000	Yes	None
April	None		Yes	None
May	None		Yes	None
June	None	\$71,900,000	Yes	None
July	None		Yes	None
August	None		Yes	None
September	None	\$71,900,000	Yes	None
October				
November		·		
December		·		
Total 2022		\$215,700,000		

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agend
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
	\$37,500,000		

	Eversource Gas	Company of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	Credit rating agency
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
	\$19,500,000		

Marke Food cutsomer, by customer class Section Sec			
Secondarial Secondaria Secon	Nov	Nov i	Dec
Design Control Contr			
Part Cal	940,393	940,393	977,0
Medium / Large C&B	91,752	91,752	94,3
Contemplate 11,251 11,272 11,272 11,272 11,272 11,273 11,272 11,273 11,27	155,461	155,461	165,2
Total Common Perceion 1,222,340 1,223,322 1,234,118 1,213,526 1,210,535 1,	4,908	4,908	4,9
2 Number of customers, by customer class, disconnected during the period Residential	13,066	13,066	13,3
Residential	1,205,581 1	205,581 1,7	1,254,7
Name Continueme Residential 127 85 49 0 0 0 0 0 0 0 0 0			
Median Lage C&	0	0	
Monther of Customers, by customer class, receiving Final/T2-hour notice of disconnect during the period 1,000 1,	0	0	
Streeting 1,000	28	28	
Total Number of customers, by customer class receiving a 1st notice of disconnect during the period 1,147 5,38 0 0 0 0 0 0 0 0 0	0	0	
Number of customers, by pustomer class receiving a st notice of disconnect during the period 8,000 19,218 0 0 0 0 0 0 0 0 0	0		
Residential 39,371 39,500 0 0 0 0 0 0 0 0 0	28	28	
Designate 129 118 53 0 0 0 0 0 0 0 0 0			
Mail Câl A A A A A A A B A A	1,549	1,549	
Medium / Large C&a	15	15	
Streetlights	4,893	4,893	6,5
Total	0	0	
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	8	-	
Residential 24,597 22,805 12,235 0 0 0 0 0 0 0 0 0	6,465	6,465	6,5
Low Income Residential 121 124 37 0 0 0 0 0 0 0 0 0			
Small C&I Column Large C	0	0	
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 0 0 0	1,620	1,620	3,3
Total	0	0	
Number of customers, by customer class, reconnected during the period September 1 September 2 September 3 September 3 September 4 September 4	3	3	
Residential S87 738 346 11 1 0 0 0 0 0 0 0	1,623	1,623	3,3
Low Income Residential 18			
Small C& 88	1	1	
Medium / Large C& 0	0	0	
Streetlights 0 0 0 0 0 0 0 0 0	17	17	
Total Total State	0	0	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Small Cal	0		
Completed during the same period STOP T28 343 0 0 0 0 0 0 0 0 0	18	18	
Residential			
Low Income Residential 18			
Small C&I 86 80 51 0 <t< td=""><td>0</td><td>0</td><td></td></t<>	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	17	17	
Total Total 683 824 407 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	
Number of customers, by customer class, assessed credit card fees or charges during the period	0	0	
Residential 27,174 26,987 26,083 25,005 24,947 24,607 25,412 24,786 25,544 25,541 Low Income Residential 0 <td>17</td> <td>17</td> <td></td>	17	17	
Low Income Residential 0			
Small C&I 1,304 1,240 1,013 774 715 729 745 715 704 870 Medium / Large C&I 20 21 20 25 18 19 24 21 23 29 Streetlights 6 5 7 2 2 3 5 1 3 4 Total 28,504 28,253 27,123 25,806 25,682 25,358 26,186 25,523 26,274 26,318 7 Number of customers, by customer class, assessed late payment fees or charges during the period 6 5 7,123 25,806 25,682 25,358 26,186 25,523 26,274 26,318	22,257	22,257	23,9
Medium / Large C&i 20 21 20 25 18 19 24 21 23 29 Streetlights 6 5 7 2 2 3 5 1 3 4 Total 28,504 28,253 27,123 25,806 25,682 25,358 26,186 25,523 26,274 26,318 7 Number of customers, by customer class, assessed late payment fees or charges during the period 2 5 5 5 5 6 25,523 26,274 26,318	0	0	
Streetlights 6 5 7 2 2 3 5 1 3 4 Total 28,504 28,253 27,123 25,806 25,682 25,358 26,186 25,523 26,274 26,318 7 Number of customers, by customer class, assessed late payment fees or charges during the period 8 8 8 25,523 26,274 26,318	837		1,0
Total 28,504 28,253 27,123 25,806 25,682 25,358 26,186 25,523 26,274 26,318 7 Number of customers, by customer class, assessed late payment fees or charges during the period 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	32	32	
Number of customers, by customer class, assessed late payment fees or charges during the period	3	,	
	23,129	23,129	24,9
Residential 0 0 0 0 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 0 0	0	0	
Small C&i 25,728 25,117 12,303 0 0 0 0 0 0 0 0 0	0	0	
Medium / Large C&i 564 445 272 0 0 0 0 0 0 0 0 0	0	0	
Streetlights 879 875 344 0 0 0 0 0 0 0 0	0	0	
Total 27,187 26,451 12,927 0 0 0 0 0 0 0 0	0	0	

						202	20					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
payment arrangements (excluding Newstart and Covid AMP)												
esidential	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	
Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	
Small C&I	42	59	53	45	36	46	50	41	1	5	6	
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	
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	Т
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	+
Low Income Residential	120	140	136	249	295	146	170	166	278	385	157	+
Small C&I	74	52	54	78	50	52	61	31	5	2	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	2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	
Number of customers, by customer class, renegotiating deferred payment arrangements during the period	2,033	2,020	2,107	2,133	1,208	725	1,142	1,133	1,055	2,031	1,775	+
(excluding Newstart and Covid AMP)	20	40	24			45	40		24	27		+
Residential	20	19	34	44 9	9	15	19	17	34	37	58	
Low Income Residential Small C&I	1	0	4		2	3	1	5	1	3	1	
	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	
Streetlights Total	0	0	0	0	0	0	0	0	0	0	0	
	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												
exceptions with expiry March 31) or M , Y and S protections												-
Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	
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	
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		52,657	14,183	14,099	13,841	13,730	13,597	13,358	54,535	
		30,241	51,907	32,037	14,103	,		-	-7			_
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	
Residential Low Income Residential	794	168 732	2,857 41,465	122 1,156	87 686	61 287	66 260	52 257	64 326	535	321	
Residential Low income Residential Small C&II	794 0	168 732 0	2,857 41,465 0	122 1,156 0	87 686 0	61 287 0	66 260 0	52 257 0	64 326 0	535 0	321 0	
Residential Low Income Residential Small C&I Medium / Large C&I	794 0 0	168 732 0	2,857 41,465 0	122 1,156 0	87 686 0	61 287 0	66 260 0	52 257 0 0	64 326 0	535 0 0	321 0 0	
Residential Low Income Residential Small C&I Small C&I Medium / Large C&I Streetlights	794 0 0 0	168 732 0 0	2,857 41,465 0 0	122 1,156 0 0	87 686 0 0	61 287 0 0	66 260 0 0	52 257 0 0	64 326 0 0	535 0 0	321 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I	794 0 0	168 732 0	2,857 41,465 0	122 1,156 0	87 686 0	61 287 0	66 260 0	52 257 0 0	64 326 0	535 0 0	321 0 0	
Residential Low Income Residential Small C&I Small C&I Medium / Large C&I Streetlights	794 0 0 0	168 732 0 0	2,857 41,465 0 0	122 1,156 0 0	87 686 0 0	61 287 0 0	66 260 0 0	52 257 0 0	64 326 0 0	535 0 0	321 0 0 0	
Residential Low income Residential Small C&u Medium / Large C&l Stephenson Total	794 0 0 0 0 955	168 732 0 0 0 900	2,857 41,465 0 0 0 44,322	122 1,156 0 0 0 1,278	87 686 0 0 0 773	61 287 0 0 0 348	66 260 0 0 0 326	52 257 0 0 0 309	64 326 0 0	535 0 0 0 577	321 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period	794 0 0 0 0 955	168 732 0 0 0 900	2,857 41,465 0 0 0 44,322	122 1,156 0 0 0 1,278	87 686 0 0 0 773	61 287 0 0 0 348	66 260 0 0 0 0	52 257 0 0 0 309	64 326 0 0 0 390	535 0 0 0 0 577	321 0 0 0 0 385	
Residential Low Income Residential Small C&U Medium / Large C&U Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential	794 0 0 0 0 955	168 732 0 0 0 900	2,857 41,465 0 0 0 44,322	122 1,156 0 0 0 1,278	87 686 0 0 0 773	61 287 0 0 0 348	66 260 0 0 0 326	52 257 0 0 0 309	64 326 0 0 0 390	535 0 0 0 577	321 0 0 0 385	
Residential Low Income Residential Small C&U Medium / Large C&U Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential	794 0 0 0 0 955 483 1,093	168 732 0 0 0 900	2,857 41,465 0 0 0 44,322 374 1,173	122 1,156 0 0 0 1,278	87 686 0 0 0 773 57 337	61 287 0 0 0 348 53 226	66 260 0 0 0 326	52 257 0 0 0 309	64 326 0 0 0 390 64 260	535 0 0 0 577 1,224 4,297 0	321 0 0 0 385 135 1,087	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Small C	794 0 0 0 955 483 1,093	168 732 0 0 0 900 900 428 1,474	2,857 41,465 0 0 0 44,322 374 1,173 0	122 1,156 0 0 0 1,278 44 478	87 686 0 0 0 773 57 337	61 287 0 0 0 348 53 226	66 260 0 0 0 326 58 234	52 257 0 0 0 309 40 184	64 326 0 0 0 390 64 260	535 0 0 0 577 1,224 4,297 0	321 0 0 0 385 135 1,087 0	
Residential Low income Residential Small C&I Streetlights Total 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	794 0 0 0 955 483 1,093 0	168 732 0 0 0 900 900 428 1,474 0	2,857 41,465 0 0 0 44,322 374 1,173 0	122 1,156 0 0 0 1,278 44 478 0	87 686 0 0 0 773 57 337 0	61 287 0 0 0 348 53 226 0	66 260 0 0 0 326 58 234 0	52 257 0 0 0 309 40 184 0	64 326 0 0 0 390 64 260 0	535 0 0 0 577 1,224 4,297 0	321 0 0 0 385 135 1,087 0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total 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 Small C&I Medium / Large C&I Streetlights Total	794 0 0 0 955 483 1,093 0 0	168 732 0 0 0 900 428 1,474 0	2,857 41,465 0 0 0 44,322 374 1,173 0 0	122 1,156 0 0 0 1,278 44 478 0 0	87 686 0 0 0 773 57 337 0 0	61 287 0 0 0 348 53 226 0 0	58 234 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	52 257 0 0 0 309 40 184 0 0	64 326 0 0 0 390 390 64 260 0	535 0 0 0 577 1,224 4,297 0 0	321 0 0 0 385 1,087 0 0	
Residential Low income Residential Small C&I Small C&I Medium / Large C&I Streetlights Total 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 Number of customers berolling in new hardship protections or M Y and S protections during the period Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period	794 0 0 0 955 483 1,093 0 0 1,576	168 732 0 0 0 900 428 1,474 0 0 0	2,857 41,465 0 0 0 44,322 374 1,173 0 0 0 1,547	122 1,156 0 0 0 1,278 44 478 0 0	87 686 0 0 0 773 57 337 0 0 0 394	61 287 0 0 0 348 53 226 0 0 0 279	66 260 0 0 0 326 58 234 0 0	52 257 0 0 0 309 40 184 0 0 0	64 326 0 0 0 390 64 260 0 0	535 0 0 0 577 1,224 4,297 0 0 5,521	321 0 0 0 385 135 1,087 0 0	
Residential Low income Residential Small C&I Small C&I Medium / Large C&I Streetlights Total 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 Medium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period Residential	794 0 0 0 955 483 1,093 0 0 1,576	168 732 0 0 0 900 428 1,474 0 0 0 1,902	2,857 41,465 0 0 0 44,322 374 1,173 0 0 1,547	122 1,156 0 0 0 1,278 44 478 0 0 0 522	87 686 0 0 0 773 57 337 0 0 0 394	61 287 0 0 0 0 348 53 226 0 0 0 0	58 234 0 0 2326	52 257 0 0 0 309 40 184 0 0 0 224	64 326 0 0 0 390 64 260 0 0 0	535 0 0 0 577 1,224 4,297 0 0 0 5,521	321 0 0 385 135 1,087 0 0 0 1,222	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Low Income Residential	794 0 0 0 955 483 1,093 0 0 1,576	168 732 0 0 0 900 428 1,474 0 0 1,902	2,857 41,465 0 0 0 44,322 374 1,173 0 0 1,547	122 1,156 0 0 1,278 44 478 0 0 522	87 686 0 0 0 773 57 337 0 0 0 394	61 287 0 0 0 0 348 53 226 0 0 0 0 279	66 260 0 0 326 58 234 0 0 0 292	52 257 0 0 309 40 184 0 0 0 224	64 326 0 0 390 64 260 0 0 324	535 0 0 0 577 1,224 4,297 0 0 0 5,521	321 0 0 385 135 1,087 0 0 1,222	
Residential Low income Residential Small C&I Small C&I Medium / Large C&I Streetlights Total 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 Streetlights Total Low income Residential Small C&I Medium / Large C&I Streetlights Total Low income Residential Streetlights Total Number of customers, by customer class, completing an AMP program during the period Residential Low income Residential Low income Residential	794 0 0 0 955 483 1,093 0 0 1,576	168 732 0 0 0 900 428 1,474 0 0 0 1,902	2,857 41,465 0 0 0 44,322 374 1,173 0 0 1,547	122 1,156 0 0 0 1,278 44 478 0 0 0 0 0	87 686 0 0 0 773 57 337 0 0 0 394	61 287 0 0 0 0 0 348 53 226 0 0 0 0 0 0	66 260 0 0 326 58 234 0 0 0 292	52 257 0 0 0 309 40 184 0 0 0 224	64 326 0 0 0 390 64 260 0 0 0 324	535 0 0 0 577 1,224 4,297 0 0 5,521 0 69	321 0 0 0 385 1,087 0 0 1,222	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	794 0 0 0 955 483 1,093 0 0 1,576	168 732 0 0 0 900 428 1,474 0 0 1,902	2,857 41,465 0 0 0 44,322 374 1,173 0 0 1,547	122 1,156 0 0 1,278 44 478 0 0 522	87 686 0 0 0 773 57 337 0 0 0 394	61 287 0 0 0 0 348 53 226 0 0 0 0 279	66 260 0 0 326 58 234 0 0 0 292	52 257 0 0 309 40 184 0 0 0 224	64 326 0 0 390 64 260 0 0 324	535 0 0 0 577 1,224 4,297 0 0 0 5,521	321 0 0 385 135 1,087 0 0 1,222	

EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
****	Jun	reu	iviui	Apr	iviuy	Jun	Jui	Aug	sep	σει	NOV	Dec
Number of customers, by customer class, enrolling in an AMP program during the period		-										
Residential Low Income Residential	0 197	0 386	0 422	767	0 833	0	0	0 746	1,105	977	1,029	
Small C&I	0	386	0	767	833	724 0	686	746	1,105	9//	1,029	
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	197	386	422	767	833	724	686	746	1,105	977	1,029	
Number of customers, by customer class, re-enrolling in an AMP program during the period	137	380	422	707	833	724	000	740	1,103	311	1,025	
Residential	5	8	6	5	8	8	6	5	8	9	17	
Low Income Residential	132	265	358	543	596	540	503	444	664	515	447	
Small C&I		0	2			27	69	190	285	707	447	
Medium / Large C&I	0	0	0	3	21 0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	137	273	366	551	625	575	578	639	957	1,231	891	_
	157	2/3	300	221	025	3/3	3/8	039	957	1,231	991	
Number of customers, by customer class, dropping off an AMP program during the period	0									0		
Residential		0	0	0	0	0	0	0	0		0	
Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	
Small C&I (Total 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 Total	958	0 463	0 357	0 459	0 433	0 232	0 292	0 356	0 400	0 464	0 613	_
	958	463	357	459	433	232	292	356	400	464	613	
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	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	g
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	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	9
Number of customers dropping off the low-income discount rate program during the period												
	Unable to Obtai	n Data										
Low Income Residential												
Small C&I												
Medium / Large C&I												
Medium / Large C&i Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential												
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l	0 4,729 81 2	0 4,696 80 2	0 4,661 78 2	0 4,602 79 2	0 4,537 78 2	0 4,443 76 2	0 4,384	0 4,325 75 2	0 2,754 62 2	0 2,682 63 2	0 2,629 60 2	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l	0 4,729 81	0 4,696 80	0 4,661 78	0 4,602 79	0 4,537 78	0 4,443 76	0 4,384 75	0 4,325 75	0 2,754 62	0 2,682 63	0 2,629 60	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total	0 4,729 81 2	0 4,696 80 2	0 4,661 78 2	0 4,602 79 2	0 4,537 78 2	0 4,443 76 2	0 4,384 75 2	0 4,325 75 2	0 2,754 62 2	0 2,682 63 2	0 2,629 60 2	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights	0 4,729 81 2	0 4,696 80 2	0 4,661 78 2	0 4,602 79 2	0 4,537 78 2	0 4,443 76 2	0 4,384 75 2	0 4,325 75 2	0 2,754 62 2	0 2,682 63 2	0 2,629 60 2	
Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the	0 4,729 81 2	0 4,696 80 2	0 4,661 78 2	0 4,602 79 2	0 4,537 78 2	0 4,443 76 2	0 4,384 75 2	0 4,325 75 2	0 2,754 62 2	0 2,682 63 2	0 2,629 60 2	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period	0 4,729 81 2 4,812	0 4,696 80 2 4,778	0 4,661 78 2 4,741	0 4,602 79 2 4,683	0 4,537 78 2 4,617	0 4,443 76 2 4,521	0 4,384 75 2 4,461	0 4,325 75 2 4,402	0 2,754 62 2 2,818	0 2,682 63 2 2,747	0 2,629 60 2 2,691	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential	0 4,729 81 2 4,812	0 4,696 80 2 4,778	0 4,661 78 2 4,741	0 4,602 79 2 4,683	0 4,537 78 2 4,617	0 4,443 76 2 4,521	0 4,384 75 2 4,461	0 4,325 75 2 4,402	0 2,754 62 2 2,818	0 2,682 63 2 2,747	0 2,629 60 2 2,691	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Small	0 4,729 81 2 4,812	0 4,696 80 2 4,778	0 4,661 78 2 4,741	0 4,602 79 2 4,683	0 4,537 78 2 4,617	0 4,443 76 2 4,521 0	0 4,384 75 2 4,461	0 4,325 75 2 4,402	0 2,754 62 2 2,818	0 2,682 63 2 2,747	0 2,629 60 2 2,691 0	
Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i	0 4,729 81 2 4,812	0 4,696 80 2 4,778 0 0	0 4,661 78 2 4,741	0 4,602 79 2 4,683	0 4,537 78 2 4,617 0 0 44	0 4,443 76 2 4,521 0 0 0	0 4,384 75 2 4,461	0 4,325 75 2 4,402 0 0 0	0 2,754 62 2 2,818 0 0	0 2,682 63 2 2,747 0 0	0 2,629 60 2 2,691 0 0	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Small	0 4,729 81 2 4,812 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30	0 2,754 62 2 2,818 0 0 47	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Low Income Residential Medium / Large C&l Medium / Large C&l Medium / Large C&l Medium / Large C&l Streetlights Total	0 4,729 81 2 4,812 0 0 0	0 4,696 80 2 4,778 0 0 262 6	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 47 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 7 7	
Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Small C&i Small C&i Small C&i Small C&i Small C&i Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	0 4,729 81 2 4,812 0 0 0	0 4,696 80 2 4,778 0 0 262 6	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 7 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period	0 4,729 81 2 4,812 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 7 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Wedium / Large C&l Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential	0 4,729 81 2 4,812 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential	0 4,729 81 2 4,812 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Use Income Residential Use Income Residential Small C&l Small C	0 4,729 81 2 4,812 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Medium / Large C&l	0 4,729 81 2 4,812 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Streetlights Total Streetlights Total Mumber of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights	0 4,729 81 2 4,812 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&l Small C&l Medium / Large C&l Medium / Large C&l Medium / Large C&l	0 4,729 81 2 4,812 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 54	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2 2,818 0 0 0 47 2 2 0 0	0 2,682 63 2 2,747 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Number of customers, by customer class, whose deposits were returned in full during the period	0 4,729 81 2 4,812 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 0 268	0 4,661 78 2 4,741 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0 26	0 4,537 78 2 4,617 0 0 0 44 6 0 50	0 4,443 766 2 4,521 0 0 0 35 9 0 44	0 4,384 75 2 4,461 0 0 0 54 1 0 55	0 4,325 75 2 4,402 0 0 30 0 30	0 2,754 62 2 2,818 0 0 0 47 2 0 49	0 2,682 63 2 2,747 0 0 48 2 0 50	0 2,629 60 2 2,691 0 0 0 17 7 0 24	
Medium / Large C&l Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&l Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Mumber of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0	0 4,696 80 2 2 4,778 0 0 0 262 6 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 1 0 26	0 4,537 78 2 4,617 0 0 0 44 6 0 50	0 4,443 766 2 4,521 0 0 0 355 9 9 0 444	0 4,384 75 2 4,461 0 0 54 1 1 0 55	0 4,325 75 2 4,402 0 0 0 30 0 0 30	0 2,754 62 2 2,818 0 0 0 47 2 0 49	0 2,682 63 2 2,747 0 0 0 48 2 2 0 50	0 2,629 60 2 2,629 0 0 0 17 7 0 24	
Medium / Large C&l Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 4,729 81 1 2 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 0 2 4,778 0 0 0 262 6 0 268 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0 26	0 4,537 78 2 4,617 0 0 0 44 6 0 50	0 4,443 766 2 4,521 0 0 0 35 9 0 44	0 4,384 75 2 4,461 0 0 54 1 0 55	0 4,325 75 2 4,402 0 0 0 0 30 0 0 30	0 2,754 62 2 2,818 0 0 47 2 0 49	0 2,682 63 2 2,747 0 0 0 0 50 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 2,629 60 2 2,691 0 0 0 17 7 0 24	
Medium / Large C&i Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&i Mumber of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&i Medium / Large C&i Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&i Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&i Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 0 268 268 n Data	0 4,661 78 2 4,741 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0 26	0 4,537 78 2 4,617 0 0 0 44 6 0 50 50	0 4,443 766 2 4,521 0 0 0 355 9 0 0 44	0 4,384 75 2 4,461 0 0 54 1 0 55 55	0 4,325 75 2 4,402 0 0 0 30 0 0 30 0 0 0 0 0 0 0 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0 49 0 1,618	0 2,682 63 2 2,747 0 0 0 0 0 0 0 120 0 120	0 2,629 60 2 2,691 0 0 17 7 0 24	
Medium / Large C&l Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential Low Income Residential Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&l Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&l Medium / Large C&l Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 4,729 81 1 2 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 0 2 4,778 0 0 0 262 6 0 268 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0 26	0 4,537 78 2 4,617 0 0 0 44 6 0 50	0 4,443 766 2 4,521 0 0 0 35 9 0 44	0 4,384 75 2 4,461 0 0 54 1 0 55	0 4,325 75 2 4,402 0 0 0 0 30 0 0 30	0 2,754 62 2 2,818 0 0 47 2 0 49	0 2,682 63 2 2,747 0 0 0 0 50 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 2,629 60 2 2,691 0 0 0 17 7 0 24	

							202	21					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,506
	Low Income Residential	94,295	95,430	96,547	97,375	97,808	97,685	97,848	97,759	98,064	95,841	98,617	97,338
	Small C&I	161,273	161,043	161,814	161,787	162,053	162,634	161,049	160,873	161,690	158,349	164,778	160,692
	Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998	4,986	4,950	4,990
	Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	13,069
	Total	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227	1,239,102	1,232,786	1,244,097	1,213,878	1,268,616	1,238,596
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	369
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	162	82	124	96	90	84	76	70	73	41	78	44
	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	162	82	124	96	90	84	675	1,527	2,251	1,260	863	413
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	45,751
	Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507	6,640	2,959	142
	Small C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808	4,640	4,957	5,558
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	9	12	12	33	12	12	39	38	41	28	10	32
	Total	5,594	5,579	6,094	88,703	44,584	7,738	23,535	38,824	49,643	41,670	46,849	51,483
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	0	0	0	2	0	1	3,220	11,891	15,519	14,538	15,142	25,197
	Low Income Residential	0	0	0	0	0	0	167	5,255	4,608	3,792	2,012	118
	Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,694	2,635
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	7	8	10	13	9	9	30	16	34	18	19	19
	Total	3,015	2,649	2,991	2,400	1,850	2,217	5,741	19,317	23,033	20,863	19,867	27,969
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	0	0	0	466	779	1,389	876	551	429
	Low Income Residential	0	0	0	0	0	0	26	424	659	367	163	14
	Small C&I	77	65	90	66	51	53	40	35	26	16	51	34
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 77	0 65	0 90	0 66	0 51	0 53	0 532	0 1.238	0 2.074	0 1.259	7 65	0 477
		//	65	90	bb	51	53	532	1,238	2,074	1,259	/65	4//
_	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period							267	640	4.406	765	470	257
	Residential	0	0	0	0	0	0	367	649	1,186	765	479	357
	Low Income Residential Small C&I	0 71	0 65	0 85	0 61	0	0	24	361	576 25	312	129	12
	Smail C&I Medium / Large C&I				0	50 0	51 0	38	34		16 0	48 0	34
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
		71	65	85	61	50	51	429	1.044	1,787	1,093	656	403
	Total					50	21	429	1,044	1,/6/	1,093	050	403
_	Total Number of customers, by sustemer slees, assessed spedit sand face or sharper during the period	/1		03				J.					
6	Number of customers, by customer class, assessed credit card fees or charges during the period					26.042	26.760	20.000	24 502	24.104	35.005	22.004	24.002
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential	25,606	23,539	27,361	25,848	26,013	26,768	28,866	31,502	34,184	35,995	33,691	34,063
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	25,606 0	23,539	27,361 0	25,848 0	0	0	0	0	0	0	0	0
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I	25,606 0 1,110	23,539 0 924	27,361 0 1,123	25,848 0 974	0 913	0 952	0 978	0 959	0 970	0 1,139	0 1,066	0 1,151
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	25,606 0 1,110 46	23,539 0 924 39	27,361 0 1,123 46	25,848 0 974 40	913 37	0 952 34	0 978 27	0 959 32	0 970 31	0 1,139 66	0 1,066 75	0
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 Streetlights	25,606 0 1,110 46	23,539 0 924 39	27,361 0 1,123 46 4	25,848 0 974 40	0 913 37 8	0 952 34 8	0 978 27 7	0 959 32 5	0 970 31 8	0 1,139 66 6	0 1,066 75 6	0 1,151 86 8
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	25,606 0 1,110 46	23,539 0 924 39	27,361 0 1,123 46	25,848 0 974 40	913 37	0 952 34	0 978 27	0 959 32	0 970 31	0 1,139 66	0 1,066 75	0 1,151
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	25,606 0 1,110 46 5 26,767	23,539 0 924 39 1 24,503	27,361 0 1,123 46 4 28,534	25,848 0 974 40 9 26,871	0 913 37 8 26,971	0 952 34 8 27,762	0 978 27 7 29,878	0 959 32 5 32,498	0 970 31 8 35,193	0 1,139 66 6 37,206	0 1,066 75 6 34,838	0 1,151 86 8 35,308
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium/ Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	25,606 0 1,110 46 5 26,767	23,539 0 924 39 1 24,503	27,361 0 1,123 46 4 28,534	25,848 0 974 40 9 26,871	0 913 37 8 26,971	0 952 34 8 27,762	0 978 27 7 29,878	0 959 32 5 32,498	0 970 31 8 35,193	0 1,139 66 6 37,206	0 1,066 75 6 34,838	0 1,151 86 8 35,308
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Low Income Residential	25,606 0 1,110 46 5 26,767	23,539 0 924 39 1 24,503	27,361 0 1,123 46 4 28,534	25,848 0 974 40 9 26,871	0 913 37 8 26,971 0	0 952 34 8 27,762 0 0	0 978 27 7 29,878 0	0 959 32 5 32,498 0	0 970 31 8 35,193 0	0 1,139 66 6 37,206	0 1,066 75 6 34,838 0	0 1,151 86 8 35,308
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Small C	25,606 0 1,110 46 5 26,767 0 0	23,539 0 924 39 1 24,503	27,361 0 1,123 46 4 28,534	25,848 0 974 40 9 26,871	0 913 37 8 26,971 0 0	0 952 34 8 27,762 0 0	0 978 27 7 29,878 0 0	0 959 32 5 32,498 0 0	0 970 31 8 35,193 0 0	0 1,139 66 6 37,206	0 1,066 75 6 34,838 0 0	0 1,151 86 8 35,308 0 0 19,872
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large	25,606 0 1,110 46 5 26,767 0 0	23,539 0 924 39 1 24,503	27,361 0 1,123 46 4 28,534 0 0 0	25,848 0 974 40 9 26,871 0 0	0 913 37 8 26,971 0 0	0 952 34 8 27,762 0 0 0	0 978 27 7 29,878 0 0	0 959 32 5 32,498 0 0 0	0 970 31 8 35,193 0 0 0	0 1,139 66 6 37,206	0 1,066 75 6 34,838 0 0 0	0 1,151 86 8 35,308 0 0 19,872 576
7	Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Small C	25,606 0 1,110 46 5 26,767 0 0	23,539 0 924 39 1 24,503	27,361 0 1,123 46 4 28,534	25,848 0 974 40 9 26,871	0 913 37 8 26,971 0 0	0 952 34 8 27,762 0 0	0 978 27 7 29,878 0 0	0 959 32 5 32,498 0 0	0 970 31 8 35,193 0 0	0 1,139 66 6 37,206	0 1,066 75 6 34,838 0 0	0 1,151 86 8 35,308 0 0 19,872

	Γ						202	21					
	EMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	4,219	3,230	2,955	2,593	2,594	3,650	5,295	7,119	7,414	9,532	10,413	10,817
	Low Income Residential	480	388	355	323	312	420	626	880	801	1,012	1,473	1,640
	Small C&I	1	0	1	1	1	6	8	11	7	15	18	30
	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	4,700	3,618	3,311	2,917	2,907	4,076	5,929	8,010	8,222	10,559	11,904	12,487
	Number of customers by customer class, completing deferred payment arrangements during the period(excluding												
9	Newstart and Covid AMP)												
	Residential Low Income Residential	168	126	206	172	171	263	195	229	263	284	380	359
	Low income residential Small C&I	34 0	16 0	44 0	39 1	18 0	36 0	54 0	68	46 0	50 4	128 2	199
	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	202	142	250	212	189	299	249	300	309	338	510	560
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	202		250		103	233	243	300	303	330	510	300
10	(excluding Newstart and Covid AMP)												
	Residential	987	863	906	1,168	2,034	3,605	3,834	4,238	6,866	6,711	5,015	5,902
	Low Income Residential	102	111	122	124	185	439	555	388	796	1,397	1,153	747
	Small C&I	0	1	2	2	5	2	3	4	14	13	17	21
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,089	975	1,030	1,294	2,224	4,046	4,392	4,630	7,676	8,121	6,185	6,670
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	16	8	20	16	27	66	58	90	95	88	69	41
	Low Income Residential	2	2	0	1	5	7	6	7	17	22	7	2
	Small C&I	0	0	1	0	1	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	18	10	21	17	33	73	64	97	112	110	76	43
42	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	10.337	10,463	10,587	7.184	6,828	7,420	7,187	7,353	7,110	6,982	7.105	8.254
	Low Income Residential	44,746	45,112	46,111	4,790	4,685	5,098	5,171	5,497	5,965	6,179	6,391	45,268
	Small C&I	44,746	45,112	46,111	4,790	4,085	5,098	5,171	5,497	3,903	0,179	0,391	45,208
	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	55,083	55,575	56,698	11,975	11,518	12,527	12,358	12,850	13,076	13,162	13,496	53,522
13	Number of customers completing hardship protections or M Y and S protections during the period	,			,	,	,	,	,				
	Residential	34	16	3,303	67	78	107	135	135	149	149	158	167
	Low Income Residential	221	160	46,697	295	185	174	182	215	287	475	397	364
	Small C&I	0	0	0	1	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	255	176	50,000	363	263	281	317	350	436	624	555	531
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	125	102	102	130	123	167	200	223	238	191	746	411
	Low Income Residential	1,148	1,363	808	421	346	381	407	858	690	604	43,168	1,572
	Small C&I	0	0	0	6	2	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 1,273	0 1,465	910	0 557	0 471	0 548	607	0 1,081	928	795	0 43,914	1,983
10		1,2/3	1,405	910	33/	4/1	548	607	1,081	928	/95	43,914	1,983
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
	kesidentiai Low Income Residential	57	80	108	190	194	158	196	256	264	343	204	148
	Small C&I	0	0	108	0	194	158	196	256	264	343	204	148
	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
	ou comprise												
	Total	57	80	108	190	194	158	196	256	264	343	204	148

March Marc								202	21					
Part		EMA Electric	Jan	Feb	Mar	Apr	Mav			Aua	Sep	Oct	Nov	Dec
Procession	16	Number of customers, by customer class, enrolling in an AMP program during the period				,	,				,			
Comment Comm			0	0	0	0	0	0	0	0	0	0	0	0
Property Property		Low Income Residential					2,697	2,526		2,921	2,619		1,513	559
Processing		Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Test		Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
12 Interest describeds, by continuer town, the continue is an AMP program during the period		Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Personal Control Processes 1		Total	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513	559
Common Residential 1,986 2,977 4,976 5,906 4,907 4,975 1,780 1,780 1,781	17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
Part Column Col		Residential												4
Note that the second part of the first of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the second deposits with the company at the legisling of the period of the period of the period of the second deposits with the company at the legisling of the period of the p														248
Processing 1		Small C&I		377	427			229	209	148	177		177	180
Petal Seal														0
Part of Contourner, by contourner chase, dropping off an AMP program during the period														0
Personal elicidential 0 0 0 0 0 0 0 0 0			823	606	858	806	645	843	692	1,332	1,188	1,002	933	432
Controller elemental 1519 1529	18													
Medim & Light (California California Calif														0
Definition & Large CAR 0 0 0 0 0 0 0 0 0														2,238
The control of the														0
Name State State														0
10 Marker of Customer's evolutioner's deposits with the Company at the beginning of the period														0
Residential			619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
Medium / Large C&AI	19													
Medium Lyage C&B														0
Medium / Large CAI 10														92,469
Proceedings														0
Number of customers dropping off the low-income discount rate program during the period														0
Number of customers, by customer class, with required deposits with the company at the beginning of the period														0
Recidential	20	***	95,295	35,657	97,104	97,219	97,427	90,552	90,047	97,320	96,255	97,752	98,203	92,469
Comparison Com	20													
Second California Califor														
Mumber of customers, by customer class, with required deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits with the company at the beginning of the period recision deposits w														
Streetlights														
Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential 0														
Number of austomers, by customer class, with required deposits with the company at the beginning of the period Residential O O O O O O O O O O O O O O O O O O O		Total												
Residential 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0														
Residential 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21	Number of customers, by customer class, with required denosits with the company at the beginning of the period												
Down Income Residential 0			n	0	0	0	0	0	0	0	n	0	0	- 0
Small CR														0
Medium / Large C&I 56 56 54 50 49 46 47 48 48 47 47 48 48 47 47														2,337
Streetlights														40
Total														2
Depriod Passidential Company														2,379
Depriod Passidential Company		Number of customers, by customer class, required to submit new deposits or increased deposits during the	•			·	-	-	·	·		•	•	
Low Income Residential 0 0 0 0 0 0 0 0 0	22													
Low Income Residential 0 0 0 0 0 0 0 0 0			0	0	0	0	0	0	0	0	0	0	0	0
Small C&i 30 47 57 73 62 35 62 92 70 90 97 55 66 66 92 70 90 97 55 66 92 70 90 97 55 66 92 70 90 97 55 75 75 75 75 75 75														0
Medium / Large C&i 1 3 0 0 2 0 2 2 1 1 1 1 1 1 1 1														59
Streetlights 0 0 0 0 0 0 0 0 0														0
Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period				0			0	0					0	0
Period P				50				35					98	59
Residential		Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
Low Income Residential	23													
Small C&I Medium / Large C&I Streetlights S		Residential												
Medium / Large C&I		Low Income Residential												
Streetlights		Small C&I												
Total														
24 Number of customers, by customer class, whose deposits were returned in full during the period 0 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></t<>														
Residential 0 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>														
Low Income Residential 0	24													
Small C&I 94 70 83 81 83 91 106 84 73 102 98 7 Medium / Large C&I 4 3 2 4 3 4 1 1 1 1 1 2														0
Medium / Large C&I 4 3 2 4 3 4 1 1 1 1 2														0
														71
Streetlights 0 0 0 0 0 0 0 0 0														7
		Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total 98 73 85 85 86 95 107 85 74 103 100 7		Total	98	73	85	85	86	95	107	85	74	103	100	78

Mare	102,454 161,642 5,005 12,998 1,250,024 2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	3,121 0 53 0 0 3,174 47,003 10,906 6,002 0	Sep 967,991 102,442 162,232 5,000 12,999 1,250,664 3,238 0 32 0 1,250,664 46,395 11,001 5,721 0 37 63,154	0	0	0
Residential	102,454 161,642 5,005 12,998 1,250,024 2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	102,129 162,149 4,962 12,982 1,251,111 0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	102,442 162,232 5,000 12,999 1,250,664 3,238 0 32 0 3,270 46,395 11,001 5,721 0	0	0	0
Samil Ckil 100	102,454 161,642 5,005 12,998 1,250,024 2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	102,129 162,149 4,962 12,982 1,251,111 0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	102,442 162,232 5,000 12,999 1,250,664 3,238 0 32 0 3,270 46,395 11,001 5,721 0	0	0	0
Small C&I 162,661 159,991 163,800 161,698 158,596 164,174 Medium / Large C&I 13,072 12,984 13,043 13,005 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,949 13,055 12,049 13,055 12,049 13,055 12,048,066 12,258,387 12,263,348 12,27,346 12,27,495 12,48,966 12,258,387 12,263,348 12,27,348 12	161,642 5,005 12,998 1,250,024 2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	162,149 4,962 12,982 1,251,111 0 53 0 0 0,3,174 47,003 10,906 6,002 42 63,953	162,232 5,000 12,999 1,250,664 3,238 0 32 0 3,270 46,395 11,001 5,721 0	0	0	0
Medium / Large C&i 5,045	5,005 12,998 1,250,024 0 46 0 0 2,131 33,304 4,664 0 0 27 4,664	4,962 12,982 1,251,111 0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	5,000 12,999 1,250,664 3,238 0 0 322 0 0 3,270 46,395 11,001 5,721 0	0	0	0
Streetlights 13,072 12,984 13,043 13,006 12,949 13,095 12,095 12,005 12,949 13,095 12,005 12,0	12,998 1,250,024 2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	12,982 1,251,111 0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	12,999 1,250,664 3,238 0 32 0 0 3,270 46,395 11,001 5,721 0 37	0	0	0
Total	1,250,024 2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	1,251,111 3,121 0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	1,250,664 3,238 0 32 0 0 3,270 46,395 11,001 5,721 0 37	0	0	0
Number of customers, by customer class, disconnected during the period 206 468 1,377 1,545 2,189 2,108 1,000 2,000	2,085 0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	3,121 0 53 0 0 0 3,174 47,003 10,906 6,002 0 42 63,953	3,238 0 32 0 0 3,270 46,395 11,001 5,721 0	0	0	0
Residential 206 468 1,377 1,545 2,189 2,108 1,000 1,	0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	0 32 0 0 3,270 46,395 11,001 5,721 0	0		0
Low Income Residential 0 0 0 0 0 0 0 0 0	0 46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	0 53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	0 32 0 0 3,270 46,395 11,001 5,721 0	0		0
Small C&I Medium / Large C&I Streetlights O O O O O O O O O	46 0 0 2,131 33,304 8,270 4,664 0 27 46,265	53 0 0 3,174 47,003 10,906 6,002 0 42 63,953	32 0 0 3,270 46,395 11,001 5,721 0	0		0
Medium / Large C&l 0	0 0 2,131 33,304 8,270 4,664 0 27 46,265	0 0 3,174 47,003 10,906 6,002 0 42 63,953	0 0 3,270 46,395 11,001 5,721 0	0		0
Streetlights 0 0 0 0 0 0 0 0 0	0 2,131 33,304 8,270 4,664 0 27 46,265	0 3,174 47,003 10,906 6,002 0 42 63,953	0 3,270 46,395 11,001 5,721 0	0		0
Total	2,131 33,304 8,270 4,664 0 27 46,265	3,174 47,003 10,906 6,002 0 42 63,953	3,270 46,395 11,001 5,721 0	0		0
Number of customers, by customer class receiving a 1st notice of disconnect during the period 41,709 36,250 53,731 10,889 10,336 45,037 10,000 10,415 3,998 12,602 5,000 10,415 3,998 12,602 5,000 4,673 4,597 5,294 4,610 4	33,304 8,270 4,664 0 27 46,265	47,003 10,906 6,002 0 42 63,953	46,395 11,001 5,721 0			0
Residential	8,270 4,664 0 27 46,265	10,906 6,002 0 42 63,953	11,001 5,721 0 37		0	
Low Income Residential 0 0 0 10,415 3,998 12,602	8,270 4,664 0 27 46,265	10,906 6,002 0 42 63,953	11,001 5,721 0 37		0	
Low Income Residential 0 0 0 10,415 3,998 12,602	8,270 4,664 0 27 46,265	10,906 6,002 0 42 63,953	11,001 5,721 0 37		0	
Small C&I S,507 4,825 6,900 4,673 4,597 5,294 Medium / Large C&I 0 0 0 0 0 0 Streetlights 33 30 54 35 10 223 Total 47,251 41,105 60,685 26,012 18,941 62,956 Residential 18,839 19,552 26,179 18,875 8,513 10,398 Low Income Residential 0 0 0 0 3,841 4,515 4,235	4,664 0 27 46,265	6,002 0 42 63,953	5,721 0 37		0	
Medium / Large C&I 0 0 0 0 0 0 0 0 0	0 27 46,265 20,317	0 42 63,953	0 37		0	
Streetlights 35 30 54 35 10 23	27 46,265 20,317	42 63,953	37		0	
Total 47,251 41,105 60,685 26,012 18,941 62,956	46,265 20,317	63,953			0	
3.2 Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period 18,839 19,552 26,179 18,875 8,513 10,398 Low Income Residential 0 0 0 3,841 4,515 4,235	20,317		,	 		0
Residential 18,839 19,552 26,179 18,875 8,513 10,398 Low Income Residential 0 0 0 3,841 4,515 4,235		20.705		1 1		
	6,661		21.770			
		6,026	6,095			
	2,280		2,798			
Medium / Large C&I 0 0 0 0 0 0 0		, , , ,	0			
Streetlights 19 11 35 21 19 10			24			
Total 21,296 21,650 29,316 25,564 15,590 16,875			30,687		0	0
4 Number of customers, by customer class, reconnected during the period		.,				
Residential 164 360 1,120 1,396 866 1,161	1,123	1,799	2,065			
Low Income Residential 0 0 0 22 1,253 597			838			
Small C&I 41 39 59 36 21 49			18			
Medium / Large C&I 0 0 0 0 0 0 0			0			
Streetlights 0 0 0 0 0 0 0			0			
Total 205 399 1,179 1,454 2,140 1,807			2,921		0	0
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders						
5 completed during the same period						
Residential 159 349 1,007 1,206 715 1,109	1,074	1,702	2,011			
Low Income Residential 0 0 0 18 1,083 571	451	708	801			
Small C&I 40 39 57 34 19 48	30	34	17			
Medium / Large C&I 0 0 0 0 0 0	0	0	0			
Streetlights 0 0 0 0 0 0 0	0	0	0			
Total 199 388 1,064 1,258 1,817 1,728	1,555	2,444	2,829	0	0	0
6 Number of customers, by customer class, assessed credit card fees or charges during the period						
Residential 30,962 29,840 33,466 35,598 35,043 36,661	40,826	42,623	44,754			
Low Income Residential 0 0 0 0 0 0 0	0	0	0			
Small C&I 994 1,017 1,206 1,370 1,173 1,305	1,282	1,460	1,523			
Medium / Large C&I 53 58 50 87 78 94	47	76	45			
Streetlights 5 8 6 6 9 8	8	6	8			
Total 32,014 30,923 34,728 37,061 36,303 38,068	42,163	44,165	46,330	0	0	0
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			
Low Income Residential 0 0 0 0 0 0 0 0			0			
Small C&I 31,045 29,858 33,502 10,394 12,367 13,165	10,866	13,179	14,592			
Medium / Large C&l 734 760 804 203 204 243			329			
Streetlights 877 823 876 487 476 487			549			
Total 32,656 31,441 35,182 11,084 13,047 13,895	11,455	13,971	15,470	0	0	0

	Γ						20	22					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	10,412	8,711	9,603	9,386	10,578	8,797	7,084	8,378	8,193			
	Low Income Residential	1,342	852	798	756	937	952	1,012	1,590	2,200			
	Small C&I	28	33	45	44	54	59	49	50	40			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights Total	0 11,782	9,596	0 10,446	0 10,186	0 11,569	0 9,808	0 8,145	0 10,018	10,433	0	0	•
	Number of customers by customer class, completing deferred payment arrangements during the period(excluding	11,762	9,596	10,446	10,100	11,509	9,808	8,145	10,018	10,433	U	U	U
9	Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)												
,	Residential	326	297	420	419	448	484	396	392	282			
	Low Income Residential	123	46	56	55	69	78	77	198	138			
	Small C&I	1	2	7	9	5	7	2	8	3			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	450	345	483	483	522	569	475	598	423	0	0	0
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)			p . e.c.					F 0.00				
	Residential Low Income Residential	4,728 242	3,869 158	5,465 331	5,273 502	3,931 570	3,630 1,079	4,821 1,173	5,963 2,231	4,851 1,742			
	Low income Residential Small C&I	242	158	331	30	38	1,079	1,1/3	2,231	1,/42			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	4,993	4,054	5,829	5,805	4,539	4,738	6,025	8,222	6,618	0	0	0
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	18	14	32	32	33	37	61	88	81			
	Low Income Residential	2	1	3	8	9	13	33	43	40			
	Small C&I	0	0	0	1	0	0	0	1	1			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights Total	0	0	0	0	0	0 50	0	0	0 122	•		•
	Number of customers taking service at the beginning of the period under existing hardship protections (O	20	15	35	41	42	50	94	132	122	0	0	U
12	exceptions with expiry March 31) or M, Y and S protections												
12	Residential	9,108	7,920	9,114	6,695	6,950	7,018	6.515	7.234	6.921			
	Low Income Residential	43,944	41,966	47,364	5,169	5,557	6,494	6,456	7,379	7,540			
	Small C&I	0	0	6	2	0	3	4	5	4			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	53,052	49,886	56,484	11,866	12,507	13,515	12,975	14,618	14,465	0	0	0
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	131	128	153	2,487	177	129	169	172	187			
	Low Income Residential	405	578	587	46,595	432	253	299	400	592			
	Small C&I Medium / Large C&I	0	0	0	15 0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	536	706	740	49,097	609	384	470	573	779	0	0	0
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period				10,001						-	_	-
	Residential	420	413	540	251	230	235	239	297	274			
	Low Income Residential	1,410	1,422	2,041	703	1,237	829	688	879	910			
	Small C&I	0	0	15	1	0	4	1	1	3			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	1,830	1,835	2,596	955	1,467	1,068	928	1,177	1,187	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period			_									
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential Small C&I	190 0	292	364 0	426 0	451 0	430 0	379 0	268	244			
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	190	292	364	426	451	430	379	268	244	0	0	0
		250		50.7	3		-55	5.5			J		

	·						20	22					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	ow Income Residential	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights Fotal	0 282	10,324	530	1,589	3,690	0 1,907	0 2,201	0 1,346	0 1,320	0	0	0
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	202	10,524	330	2,505	3,030	2,507	2,202	2,540	2,520	-	·	•
	Residential	106	1	6	6	21	7	7	13	10			
	ow Income Residential	4,716	133	466	1,242	2,411	1,197	966	1,069	905			
	Small C&I	147	145	122	125	0	130	82	99	90			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights Fotal	0	0	0	0	0	0	0	0			-	
		4,969	279	594	1,373	2,432	1,334	1,055	1,181	1,005	0	0	0
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			
	ow Income Residential	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637			
	Small C&I (Total C&I)	2,138	0	7,840	0	1,391	1,435	2,134	0	1,037			
	Medium & Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total Total	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	0	0	0
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			
	Low Income Residential	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886			
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886	0	0	0
20	Number of customers dropping off the low-income discount rate program during the period		•	·	·		•						
	Residential												
	ow Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights Fotal												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0			
	ow Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	2,333	2,333	2,328	2,354	2,350	2,321	2,335	2,352	2,406			
	Medium / Large C&I	44	41	42	41	42	42	44	43	46			
	Streetlights Fotal	2, 379	2,376	2, 372	2,398	2, 395	2,365	2,381	2,397	2 2,454	0	0	
	Number of customers, by customer class, required to submit new deposits or increased deposits during the	2,379	2,370	2,372	2,398	2,395	2,303	2,361	2,397	2,454	U	U	U
22	variod												
	Residential	0	0	0	0	0	0	0	0	0			
	ow Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	87	91	77	109	71	63	111	66	110			
	Medium / Large C&I	4	0	1	0	3	0	3	0	3			
	Streetlights Fotal	0	0	0	1	0	0	0	0	0		_	
	•••	91	91	78	110	74	63	114	66	113	0	0	0
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
23	Residential												
	ow 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												
	Residential	0	0	0	0	0	0	0	0	0			
	.ow Income Residential	0 91	91	99	0 83	75	92	0 97	0 49	0 56			
	Medium / Large C&I	0	3	0	1	2	0	1	1	0			
	Streetlights	0	0	0	0	0	1	0	0	0			
	Total	91	94	99	84	77	93	98	50		0	0	0
		71	54	- 33	34		33	50	50	30	, i	U	

						202	20					
VMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lumber 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	
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
mall C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	
Medium / 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	
treetlights	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	
otal	217,575	217,292	216,978	217,717	217,558	217,677	218,086	218,005	217,122	221,217	221,282	221
lumber of customers, by customer class, disconnected during the period												
esidential	605	668	322	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	26	0	0	0	0	0	0	0	0	
mall C&I	15	10	5	0	0	0	0			0	27	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
treetlights	0	0	0	0	0	0	0		0	0	0	
otal	620	678	353	0	0	0	0	0	0	0	27	
lumber of customers, by customer class, receiving disconnection notices during the period												
esidential	8,020	7,920	4,415	0	0	0	0		0	1,709	108	
ow Income Residential	767	553	338	0	0	0	0	0	0	65	3	
mall C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	
Medium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	
treetlights	91	84	57	0	0	0	0		15	50	28	
otal	10,267	9,749	5,553	1	0	0	0	0	238	2,476	648	1
lumber of customers, by customer class, reconnected during the period												
esidential	370	449	259	8	6	7	1	1	0	1	1	
ow Income Residential	102	71	43	0	2	0	1	0	1	2	0	
mall C&I	33	29	23	3	1	0	1			0		
Nedium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	
treetlights	2	0	0	0	0	0	0		0	0	1	
otal	507	549	326	11	9	7	3	1	1	3	14	
lumber of customers, by customer class, assessed reconnection fees or charges during the period												
esidential	367	437	259	5	7	4	2	0	0	0	0	
ow Income Residential	102	71	42	0	2	0	0	0	0	0	0	
mall C&I	35	30	22	2	1	0	1	0	0	0	11	
Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	
treetlights	2	0	0	0	0	0	0		0	0	0	
otal	506	538	324	7	10	4	3	0	0	0	11	
lumber 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	
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	
mall C&I	321	351	294	194	186	188	205	189	199	186	165	
Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	
treetlights	20	15	15	10	11	16	13	12	13	13	12	
otal	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	6,986	6,671	
lumber of customers, by customer class, assessed late payment fees or charges during the period												
esidential	7	9	2	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	
mall C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	
Nedium / Large C&I	97	101	58	0	0	0	0	0	0	0	0	
treetlights	239	235	158	0	0	0	0			0		
otal	2,869	2,933	1,887	0	0	0	0	0	0	0	0	
lumber of customers, by customer class, taking service at the beginning of the period under existing deferred												
ayment arrangements												
esidential	761	796	788	843	637	573	615	668	784	940	970	
ow Income Residential	383	299	288	285	232	186	201	188	236	268	196	
mall C&I	18	32	17	19	24	27	47	35	43	73	104	
Nedium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	
treetlights	2	0	0	1	7	5	8	5	2	5	15	
otal	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	
lumber of customers by customer class, completing deferred payment arrangements during the period												
esidential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	
ow Income Residential	245	294	223	109	142	83	86	52	61	60	38	
mall C&I	257	241	161	11	12	12	24	13	10	26	71	
	9	8	7	1	0	0	0	0	1	5	3	
Medium / Large C&I										J		
Medium / Large C&I treetlights	11	12	4	0	1	0	2	1	1	1	4	

	ſ						202	20					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	4 507	4.044	4 400	470	200	407	477		707		4.000	
	Residential Low Income Residential	1,587 344	1,841 398	1,492 369	473 187	366 212	437 177	477 176	551 178	707 237	689 159	1,039 124	535 135
	Small C&I	284	242	169	28	212	39	35	36	60	94	192	167
	Medium / Large C&I	8	8	9	0	1	4	0	0	0	9	11	7
	Streetlights	11	12	6	5	0	4	3	0	5	12	13	8
	Total	2,234	2,501	2,045	693	600	661	691	765	1,009	963	1,379	852
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												 '
	Residential Low Income Residential	56 17	79	61	21	16	12	10	21	27	34 9	47	63
	Small C&I	7	30 4	31 6	14	11 0	8	3 0	7	6	0	6	5
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	1	0	1	0	2	
	Total	80	113	99	37	27	20	14	28	34	43	55	72
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 Small C&I	34,568 0	36,655 0	36,941 0	37,372 0	38,565 0	38,721 0	38,893 0	40,845 0	41,235 0	41,886 0	39,062 0	39,872 0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,318	39,853	40,285	40,899	42,145	42,315	42,521	44,546	44,973	45,686	40,800	41,614
13	Number of customers completing hardship protections during the period												
	Residential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
	Low Income Residential	45	199	23	5	64	1	8	64	13	42,517	100	796
	Small C&I 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	61	357	46	32	91	7	12	88	25	46,337	179	1,797
14	Number of customers enrolling in new hardship protections during the period												
	Residential	465	305	204	80	37	39	83	60	71	42	1,803	86
	Low Income Residential	2,112	512	449	1,197	213	171	1,977	455	650	638	39,917	804
	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	
	Total	2,577	817	653	1,277	250	210	2,060	515	721	680	41,720	890
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	55	41	42	53	66	100	62	55	51	32	45	
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	55	41	42	53	66	100	62	55	51	32	45	
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	
	Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
	Small C&I 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	138	168	184	261	368	231	249	317	281	235	161	
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	10	5	7	13	12	7	5	7	10	9	15	10
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	10	5	7	13	12	7	5	7	10	9	15	
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	
	Low Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
	Medium & Large C&I (not available) Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Streetiignts Total	453	265	122	167	130	98	179	213	222	190	168	323
	1.5.1	433	203	144	10/	130	36	1/9	213	222	130	100	323

							202	0					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	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	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	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
20	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	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	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												
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	57	50	31	36	33	28	28	27	18	20	32	28
	Medium / Large C&I	0	0	2	2	1	0	5	4	4	1	2	0
	Streetlights	1	1	2	1	1	0	4	1	2	0	2	2
	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												
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	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	4
	Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
	Total	47	38	40	16	15	38	19	22	37	28	40	33
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												i
	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	3	3	8	5	2	1	2	3	14	2	3	4
	Medium / Large C&I	0	0	1	0	0	0	0	1	0	2	1	0
	Streetlights	1	0	0	1	0	0	1	0	0	0	0	0
	Total	4	3	9	6	2	1	3	4	14	4	4	4
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	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	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

						202	21					
WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class				i i								
Residential	153,559	152,872	152,090	155,961	154,817	154,429	154,482	154,193	153,869	153,810	153,808	154,723
Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080	22,077	22,067	22,060
Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228	1,228	1,208	1,224
Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493	4,474	4,564	4,541
Total	221,767	221,842	221,150	222,112	222,056	222,445	222,470	223,044	222,210	222,634	222,781	222,951
Number of customers, by customer class, disconnected during the period											•	
Residential	0	0	0	0	0	0	271	632	1,843	784	506	292
Low Income Residential	0	0	0	0	0		0	0	0	0	0	
Small C&I	36	30	14	27	7		16	19	19		9	29
Medium / Large C&I	0	0	0	0	0		0		0		0	
Streetlights	0	0	0	0	0		0		0		0	
Total	36	30	14	27	7		287	651	1,862	797	515	321
Number of customers, by customer class, receiving disconnection notices during the period												
Residential	0	0	0	0	0	1,244	2,667	6,335	6,955	5,301	7,060	10,052
Low Income Residential	0	0	0	0	0		1,247	4,107	2,764	2,296	1,266	155
Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	1,178
Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	97
Streetlights	72	23	52	42	42	47	47	51	66		50	97
Total	1,164	443	1,011	746	702	2,085	4,697	11,269	10,620	8,323	9,069	11,579
Number of customers, by customer class, reconnected during the period	2,201		-,		.,,_		.,			5,5.25	-,-03	
Residential	0	0	0	0	0	0	70	182	706	378	295	209
Low Income Residential	0	0	0	0	0		10		541	281	144	49
Small C&I	16	21	11	22	9		8		15	18	15	23
Medium / Large C&I	1	0	0	0	0		0		0		0	2
Streetlights	0	0	0	1	1		0		0	0	0	
Total	17	21	11	23	10		88		1,262		454	283
Number of customers, by customer class, assessed reconnection fees or charges during the period			- 11		10		- 00	310	1,202		434	203
Residential	0	0	0	0	0	0	65	150	691	378	288	226
Low Income Residential	0	0	0	0	0		14		538	279	146	35
	15	6	10	23	9		9		15	11	11	20
Small C&I Medium / Large C&I				0	0							20
Streetlights	1 0	0	0	0	0		0		0		0	(
Total	16	6	10	23	9		88		1,244	668	445	281
Number of customers, by customer class, assessed credit card fees or charges during the period	10		10	23	9	15	00	311	1,244	008	443	201
Residential	4.404	4.010	4,748	4.170	4.003	4.264	4.545	F 160		6.003	C 004	F 0F3
	4,194	4,019		4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	5,852
Low Income Residential	2,958	2,662	3,251	2,906	2,700	2,940	3,143	3,404	3,856	4,027	3,823	3,087
Small C&I	250	233	235	239	213	235	191	241	245	208	303	361
Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	29
Streetlights Total	13 7,425	17 6,941	11 8,257	12 7,347	6,939	17	18 7,981	17 8,842	9,896	22 10,364	25 10,258	9,349
	7,425	6,941	8,257	7,347	6,939	7,469	7,981	8,842	9,896	10,364	10,258	9,349
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	(
Low Income Residential	0	0	0	0	0		0	0	0	0	0	(
Small C&I	0	0	0	0	0		0		0		0	
Medium / Large C&I	0	0	0	0	0		0		0		0	
Streetlights Total	0	0	0	0	0		0		0		0	
	0	0	0	0	0	0	0	0	0	0	0	922
Number of customers, by customer class, taking service at the beginning of the period under existing deferred				ı								
payment arrangements												
Residential	864	675	481	817	695	720	1,372	1,473	1,811	3,184	2,915	2,359
Low Income Residential	163	135	116	191	172	214	334	330	450	588	607	452
Small C&I	149	159	131	177	140	114	88	72	62	106	100	88
Medium / Large C&I	6	9	7	8	5		2	4	2		0	3
Streetlights	20	17	11	27	16	17	10	8	5		9	7
Total	1,202	995	746	1,220	1,028	1,072	1,806	1,887	2,330	3,886	3,631	2,909
Number of customers by customer class, completing deferred payment arrangements during the period								1				
Residential	160	134	186	155	116	163	244	364	824	847	704	900
Low Income Residential	72	45	103	64	45	50	64	102	268	277	187	116
Small C&I	142	100	78	127	65	79	114	133	105	127	121	124
Medium / Large C&I	8	1	3	0	1		2		4	4	2	е
Streetlights	5	3	2	14	5	10	9	7	3	7	7	1,148

Number of customers, by customer class, enrolling in new deferred payment arrangement during the period received in the period received				1	2021						Ţ
Residencial 451 452 450 460 7731 4268 1,277 2,200 3,200 3,400 2 4 4 4 4 4 4 4 4 4	Sep Oct Nov D	Sep	Aug	Jul	Jun	Мау	Apr	Mar	Feb	Jan	WMA Electric
Secondarial		1									
Law Frozens Responsible 160 141 151 150 172 173 175	10 3,299 2,400 2,187	2 200	2.510	1 272	1 /100	722	490	694	452	401	
Second (a)											
Member of customers taking survice at the beginning of the period under existing hardship protections during the period of customers taking survice at the beginning of the period under existing hardship protections during the period of customers taking survice at the beginning of the period under existing hardship protections during the period of customers taking survice at the beginning of the period under existing hardship protections during the period of customers taking survice at the beginning of the period under existing hardship protections during the period of customers taking survice at the beginning of the period under existing hardship protections of the period of customers taking survice at the beginning of the period under existing hardship protections of the period of customers taking survice at the beginning of the period under existing hardship protections during											
State											* * ***
Marked Goutstonen, by outstomer datas, renegotisting deferred payment arrangements during the period 29			11		20	12	15		16		
Presidential 190 131 151 19 22 48 17 80 191 131	93 4,783 3,287 2,916	4,783	3,193	1,727	2,228	1,097	848	1,065	800	911	Total
Control Residential S S S T C C S S D C T C C C C C C C C											Number of customers, by customer class, renegotiating deferred payment arrangements during the period
Email Clair											
Medium / Large Cik											
Secretarial											* * ***
Total Sumber of customers taking service at the beginning of the period under existing hardship protections Sumber of customers taking service at the beginning of the period under existing hardship protections Sumber of customers taking service at the beginning of the period under existing hardship protections Sumber of customers taking service at the beginning of the period under existing hardship protections Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers completing hardship protections during the period Sumber of customers eximplify the sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers eximplify hardship protections during the period Sumber of customers have been provided in the sumber of customers hardship protections during the period Sumber of customers have been provided in the sumber of customers have been prov											
12 Marcher of customers baking service at the beginning of the period under existing hardship protections 825 5,591 5,573 8,756 7,582 7,792 2,002 2,190 2,102 4,126 4,222 4,277 4,196 3,980 7,980 2,103 4,126 4,122 4,277 4,196 3,980 7,980 2,103 4,126 4,122 4,277 4,196 3,980 7,980 2,103 4,126 4,122 4,277 4,196 3,980 7,980 4,103 4,126 4,127 4,126 4,128 4,127 4,128 4,128 4,127 4,128 4,128 4,127 4,128 4,128 4,127 4,128											
Residential 825 2,591 2,573 2,766 7,382 7,799 2,062 1,990 2,110 3,990 2, 2,100 3,901 3,903 3,033 3,035 3,215 4,215 4,227 4,277 4,276 4,586 3,901 3,903 3,033 3,035 4,215 4,227 4,277 4,276 4,586 3,901 3,903			-				-			-	
Non-time Regidential 93,871 93,833 40,460 40,000 38,797 42,150 41,282 42,773 42,775 41,698 38,798 42,150 41,282 42,773 42,775 41,698 38,798 42,150 41,282 42,773 42,775 41,698 38,798 42,150 41,282 42,773 41,698 38,798 42,150 41,282 42,773 41,698 38,798 42,150 41,282 42,773 41,698 38,798 42,150 41,282 42,773 41,698 38,798 42,150 41,282 42,773 42,785 42,150 41,282 42,773 41,698 38,798 42,150 41,282 42,773 41,698 38,798 42,150 41,282 42,773 41,698 41,282 42,773 41,698 41,282 42,773 41,698 41,282 42,773 41,698 41,282 41,28	90 2,110 3,980 2,398	2,110	1,990	2,062	7,739	7,382	8,756	2,573	2,591	825	
Medium Lugic Cali California Lugic California C											Low Income Residential
President 10											
Value Valu											
18 Number of customers completing hardship protections during the period 28 1,043 1,055 255 630 6 10 7 4,053											
Residential 28 82 1,043 1,656 225 603 6 10 7 4,063	63 44,885 45,678 40,886	44,885	44,063	43,344	49,895	46,1//	49,562	43,019	42,224	40,696	
Form	10 7 4,063 478	7	10	6	603	235	1 656	1.043	82	28	
Medium / Large C&B											
Medium / Large C&1 14 15 16 17 16 17 16 17 17 18 18 18 18 18 18											
Total			0	0	0	0	0	0	0	0	Medium / Large C&I
Medium / Large C&l	0 0 0 0	0	0	0	0	0	0	0	0	0	Streetlights
Residential	8 46,733 629	8	34	12	869	347	5,156	1,091	152	52	Total
Low Income Residential 1,475 865 863 1,701 3,322 857 944 7.49 830 992 305 306 306 306 306 307 30											
Small C&I											
Medium / Large CRI											
Streetlights 0 0 0 0 0 0 0 0 0											
Total											-
Residential											
Residential											Number of customers, by customer class, completing an AMP program during the period
Small C&I	0 0 0 0	0	0	0	0	0	0	0	0	0	Residential
Medium / Large C&i											Low Income Residential
Streetlights											
Total											
Number of customers, by customer class, enrolling in an AMP program during the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											
Residential	5 81 06 73	81	09	70	13	3	33	47	32	40	
Low Income Residential 270 176 386 321 435 1,283 771 1,598 1,225 815 1,285 1	0 0 0 0	0	0	0	0	0	0	0	0	0	
Small C&I Medium / Large C&I C C C C C C C C C											
Streetlights 0 0 0 0 0 0 0 0 0	0 0 0 0		0	0			0	0	0		
Total 1,288 1,28											
Number of customers, by customer class, re-enrolling in an AMP program during the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											
Residential 0 0 0 0 0 0 0 0 0	98 1,225 815 576	1,225	1,598	771	1,283	435	321	386	176	270	
Low Income Residential 145 22 37 26 42 72 106 233 257 147	0 0 0 0		0	0	0	0	0	0	0	0	
Small C&I											
Medium / Large C&I 0											
Total Tota											
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	33 257 147 141	257	233	106	72	42	26	37	22	145	
#LOW Income Recidential # 750 117 177 180 701 773 774 700 400 E21											
Small C&I (Total C&I) 0											
Wredition & Large Col. (not available)											
Siteering 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											

							202	1					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	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	
	Total	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	94	60	1,505	627	459	542	74	103	155	177	1,066	911
	Low Income Residential	95	314	3	478	193	177	78	44	45	144	196	76
	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	189	374	1,508	1,105	652	719	152	147	200	321	1,262	987
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												<u> </u>
	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	24	25	23	18	27	21	26	35	32	30	26	43
	Medium / Large C&I	2	3	1	4	5	5	2	1	3	1	2	
	Streetlights	2	0	2	1	0	4	2	3	1	1	1	
	Total	28	28	26	23	32	30	30	39	36	32	29	46
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												1
22	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	25	15	36	34	29	32	46	29	43	36	35	
	Medium / Large C&I	0	1	6	1	0	4	6	2	4	2	0	
	Streetlights	1	1	4	1	2	1	7	0	1	7	2	
	Total	26	17	46	36	31	37	59	31	48	45	37	45
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												1
23	period Desidential		0	0		0	0	0	0		0		0
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	13	23	31	6	2	3	8	5	10	8	12	
		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	
	Total	13	23	31	6	2	3	8	5	10	8	12	
24		13	23	31	U		3	8	3	10	8	12	
24	Number of customers, by customer class, whose deposits were returned in full during the period	0	_	0			0	0	0	0	0		0
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	33	28	32	27	36	-	48	28	26	27	41	
	Smail C&I Medium / Large C&I	33		6	27	36	14	48 7	28 3	26	1	41	
	Streetlights	0	0	2	3	2	0	7	3	1	0	1	
	Total Streetiignts	34	29	40	32	38	16	62	34	28	28	43	
	1000	54	29	40	32	38	16	62	34	28	28	43	42

							20	122					
ı	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class				,								
ı	Residential	154,908	154,542	154,078	153,676	153,428	153,236	153,135	153,143	153,037			
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832			
	Small C&I	22,226	22,189	22,270	22,221	22,228	22,299	22,249	22,268	22,323			
ı	Medium / Large C&I	1,220	1,194	1,210	1,203	1,207	1,202	1,204	1,219	1,215			
ı	Streetlights	4,525	4,536	4,536	4,527	4,542	4,518	4,524	4,524	4,495			
	Total	223,220	223,453	223,697	223,642	223,654	223,594	223,641	223,935	223,902	0	0	0
2	Number of customers, by customer class, disconnected during the period												
	Residential	407	469	368	474	668	981	1,182	1,227	1,150			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
ı	Small C&I	15	13	26	23	32	31	22	7	28			
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
ı	Total	422	482	394	497	700	1,012	1,204	1,234	1,178	0	0	0
3	Number of customers, by customer class, receiving disconnection notices during the period												
	Residential	8,951	4,065	7,258	1,075	2,392	8,795	9,446	10,872	12,840			
J	Low Income Residential	0	0	0	2,417	2,301	5,092	4,153	4,874	5,774			
J	Small C&I	66	53	58	669	855	912	837	871	971			
ļ	Medium / Large C&I	826	773	1,051	44	52	48	53	45	51			
J	Streetlights	123	113	125	97	97	120	103	110	131			
ļ	Total	9,966	5,004	8,492	4,302	5,697	14,967	14,592	16,772	19,767	0	0	0
4	Number of customers, by customer class, reconnected during the period												
ļ	Residential	340	358	290	364	270	7	513	571	612			
	Low Income Residential	0	0	0	8	142	1	477	397	411			
ı	Small C&I	15	14	27	16	17	0	16	12	13			
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
ı	Streetlights	0	0	0	0	0	0	0	0	0	_		_
	Total	355	372	317	388	429	8	1,006	980	1,036	0	0	0
5	Number of customers, by customer class, assessed reconnection fees or charges during the period												
ı	Residential	337	353	277	350	151	333	491	473	552			
ı	Low Income Residential	0	0	0	23	254	324	491	486	465			
ı	Small C&I	9	8	20	17	18	18	16	14	13			
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights Total	0 346	0 361	0 297	0 390	0 423	675	998	9 73	0 1,030	0	0	0
_		346	361	297	390	423	6/5	998	9/3	1,030	U	0	U
6	Number of customers, by customer class, assessed credit card fees or charges during the period	5 407	5.445		5.550	5.540	5.075	6.006	7.400	7.446			
	Residential	5,427	5,146	5,535 2,957	5,669	5,540	6,076	6,826	7,193	7,446			
	Low Income Residential Small C&I	2,377	2,577	2,957	3,091 287	3,791	4,132 318	5,003	5,387 299	5,511 289			
		202	261 11	291 11		359 29	318 50	326 42		34			
	Medium / Large C&I	12 19	20	23	23 25	29	9	29	32 24	24			
	Streetlights Total	8,037	8,015	8,817	9,095	9,743	10,585	12,226	12,935	13,304	0	0	0
7	Number of customers, by customer class, assessed late payment fees or charges during the period	0,037	8,013	0,01/	3,035	3,743	10,365	12,226	12,333	13,304	U	0	U
′	Residential	0	0	0	0	0	0	0	0	0			
J	Low Income Residential	0	0	0	0	0	0	0	0	0			
J	Small C&I	2,857	2,911	3,426	2,315	2,353	2,294	2,637	2,349	2,583			
ŀ	Medium / Large C&I	141	130	178	106	2,333	82	122	2,349	2,383			
ŀ	Streetlights	254	265	314	195	199	201	209	214	215			
ŀ	Total	3,252	3,306	3,918	2,616	2,646	2,577	2,968	2,649	2,887	0	0	0
ı	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	0,202	5,555	0,000	_,	2,010	_,	_,	_,	_,==:	-		-
8	payment arrangements											Į.	
ĭ	Residential	2,559	2,539	2,128	2,798	2,180	1,539	2,535	2,655	2,194			
J	Low Income Residential	620	455	316	466	391	526	1,018	1,402	1,511			
ŀ	Small C&I	106	98	94	103	86	86	88	80	92			
ŀ	Medium / Large C&I	6	4	4	3	4	1	4	2	2			
ŀ	Streetlights	7	9	6	9	12	7	8	9	9			
•	Total	3,298	3,105	2,548	3,379	2,673	2,159	3,653	4,148	3,808	0	0	0
9	Number of customers by customer class, completing deferred payment arrangements during the period	., , , ,		,	,	,	,	.,	,	.,.,.			
2			844	670	699	204	488	1,156	1,132	1,259			
9		1.008						_,0	-,				
J	Residential Low Income Residential	1,008 79		68	86	114	190	438	517	553			
9	Residential Low Income Residential	79	72	68	86	114 119			517 107	553 136		'	
9	Residential Low Income Residential Small C&I					114 119 4	190 124 3	438 147 3	517 107 1	553 136 0		<u> </u>	
J	Residential Low Income Residential	79 135	72 120	68 125	86 153	119	124	147	107	136			

						2022	!					
WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10 Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
Residential	2,548	2,175	2,529	1,750	1,081	2,274	2,783	2,596	2,810		-	
Low Income Residential Small C&I	266 187	259 167	330 192	279 210	663 182	1,068 182	1,579 197	1,749 169	1,788 172			
Medium / Large C&I	3	7	7	6	6	5	1 1	2	2			
Streetlights	14	10	9	15	11	9	10	7	13			
Total	3,018	2,618	3,067	2,260	1,943	3,538	4,570	4,523	4,785	0	0	0
Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
Residential	39	86	121	40	61	97	49	144	146			
Low Income Residential Small C&I	3	6	14	3	28	50 4	45 2	125 3	124			
Medium / Large C&I	0	0	0	0	2	0	0	0	0			†
Streetlights	0	0	0	1	0	1	0	0	0			
Total	43	96	141	44	94	152	96	272	273	0	0	0
12 Number of customers taking service at the beginning of the period under existing hardship protections												
Residential	1,392	1,341	1,366	1,700	1,718	1,798	2,060	2,090	2,107			
Low Income Residential	39,803	40,861	41,757	42,385	43,170	43,170	44,312	44,956	45,592			
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Streetlights	0	0	0	0	0	0	0	0	0			
Total	41,195	42,202	43,123	44,085	44,888	44,968	46,372	47,046	47,699	0	0	0
13 Number of customers completing hardship protections during the period												
Residential	0	9	54	92	60	125	13	28	21			
Low Income Residential	5	33	2	26	55	12	19	40	34			
Small C&I	0	0	0	0	0	0	0	0	0			
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0			
Total	5	42	56	118	115	137	32	68	55	0	0	0
14 Number of customers enrolling in new hardship protections during the period												
Residential	169	190	140	120	136	115	109	107	88			
Low Income Residential	1,098	993	959	832	624	826	717	696	786			
Small C&I	0	0	0	0	0	0	0	0	0			
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0			
Total	1,267	1,183	1,099	952	760	941	826	803	874	0	0	0
15 Number of customers, by customer class, completing an AMP program during the period			,									
Residential	0	0	0	0	0	0	0	0	0		-	
Low Income Residential	34	15	21	29	36	41	44	81	306			
Small C&I	0	0	0	0	0	0	0	0	0			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Streetlights Total	0 34	0 15	21	29	0 36	0 41	0 44	0 81	0 306	0	0	0
16 Number of customers, by customer class, enrolling in an AMP program during the period	3.1	10		23	30			01	300	-		
Residential	0	0	0	0	0	0	0	0	0		-	
Low Income Residential	3,850	91	199	333	790	932	675	346	478			
Small C&I	0	0	0	0	0	0	0	0	0			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			+
Streetlights Total	3,850	0 91	0 199	0 333	7 90	932	0 675	0 346	0 478	0	0	0
17 Number of customers, by customer class, re-enrolling in an AMP program during the period	3,330		133	333	730	332	0/3	340	7/0			
Residential	0	0	0	0	0	0	0	0	0		-	
Low Income Residential	42	16	9	186	620	376	326	301	337			
Small C&I	0	0	0	0	0	0	0	0	0			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Streetlights Total	0 42	0 16	0 9	0 186	620	0 376	0 326	0 301	0 337	0	0	0
Number of customers, by customer class, dropping off an AMP program during the period	42	10	3	100	020	370	320	301	33/	0		
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	480	452	1,323	1,493	956	530	650	664	717			
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0			
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0			-
Streetlights Total	0	0	1 222	1 402	0	0	0	0	0	0	^	
10(0)	480	452	1,323	1,493	956	530	650	664	717	0	0	

_							20	22					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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			
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	0	0	0
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	81	139	125	80	101	131	87	99	115			
	Low Income Residential	264	49	6	71	40	19	90	59	43			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	345	188	131	151	141	150	177	158	158	0	0	0
	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			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	35	39	31	27	21	26	28	25	32			
	Medium / Large C&I	0	0	1	0	3	1	1	1	0			
	Streetlights	1	1	1	2	0	2	1	3	0			
	Total	36	40	33	29	24	29	30	29	32	0	0	0
22	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			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I Medium / Large C&I	23	30 0	42	32	17	34	31	45	31			
		2	3	1	3	0		2		_			
	Streetlights Total	1 26	33	2 45	38	3 20	2 39	3 36	55	2 34	0	0	0
		20	33	43	30	20	39	30	33	34	U	U	
23	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			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	10	4	9	11	2	8	7	12	7			
	Medium / Large C&I	0	0	0	0	0	0	1	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	10	4	9	11	2	8	8	12	7	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			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	25	26	34	46	40	45	29	31	33			
	Medium / Large C&I	0	2	4	6	2	2	0	0	0			
	Streetlights	4	1	0	2	0	3	1	1	2			
	Total	29	29	38	54	42	50	30	32	35	0	0	0

						202						
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Number of customers, by customer class												
Residential	242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,376	240,752	243
ow Income Residential	29,036	29,560	29,801	30,012	29,948	30,099	29,967	30,820	30,531	30,987	29,748	3
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	2
Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	
Total Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	30
Number of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	29	86	38	0	0	0	0	0	0	0	3	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	29	86	38	0	0	0	0	0	0	0	3	
Number of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	4,749	5.648	4.251	0	0	0	0	0	0	0	0	
ow Income Residential	20	24	17	0	0	0	0	0	0	0	0	
Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	
Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	
Total	5,858	6,869	4,814	0	0	0	0	0	598	277	365	
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	
ow Income Residential	20	21	7	0	0	0	0	0	0	0	0	
Small C&I	374	575	407	0	0	0	0	0	0	435	156	
Medium / Large C&I	79	79	51	0	0	0	0	0	0	98	9	
Total	3,270	3,928	2,061	0	0	0	0	0	0	533	165	
Number of customers, by customer class, reconnected during the period	3,270	3,320	2,001	•	-	•	- U	-	•	333	103	_
Residential	0	0	0	10	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	11	0	0	0	0	0	0	0	
	11	55	26		0					0		
Small C&I			0	0	0	0	0	0	0		1	
Medium / Large C&I	0	2				0	0	0	0	0	0	
	11	57	26	22	0	0	0	0	0	0	1	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
completed during the same period	_	_						_				
Residential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	11	47	24	0	0	0	0	0	0	0	1	
Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	
fotal	11	49	24	0	0	0	0	0	0	0	1	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	
ow Income Residential	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	
Medium / Large C&I	35	30	28	20	19	16	6	6	9	13	16	
Total	5,709	6,061	5,869	5,943	5,775	5,478	5,153	4,465	4,722	4,709	4,408	
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	
		7	5	0	0	0	0	0	0	0	0	
ow Income Residential	3	,	5	0	0			-	0	0	0	
ow Income Residential	4,378	4,458	2,280	0	0	0	0	0	U			
						0	0	0	0	0	0	
imall C&I	4,378	4,458	2,280	0	0					0	0	
imall C&I dedium / Large C&I otal	4,378 599	4,458 636	2,280 258	0	0	0	0	0	0			
mall CB/ Aredium / Large C&I otal Jumber of customers, by customer class, taking service at the beginning of the period under existing deferred	4,378 599	4,458 636	2,280 258	0	0	0	0	0	0			
mall C&I Addium / Large C&I otal lumber of customers, by customer class, taking service at the beginning of the period under existing deferred ayment arrangements (excluding Newstart and Covid AMP)	4,378 599	4,458 636	2,280 258	0	0	0	0	0	0			
mall C&I fedium / Large C&I total furnity of customers, by customer class, taking service at the beginning of the period under existing deferred ayment arrangements (excluding Newstart and Covid AMP) esidential	4,378 599 4,980	4,458 636 5,101 490	2,280 258 2,543 687	0 0 0	0 0 0	0 0 968	0 0 855	0 0 774	0 0 567	0 575	688	
mall C&I dedium / Large C&I otal lumber of customers, by customer class, taking service at the beginning of the period under existing deferred ayment arrangements (excluding Newstart and Covid AMP) esidential ow Income Residential	4,378 599 4,980 514 108	4,458 636 5,101 490 69	2,280 258 2,543 687 72	0 0 0 878 80	0 0 0 886 95	968 127	0 0 855 113	774 97	0 0 567 69	575 68	688 68	
imall C&I dedium / Large C&I otal dumber of customers, by customer class, taking service at the beginning of the period under existing deferred awayment arrangements (excluding Newstart and Covid AMP) lesidential ow income Residential	4,378 599 4,980 514 108 2	4,458 636 5,101 490 69	2,280 258 2,543 687 72 9	0 0 0 878 80 6	0 0 0 886 95 5	968 127	855 113 12	774 97	567 69 0	575 68 4	688 68 1	
imall C&I Medium / Large C&I otal dumber of customers, by customer class, taking service at the beginning of the period under existing deferred bayament arrangements (excluding Newstart and Covid AMP) tesidential ow Income Residential imall C&I declium / Large C&I	4,378 599 4,980 514 108 2	4,458 636 5,101 490 69 2	2,280 258 2,543 687 72 9	878 80 6	886 95 2	968 127 13	855 113 12	774 97 10 2	567 69 0	575 68 4	688 68 1 10	
ismall C&I Medium / Large C&I Otal Vumber of customers, by customer class, taking service at the beginning of the period under existing deferred awayment arrangements (excluding Newstart and Covid AMP) Residential Own Income Residential Simall C&I Wedium / Large C&I Otal	4,378 599 4,980 514 108 2	4,458 636 5,101 490 69	2,280 258 2,543 687 72 9	0 0 0 878 80 6	0 0 0 886 95 5	968 127 13	855 113 12	774 97	567 69 0	575 68 4	688 68 1	
imall C&I dedium / Large C&I detail / Large C&I detail / Large C&I dumber of customers, by customer class, taking service at the beginning of the period under existing deferred ayament arrangements (excluding Newstart and Covid AMP) tesidential ow Income Residential mail C&I dedium / Large C&I fotal furnier of customers by customer class, completing deferred payment arrangements during the	4,378 599 4,980 514 108 2	4,458 636 5,101 490 69 2	2,280 258 2,543 687 72 9	878 80 6	886 95 2	968 127 13	855 113 12	774 97 10 2	567 69 0	575 68 4	688 68 1 10	
Imall C&I Medium / Large C&I Otal Number of customers, by customer class, taking service at the beginning of the period under existing deferred ayayment arrangements (excluding Newstart and Covid AMP) Residential Own Income Residential Imall C&I Medium / Large C&I Otal Number of customers by customer class, completing deferred payment arrangements during the erriod/excluding Newstart and Covid AMP)	4,378 599 4,980 514 108 2 1 625	4,458 636 5,101 490 69 2 0 561	2,280 258 2,543 687 72 9 1	0 0 0 878 80 6 1 965	886 95 5 2	968 127 13 2 1,110	855 113 12 1 981	774 97 10 2 883	0 0 567 69 0 2 638	575 68 4 4 651	688 68 1 10 767	
mall C&I Adedium / Large C&I otal Jumber of customers, by customer class, taking service at the beginning of the period under existing deferred awyment arrangements (excluding Newstart and Covid AMP) esidential ow income Residential mall C&I Adelium / Large C&I otal Jumber of customers by customer class, completing deferred payment arrangements during the eriod(excluding Newstart and Covid AMP)	4,378 599 4,980 514 108 2 1 625	4,458 636 5,101 490 69 2 0 561	2,280 258 2,543 687 72 9 1 769	878 80 6 1 965	0 0 0 886 95 5 2 988	968 127 13 2 1,110	0 0 855 113 12 1 981	774 97 10 2 883	0 0 567 69 0 2 638	575 68 4 4 651	688 68 1 10 767	
mall C&I Adedium / Large C&I Otal Jumber of customers, by customer class, taking service at the beginning of the period under existing deferred asyment arrangements (excluding Newstart and Covid AMP) esidential ow Income Residential mall C&I Adedium / Large C&I Otal Jumber of customers by customer class, completing deferred payment arrangements during the eriod(excluding Newstart and Covid AMP) esidential ow Income Residential	4,378 599 4,980 514 108 2 1 625	4,458 636 5,101 490 69 2 0 561	2,280 258 2,543 687 72 9 1 769	878 80 6 1 965	0 0 0 886 95 5 2 988	968 127 13 2 1,110	0 0 855 113 12 1 981	0 0 774 97 10 2 883	0 0 567 69 0 2 638	575 68 4 4 651	688 68 1 10 767	
mall C&I Adedium / Large C&I otal Jumber of customers, by customer class, taking service at the beginning of the period under existing deferred awyment arrangements (excluding Newstart and Covid AMP) esidential ow income Residential mall C&I Adelium / Large C&I otal Jumber of customers by customer class, completing deferred payment arrangements during the eriod(excluding Newstart and Covid AMP)	4,378 599 4,980 514 108 2 1 625	4,458 636 5,101 490 69 2 0 561	2,280 258 2,543 687 72 9 1 769	878 80 6 1 965	0 0 0 886 95 5 2 988	968 127 13 2 1,110	0 0 855 113 12 1 981	774 97 10 2 883	0 0 567 69 0 2 638	575 68 4 4 651	688 68 1 10 767	

							202	0					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	371	517	713	929	435	276	368	243	357	573	353	659
	Low Income Residential	18	38	52	89	77	42	38	27	46	55	28	30
	Small C&I	0	11	8	10	18	9	10	3	7	1	0	0
	Medium / Large C&I	0	2	0	2	2	2	2	1	4	7	19	6
	Total	389	568	773	1,030	532	329	418	274	414	636	400	695
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period				_,								
11	(excluding Newstart and Covid AMP)												
	Residential	3	5	17	21	3	7	7	6	9	2	6	4
	Low Income Residential	0	0	0	2	0	0	0	2	2	3	0	0
	Small C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	5	18	23	3	7	7	8	11	5	6	4
	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
	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
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	18.668	19,532	20,539	21,130	4.347	4.409	4,366	4.293	4,272	4,186	20,540	21,012
13	Number of customers completing hardship protections or M Y and S protections during the period	20,000	15,552	20,555	22,150	4,547	4,405	4,500	4,233	-,2,2	4,200	20,540	LI,UIL
13	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15
	Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	249	224	18,124	320	204	87	65	71	101	134	84	63
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period	243	LL-7	10,124	320	204	0,	- 05	,,	101	204	04	- 05
	Residential	196	146	173	18	16	18	10	9	14	271	39	33
	Low Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	500
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,079	980	753	131	96	78	58	51	68	1,389	292	533
15	Number of customers, by customer class, completing an AMP program during the period	-,									_,		
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	1
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6	17	23	39	51	46	36	26	31	23	6	1
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	33	95	128	218	239	216	163	212	281	219	206	90
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	33	95	128	218	239	216	163	212	281	219	206	90
17	Number of customers, by customer class, re-enrolling in an AMP program during the period			-100					-46	-52			- 30
-/	Residential	0	2	2	2	1	3	0	0	2	3	4	0
	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41
	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	27	74	117	180	180	169	142	167	232	223	151	119
			, ,		200	130	203	272	207	-32	-23	231	-13

						20						Т
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
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	
Low Income Residential	315	157	93	90	113	84	90	121	132	133	183	
Small C&I (Total 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	
Total	315	157	93	90	113	84	90	121	132	133	183	
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	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	
Number of customers dropping off the low-income discount rate program during the period							·	·		·		
Residential	Unable to Obt	ain Data										
Low Income Residential												1
Small C&I												1
Medium / Large C&I												1
Total												
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	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	+
Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	+
Total	1.488	1.497	1.479	1,447	1,421	1.394	1,377	1.358	1.018	994	977	
Number of customers, by customer class, required to submit new deposits or increased deposits during the	2,400	2,437	2,475	2,447	2,722	2,054	2,577	2,000	2,010	334	3	_
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	0	75	0	1	6	9	13	7	9	20	7	
Medium / Large C&I	0	13	0	1	2	1	5	0	3	1	3	_
Total	0	88	0	2	8	10	18	7	12	21	10	
Number of customers, by customer class, whose required deposits were reduced in part or foregone during th		- 00		-		10	10	,	12		10	-
period	-											
Residential	Unable to Obt	ain Data										-
Low Income Residential	Ollable to Obt	ani Data										-
Small C&I	1											+-
Medium / Large C&I	1											+-
Total												-
Number of customers, by customer class, whose deposits were returned in full during the period	-	_										+
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	1
Small C&I	0	70	48	29	30	36	30	25	316	37	23	1
Medium / Large C&I	0	7	6	4	4	1	5	1	36	8	4	1_
Total	0	77	54	33	34	37	35	26	352	45	27	т

	ſ						202	1					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	242,553	242,635	242,201	242,260	241,781	241,375	241,124	240,015	240,601	239,761	244,178	243,374
	Low Income Residential	30,336	30,706	31,070	31,316	31,504	31,713	31,876	31,917	31,978	30,935	30,932	30,999
	Small C&I	24,620 4,235	24,680 4,404	24,647 4,097	24,630 4,227	24,486 4,220	24,544 4,220	24,445 4,221	24,362 4,181	24,349	24,299 4,180	24,403	24,535 4,202
	Medium / Large C&I Total	301,744	302,425	302,015	302,433	301,991	301,852	301,666	300,475	4,255 301,183	299,175	4,224 303,737	303,110
2	Number of customers, by customer class, disconnected during the period	302,744	502,425	502,015	502,455	502,552	301,032	302,000	300,473	501,103	233,273	505,757	505,110
	Residential	0	0	0	0	0	0	260	318	279	132	46	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	50	40	75	93	71	80	60	35	8	6	3	9
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	50	40	75	93	71	80	320	353	287	138	49	9
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period Residential	0	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	2
	Low Income Residential	0	0	0	8.319	4.177	30	1.107	2,627	3,080	2,156	478	0
	Small C&I	1,192	1,381	1,571	1,217	909	847	569	467	425	427	423	787
	Medium / Large C&I	171	165	182	181	104	124	168	127	140	115	120	186
	Total	1,363	1,546	1,753	32,105	17,086	2,568	3,910	10,044	10,930	7,906	2,172	976
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	0	0	0	0	0	0	1,580	2,152	5,639	4,245	3,761	158
	Low Income Residential	0	0	0	0	0	0	53	1,121	2,262	1,758	730	2
	Small C&I	423 56	581 59	735 73	685 57	530 51	543 57	480 81	313 44	324 70	251 67	330 76	312 79
	Medium / Large C&I Total	479	640	808	742	51	600	2,194	3,630	8,295	6,321	4,897	79 551
4	Number of customers, by customer class, reconnected during the period	473	040	000	742	301	000	2,134	3,030	0,233	0,321	4,037	331
-	Residential	0	0	0	0	0	0	71	67	98	69	23	4
	Low Income Residential	0	0	0	0	0	0	3	33	51	21	17	3
	Small C&I	24	25	31	27	10	18	16	8	2	6	5	4
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	
	Total	26	28	33	29	11	20	90	108	151	96	45	11
_	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period Residential	0	0	0	0	0	0	62	66	97	66	23	4
	Low Income Residential	0	0	0	0	0	0	2	33	51	21	17	4
	Small C&I	23	24	29	27	10	18	15	7	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	Total	25	27	31	29	11	20	79	106	150	93	45	10
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	6,210
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	189 15	186 18	230 20	191 18	128 25	119 24	109	82 11	75 6	90 11	104 17	140 36
	Total	6,039	5,573	6,802	6,057	6,243	6,015	6,092	5,958	6,705	6,871	6,355	6,386
7	Number of customers, by customer class, assessed late payment fees or charges during the period	0,033	3,373	0,002	0,037	0,243	0,013	0,032	3,330	0,703	0,071	0,333	0,500
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2,670
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	420
	Total	0	0	0	0	0	0	0	0	0	0	0	3,090
8	Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)												
8	Residential	920	752	730	740	931	1.548	2.370	3.005	2.958	3.134	3.849	3,481
	Low Income Residential	56	42	60	90	108	150	2,370	296	2,538	309	446	374
	Small C&I	1	0	0	0	0	0	0	1	2	4	5	4
	Medium / Large C&I	29	26	28	24	24	24	21	21	20	14	10	11
	Total	1,006	820	818	854	1,063	1,722	2,630	3,323	3,258	3,461	4,310	3,870
	Number of customers by customer class, completing deferred payment arrangements during the												
9	period(excluding Newstart and Covid AMP)												
	Residential	24	18	34	26	38	53	76	135	149	213	234	131
	Low Income Residential Small C&I	6	0	7	7	1 0	13	16 0	28	29	34 0	106	15
	Small C&I Medium / Large C&I	1	3	2	0	3	3	3	1	4	0	1	0
	Total	32	21	43	33	42	69	95	164	183	251	341	147
	.00.	32	21	43	33	42	69	35	104	183	231	541	14.

							202	1					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
10	Residential	232	263	340	459	1,013	1,618	1,503	1,249	1,686	2,353	1,470	1,243
	Low Income Residential	15	41	62	58	86	171	171	119	188	380	273	111
	Small C&I	0	0	0	0	1	0	1	2	3	3	1	0
	Medium / Large C&I	5	6	6	7	5	6	5	5	3	2	2	0
	Total	252	310	408	524	1,105	1,795	1,680	1,375	1.880	2,738	1.746	1,354
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	232	510	400	32-4	1,103	2,755	2,000	2,575	2,000	2,730	2,740	2,004
11	(excluding Newstart and Covid AMP)												
	Residential	2	4	5	12	7	23	11	31	27	21	22	1
	Low Income Residential	0	1	0	1	4	0	3	1	3	4	3	0
	Small C&I	0	0	0	0	0	0	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	1	0	0	0	0	0	0
	Total	2	5	5	13	11	24	15	32	30	25	25	- 0
	Number of customers taking service at the beginning of the period under existing hardship protections (O	2	3	3	15	11	24	13	32	30	23	25	- 4
12	exceptions with expiry March 31) or M , Y and S protections												
12	Residential	3,714	3,795	3,800	2,378	2,366	2,465	2,411	2,368	2,331	2,311	2,404	2,895
	Low Income Residential	16,995	17,520	18.190	1,313	1,378	1,459	1,498	1,545	1,665	1,682	1,793	17,251
	Small C&I			-,	1,313				1,545	,		1,793	17,251
		0	0	0		0	0	0		0	0		0
	Medium / Large C&I Total	0	0	0	0	0	0	0	0	0	0	0	0
		20,709	21,315	21,990	3,691	3,744	3,924	3,909	3,913	3,996	3,993	4,197	20,146
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	5	5	1,377	19	39	39	40	43	44	43	31	26
	Low Income Residential	41	31	18,561	81	59	51	47	37	71	129	126	97
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0	0	0	0	0	0	0	0	0	0	0	0
	***	46	36	19,938	100	98	90	87	80	115	172	157	123
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	50	61	40	37	57	50	65	52	69	47	445	93
	Low Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	512
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	852	910	468	170	171	161	174	232	237	196	17,958	605
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	14	9	25	37	66	39	30	53	43	42	29	25
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	125	134	296	758	972	842	466	854	1,024	673	316	89
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	125	134	296	758	972	842	466	854	1,024	673	316	89
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	1	1	3	0	1	3	5	3	3	2	3
	Low Income Residential	63	39	94	154	145	147	119	242	343	242	198	54
	Small C&I	85	61	77	44	40	37	33	14	20	26	23	21
	Medium / Large C&I	0	0	0	0	1	1	1	1	0	1	0	1
	Total	148	101	172	201	186	186	156	262	366	272	223	79

	Ī						202	1					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	174	112	95	100	114	192	370	360	437	639	736	840
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	174	112	95	100	114	192	370	360	437	639	736	840
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	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
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 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	794	793	779	761	740	720	699	703	698	716	738	754
	Medium / Large C&I	141	140	135	128	121	117	110	108	107	103	100	99
	Total	935	933	914	889	861	837	809	811	805	819	838	853
	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	10	0 13	0 13	19	14	0	0 11	0 25	0	0 40	52	39
		10	2	13	2	2	1	2	0	18	2	0	4
	Medium / Large C&I Total	11	15	14	21	16	10	13	25	19	42	52	43
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	11	15	14	21	10	10	13	25	15	42	32	43
23	period												
23	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I		+										
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	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	23	14	27	37	35	32	32	21	23	22	30	23
	Medium / Large C&I	5	3	6	9	9	9	9	2	2	6	3	5
	Total	28	17	33	46	44	41	41	23	25	28	33	28

Number of customers, by customer class 1.00 1/2 1.00 1.00 1/2 1.00 1.0								2	2022							· •	
Received 1,15,15 1,15,16 1,1	Nov	Nov	Dec	Nov	Oct	Sep	Aug	Jul	Jun	у	May	Apr	Mar	Feb	Jan	NSTAR Gas Company	N
Section 1,000 1,																Number of customers, by customer class	1 N
Prof. Call						241,989	241,336	241,775	241,930	2,533	242,533	243,430	242,517	243,095	243,308	Residential	Re
Marche of Column Large CA1 1,000						32,979	32,975	32,951	32,932				31,903	31,569		Low Income Residential	Lo
Total Southern Columners by automore class, disconnected during the period						24,375	24,466	24,375	24,500	4,503	24,503	24,620	24,618	24,649	24,654	Small C&I	Sr
Persidential																	
Residential	0 0	0	0	0	0	303,560	302,979	303,324	303,533	3,687	303,687	304,443	303,288	303,544	303,451		
Name of contoners to the contoner class receiving a 1st notice of disconnect during the period 2																	
Position California Calif																	
Number of customers, by customer class receiving a 1st notice of disconnect during the period																	
Total																	
Section Comment of Continents by customer class receiving a 1st notice of disconnect during the period Comment of Continents Continents Continents Continents Co			_														
Residential	0 0	0	0	0	0	367	247	405	305	45	45	45	27	27	22		-
Comparison Com	-					5.007	7.000	46.066	0.000		4.07/	2.007	054				
Small Call 1,000 1,150 1,503 3,22 1,000 391 699 653 532 1,000			_														
Medium / Large C&I		\longrightarrow															
Total 1,248 1,325 2,688 3,399 3,719 1,1720 22,422 12,215 10,445 0 2 2 2 2 2 2 2 2 2																	
Second Comment Service (1984) Comment during the period Comment during the	0 0	0	0	0	0												
Residential	- 0		-		U	10,443	12,213	22,723	11,720	,,.15	3,/13	3,535	2,000	1,555	1,243		_
Continue	+		+			5,395	10.245	5.865	2.176	1.821	1,821	931	n	n	n		
Small Call Small Call Call Call Call Call Call Call			+														
Medium / Large Cisi			+														
Total																	
Residential	0 0	0	0	0	0												
Residential		$\overline{}$	\neg													Number of customers, by customer class, reconnected during the period	4 N
Small C& 14						96	81	135	59	1	1	0	0	0	0	Residential	Re
Nedsum Large C&						55	33	42	20	0	(0	0	0	0	Low Income Residential	Lo
Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential 0 0 0 0 0 0 0 0 19 40 33 53 53 53 53 53 53 53 53 53 53 53 53						1	2	5		8	æ	9		13	14	Small C&I	Sr
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period																	
Completed during the same period Completed during the period during the period during the same period Completed during the period during the period during the period during the period d	0 0	0	0	0	0	154	116	184	94	9	9	10	15	14	14		
Residential																	
Low Income Residential 0 0 0 0 0 19 40 33 53 53 53 53 53 53 5																	
Small C& 14	-																
Medium / Large C&I		\longrightarrow															
Total 14 12 15 10 8 93 180 111 149 0																	
Number of customers, by customer class, assessed credit card fees or charges during the period 6,255 6,324 7,121 7,439 7,103 7,029 8,708 8,977 7,696 1,000 1,0	0 0	0	0	0	0												
Residential Column Colum	-		-			143		100	33			10	13		24		
Low Income Residential 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	-					7 696	8 977	8 708	7.029	7 103	7 103	7 439	7 121	6 324	6 255		
Small C&i 156 204 244 289 183 167 130 132 124 146 146 147 147 156 147																	
Medium / Large C&I 29 18 24 50 40 44 40 29 33 101 148 158 215 237 100 148 148 158 215 237 100									167								
Total										40	40	50	24	18	29	Medium / Large C&I	M
Residential 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0	0	0	0	0	7,858	9,138	8,878	7,240	7,326	7,326	7,778	7,389		6,440		
Low Income Residential 0 0 0 0 0 0 0 0 0																Number of customers, by customer class, assessed late payment fees or charges during the period	7 N
Small C&l S,241 S,075 S,396 1,661 1,841 1,924 1,652 1,903 2,144 Medium / Large C&l Medium / Large C&l S,241 S,241 S,241 S,241 S,242 S,243 S,244 S,245 S,244 S,245 S,244 S,245																	
Medium / Large C&I 727 679 737 176 184 184 158 215 235 Total 5,968 5,754 6,133 1,837 2,025 2,108 1,810 2,118 2,379 0 Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential 2,662 1,998 2,001 2,016 2,464 2,150 1,916 2,474 3,526 Low Income Residential 230 161 148 193 273 249 216 280 484 Small C&I 2 3 4 8 18 15 12 17 10 Medium / Large C&I 9 6 4 2 3 4 4 4 5 11 Total 2,903 2,168 2,157 2,219 2,758 2,418 2,148 2,756 4,031 0																	
Total																	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) 2,662 1,998 2,001 2,016 2,464 2,150 1,916 2,474 3,526 1,981 2,016 2,464 2,150 1,916 2,474 3,526 1,981 2,168 1,981 2,173 2,491 2,168 2,174 2,176 2,174 2,176 2,174 2,176 2,177 2,178 2,17																	
8 payment arrangements (excluding Newstart and Covid AMP) 2,662 1,998 2,011 2,464 2,150 1,916 2,474 3,526 Low Income Residential 230 161 148 193 273 249 216 280 484 Small C&I 2 3 4 8 18 15 12 17 10 Medium / Large C&I 9 6 4 2 3 4 4 5 11 Total 2,903 2,168 2,157 2,219 2,758 2,418 2,148 2,75 4,931 0	0 0	0	0	0	0	2,379	2,118	1,810	2,108	2,025	2,025	1,837	6,133	5,754	5,968		
Residential 2,662 1,998 2,001 2,016 2,644 2,150 1,916 2,474 3,526 Low Income Residential 230 161 148 193 273 249 216 280 484 Small C&I 2 3 4 8 18 15 12 17 10 Medium / Large C&I 9 6 4 2 3 4 4 5 5 11 Total 2,903 2,168 2,157 2,219 2,758 2,418 2,148 2,776 4,031 0																	
Low Income Residential 230 161 148 193 273 249 216 280 484 Small C&I 2 3 4 8 18 15 12 17 10 Medium / Large C&I 9 6 4 2 3 4 4 5 11 Total 2,903 2,168 2,157 2,219 2,758 2,418 2,148 2,776 4,031 0	++	\longrightarrow	+			2.50	0.451	4.04-	2.450			2.04-	2.00	4.00-	2.000		
Small C&I 2 3 4 8 18 15 12 17 10 Medium / Large C&I 9 6 4 2 3 4 4 5 11 Total 2,903 2,168 2,157 2,219 2,758 2,418 2,746 2,776 4,031 0	++	\longrightarrow	+														
Medium / Large C&I 9 6 4 2 3 4 4 5 11 Total 2,903 2,168 2,157 2,219 2,758 2,418 2,148 2,776 4,031 0			-														
Total 2,903 2,168 2,157 2,219 2,758 2,418 2,148 2,776 4,031 0	++	\longrightarrow	-														
7,000	0 0	0	0	0	0												
Number of customers by customer class, completing deferred payment arrangements during the	- 0	U	-	U	J	4,031	2,770	2,140	2,410	-,,,,,,	2,/50	2,217	2,137	2,106	2,303	Number of customers by customer class, completing deferred payment arrangements during the	
9 period/excluding Newstart and Covid AMP) (1) Special Covid Covi																	
Residential 43 37 49 43 54 79 101 204 262	+		+			262	204	101	79	54	54	43	49	37	43		
10 4 8 10 10 28 13 40 43	+		+														_
Small C&I 0 2 1 1 2 2 1 3 1			+														
Medium / Large C&I 1 0 0 0 1 2 0 1 2			+													1 1 11	
Total 54 43 58 54 67 111 115 248 308 0	0 0	0	0	0	0												

							2022	2					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	594	667	1,048	1,222	810	720	1,338	3,399	2,345			
	Low Income Residential	50	46	129	180	99	65	123	466	580			
	Small C&I	3	4	9	18	15	6	11	7	5			
	Medium / Large C&I	3	2	2	1	3	4	4	4	1			
	Total	650	719	1,188	1,421	927	795	1,476	3,876	2,931	0	0	0
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	030	713	1,100	2,722	32,	755	2,470	3,070	2,551	-		
11	(excluding Newstart and Covid AMP)												
	Residential	3	8	5	3	9	14	47	41	24			
	Low Income Residential	0	0	0	0	1	0	6	11	7			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	3	8	5	3	10	14	53	52	31	0	0	0
	Number of customers taking service at the beginning of the period under existing hardship protections (O	,			-	10	14	33	JE	31	U		
12	exceptions with expiry March 31) or M, Y and S protections												
	Residential	3.049	2.927	3,151	2,200	2.220	2,203	2.153	2.321	2,102			1
	Low Income Residential	16,398	17.347	18.399	1,431	1,538	1,697	1,763	1,932	1,973			
	Small C&I	0	17,347	10,333	0	1,336	0	0	1,552	1,5/3			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	19,447	20,274	21,550	3,631	3,758	3,900	3,916	4.253	4.075	0	0	
12	Number of customers completing hardship protections or M Y and S protections during the period	15,447	20,274	21,550	3,031	3,730	3,500	3,510	4,233	4,075	U	0	U
13	Residential	40	22	30	000	47	22	40					
	Low Income Residential	18 88	23		930	47	33	48 78	83	53			
	Small C&I		132	142	18,207	90	61		107	147			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	0 106	0 155	0 172	0 19,137	0 137	94	0 126	0 190	0 200	0	0	
		106	155	1/2	19,137	137	94	126	190	200	U	U	U
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	114	93	109	53	67	64	99	113	66			
	Low Income Residential	794	717	824	179	240	166	206	259	209			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I Total	0	0	933	0	0	0 230	0	0	0	0	0	
		908	810	933	232	307	230	305	372	275	0	0	U
15	Number of customers, by customer class, completing an AMP program during the period	_				_		_		_			
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	23	47	82	129	143	109	100	91	61			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	23	47	82	129	143	109	100	91	61	0	0	0
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			
	Low Income Residential	3,142	88	293	476	501	575	1,301	1,039	572			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	3,142	88	293	476	501	575	1,301	1,039	572	0	0	0
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	14	2	3	4	9	1	8	3	3			
	Low Income Residential	1,300	55	159	239	332	280	508	446	282			
	Small C&I	26	18	27	15	0	20	15	17	16			
	Medium / Large C&I	0	0	1	0	0	0	2	0	0			
	Total	1,340	75	190	258	341	301	533	466	301	0	0	0

	Γ						202	2					
NSTAR	Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18 Numbe	er of customers, by customer class, dropping off an AMP program during the period												ĺ
Reside	ntial	0	0	0	0	0	0	0	0	0			i
Low Inc	come Residential	693	321	2,509	305	367	338	536	440	547			i
Small C	C&I (Total C&I)	0	0	0	0	0	0	0	0	0			i
Mediur	m & Large C&I	0	0	0	0	0	0	0	0	0			i
Total		693	321	2,509	305	367	338	536	440	547	0	0	0
19 Numbe	er of customers enrolling in the low-income discount rate program during the period												i
Reside	ntial	0	0	0	0	0	0	0	0	0			ı
Low Inc	come Residential	31,407	31,831	32,421	32,752	32,959	33,340	33,205	32,987	33,261			ı
Small C	C&I	0	0	0	0	0	0	0	0	0			ı
Mediur	m / Large C&I	0	0	0	0	0	0	0	0	0			ı
Total		31,407	31,831	32,421	32,752	32,959	33,340	33,205	32,987	33,261	0	0	0
20 Number	er of customers dropping off the low-income discount rate program during the period												í
Reside													
Low Inc	come Residential												ı
Small C													L
	m / Large C&I												L
Total													<u> </u>
	er of customers, by customer class, with required deposits with the company at the beginning of the												ı
21 period													L
Reside	ntial	0	0	0	0	0	0	0	0	0			ı
	come Residential	0	0	0	0	0	0	0	0	0			L
Small C		755	761	764	749	754	742	743	736	742			L
	m / Large C&I	100	99	101	99	97	97	95	98	96			L
Total		855	860	865	848	851	839	838	834	838	0	0	0
	er of customers, by customer class, required to submit new deposits or increased deposits during the												I
22 period													L
Reside		0	0	0	0	0	0	0	0	0			
	come Residential	0	0	0	0	0	0	0	0	0			
Small C		31	30	28	24	28	14	32	9	27			
	m / Large C&I	6	6	4	4	3	2	3	5	3			_
Total		37	36	32	28	31	16	35	14	30	0	0	0
	er of customers, by customer class, whose required deposits were reduced in part or foregone during the												ı
23 period													-
Reside													-
	come Residential												-
Small C	•••												
Total	m / Large C&I												
	er of customers, by customer class, whose deposits were returned in full during the period	_	_	_	_	_			_	_			
Reside		0	0	0	0	0	0	0	0	0			
	come Residential	0	0	0	0	0	0	0	0	0			ı
Small C		30	23	26	39	23	26	31	16	21			
	m / Large C&I	5 35	7 30	1 27	6	5	2	5	2	5			0
Total		35	30	27	45	28	28	36	18	26	0	0	. 0

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,939	7,941	7,939	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	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	
	Low Income Residential	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	
	Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	51	67	25	0	0	0	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	22,253	20,990	10,177	0	0		0	0	0	0	0	
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	1,243	1,266	601	0	0	0	0	436 150	35 11	387 184	0	
	Medium / Large C&I Total	350 23,846	396 22,652	214 10,992	0	0		0	150 586		184 571	0	
2.2		23,846	22,052	10,992	U	U		U	386	46	5/1	0	0
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	16 605	13 500	0.404		0	0		^		^	•	^
	Residential Low Income Residential	16,685 0	13,569 0	9,404	0	0		0	0	0	0	0	
	Low income Residential Small C&I	748	726	488	0	0		0	2	0	0	0	
	Medium / Large C&I	199	189	110	0	0		0	1	0	0	0	
	Total	17,632	14,484	10,002	0	0		0	3	0	0	0	
4	Number of customers, by customer class, reconnected during the period	17,032	14,404	10,002			-		,	Ū			
-	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	
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	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	5	2	0	0	0	0	0	0	0	1	0	
	Total	44	35	24	3	11	6	4	1	5	7	14	7
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	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	
	Low Income Residential	0	0	0	0	0		0	0	0	0	0	
	Small C&I	5,511	5,602	2,293	64	0		0	0	0	0	0	
	Medium / Large C&I Total	1,485	1,701	735	20	0		0	0	0	0	0	
		6,996	7,303	3,028	84	0	0	0	0	0	0	0	0
_	Number of customers, by customer class, taking service at the beginning of the period under existing deferred							ļ					
8	payment arrangements	4.55-	2.55-	2.50-	4.0/-	2.0	2.05	2.4	4.0==	4.45	4.00-	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 77	644	687	659	542	413	306	67
	Small C&I	41	61	71	81		58	43	27	31	52	23	26 36
	Medium / Large C&I Total	23 2,053	27 3,010	38 4,012	41 4,626	30 4,615	19 4,695	19 3,901	20 2,682	26 2,050	38 1,601	36 1,278	933
9	Number of customers by customer class, completing deferred payment arrangements during the period	2,033	3,010	4,012	4,026	4,015	4,035	3,901	2,082	2,030	1,001	1,2/8	933
9	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	33	3	8	4	
	Medium / Large C&I	2	0	2	4	2	0	2	0	1	2	4	
		2			4			۷ ا	0	1		4	
	Total	162	164	209	209	259	248	240	168	135	134	147	42

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	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	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	65	65	68	25	63	50	37	17	18	9	15	6
	Low Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	Total	78	77	78	35	73	58	41	19	21	17	16	7
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
	Low Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,684	31,728	27,357	8,015	7,727	7,484	7,261	7,101	6,932	6,785	24,741	32,586
13	Number of customers completing hardship protections during the period												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	Low Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,434	1,547	8,891	537	424	376	355	380	345	273	448	767
14	Number of customers enrolling in new hardship protections during the period												
	Residential	754	650	459	52	41	41	89	101	36	40	57	35
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142	145	202	199	133	125	10,448	342
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	8	24	41	67	56	20	26	21	15	610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
	Small C&I	0	0	0	0	0	0	0	0	0	1	0	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	3	0	1	0	0	1	1	2

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	167	106	115	88	110	95	80	91	96	100	24	26
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	167	106	115	88	110	95	80	91	96	100	24	26
19	Number of customers enrolling in the low-income discount rate program during the period												•
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
20	Number of customers dropping off 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	36	283	2.674	46	482	197	19	23	24	20	25	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	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	50	203	2,074	-10	102	257			2.1			
21	period												
21	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	3,730	3,700	5,001	3,773	3,730	3,700	3,002	3,033	5,011	5),100	5,020	2,552
22	period												
22	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	105	100	65	47	27	28	42	51	48	46	60	82
	Medium / Large C&I	15	38	8	13	10	7	10	9	12	12	10	20
	Total	120	138	73	60	37	35	52	60	60	58	70	102
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	120	130	73	00	3,	33	32	- 00	- 00	30	70	102
23	period												
23	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	179	38	151	7	7	3	8	2	5	10	17	12
	Total	194	136	166	61	103	104	61	67	71	87	140	97
24		194	136	100	91	103	104	91	67	/1	67	140	97
24	Number of customers, by customer class, whose deposits were returned in full during the period		0					^	_				
	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	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

							2021						
J	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	254,978
	Low Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	46,362	46,910	47,539	48,063
	Small C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	23,389	23,694	23,997	24,155
	Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	7,493	7,282	7,332	7,356
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	332,420	332,771	333,831	334,552
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	0	0	10	477	314	3
	Low Income Residential	0	0	0	0	0	0	0	0	0	75	39	0
	Small C&I	0	0	0	0	0	0	0	237	89	43	49	28
	Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	1
	Total	0	0	0	0	0	0	0	247	102	597	402	32
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	127
	Low Income Residential	0	0	0	0	1	5	2	0	1,190	4,136	134	0
J	Small C&I	0	0	0	0	32	310	1,203	626	390	463	442	644
J	Medium / Large C&I	0	0	0	0	10	104	329	242	214	230	201	193
!	Total	0	0	0	0	43	420	1,536	869	7,500	12,516	6,461	964
	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period										 		
ļ	Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	75
J	Low Income Residential	0	0	0	0	0	0	2	0	241	1,509	101	0
	Small C&I	0	0	0	0	0	74	458	628	314	302	318	355
	Medium / Large C&I	0	0	0	0	0	24	139	148	123	101	92	103
		0	0	0	0	0	99	601	779	1,906	6,252	3,064	533
4	Number of customers, by customer class, reconnected during the period						_						
	Residential	3	0	0	0	0	0	0	0	0	188	202	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	55	53	3
	Small C&I	1	1	0	0	0	2	9	28	27	55	90	37
	Medium / Large C&I Total	0	0 1	0	0	0	0 2	2 11	8 36	3 30	5 303	7 352	5 63
		4	1	U	U	U	2	11	30	30	303	332	03
_	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period Residential	0	0	0	0	0	0	0	0	0	177	199	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	3
	Small C&I	0	0	0	0	0	0	0	0	0	46	96	38
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	46	7	38 5
ŀ	Total	0	0	0	0	0	0	0	0	0	280	358	64
6	Number of customers, by customer class, assessed credit card fees or charges during the period	U	U	U	U	0	0	U	U		280	338	04
٥	Residential	11.573	11,356	12,779	14,798	13.529	12.621	11,721	11,711	11.481	8,885	8.822	8.267
ŀ	Low Income Residential	2,740	2,557	3,252	3,788	3,423	3,286	3,470	3,386	3,206	2,859	2,889	2,661
ŀ	Small C&I	434	420	458	793	634	604	662	810	663	330	382	448
•	Medium / Large C&I	18	16	22	33	25	37	43	50	49	17	21	19
•	Total	14,765	14,349	16,511	19,412	17,611	16,548	15,896	15,957	15,399	12,091	12,114	11,395
7	Number of customers, by customer class, assessed late payment fees or charges during the period	,. 55	,	,	,				20,237		,2	,	,555
•	Residential	0	0	0	0	0	0	0	0	0	0	0	n
ŀ	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Small C&I	0	0	0	0	0	0	0	0	1	0	2	1,228
ļ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
j	Total	0	0	0	0	0	0	0	0	1	0	2	
ľ	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
	payment arrangements												
ļ	Residential	762	863	1,101	1,517	1,825	2,133	2,636	2,986	3,119	2,456	3,192	2,814
ļ	Low Income Residential	56	119	211	382	555	677	857	910	922	497	519	307
ļ	Small C&I	29	27	35	40	82	84	86	193	293	177	146	120
j	Medium / Large C&I	32	29	37	36	54	60	67	81	93	57	42	35
j	Total	879	1,038	1,384	1,975	2,516	2,954	3,646	4,170	4,427	3,187	3,899	3,276
, 1	Number of customers by customer class, completing deferred payment arrangements during the period												
9		32	40	44	40	39	65	94	125	107	112	129	90
9	Residential												26
9	Residential Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	26
9			12 1	14 0	36 2	34	39 3	54 7	69 13	40 7	38 8	14	4
9	Low Income Residential	7											

							2021						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	323	428	651	534	558	790	798	670	1,332	1,798	1,418	330
	Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	83
	Small C&I	7	8	13	52	8	14	137	144	45	44	45	31
	Medium / Large C&I	1	10	11	29	8	16	27	35	12	14	11	12
	Total	427	622	990	825	724	1,054	1,155	1,024	1,620	2,222	1,706	456
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	27	27	56	35	57	84	107	126	36	41	48	13
	Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	1
	Small C&I	0	0	2	1	1	3	12	5	2	3	1	0
	Medium / Large C&I	0	3	2	3	0	7	3	4	2	1	1	1
	Total	30	30	69	44	65	108	143	156	45	52	54	15
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	3,803
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122	2,107	2,085	24,827	27,708
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	32,371	32,705	33,041	6,070	6,027	6,008	5,966	5,926	5,875	5,811	28,560	31,513
13	Number of customers completing hardship protections during the period												
	Residential	169	206	252	116	96	101	109	142	120	213	3,270	516
	Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	778
	Small C&I	0	0	2	0	0	0	0	0	0	0	2	0
	Medium / Large C&I	0	0	3	0	0	0	0	0	0	0	0	0
	Total	641	661	817	286	227	226	258	312	283	438	13,312	1,294
14	Number of customers enrolling in new hardship protections during the period												
	Residential	89	97	118	59	57	68	89	76	103	329	416	215
	Low Income Residential	459	472	606	104	109	106	107	119	109	280	4,776	461
	Small C&I	0	0	0	0	0	0	0	0	0	0	2	1
	Medium / Large C&I Total	0 548	0 569	724	0 163	0	0 174	0 196	0 195	0 212	0 609	5,194	0 677
	***	548	269	724	163	166	1/4	196	195	212	609	5,194	6//
15	Number of customers, by customer class, completing an AMP program during the period	0	0			0	0	0	0		0	0	
	Residential	0	0	0	0	0	0	0	0	0	0	2	6
	Low Income Residential Small C&I	0	0	3	22 0	3	0	2	4	6	5	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0	0	3	22	3	1	2	4	6	5	2	6
16	Number of customers, by customer class, enrolling in an AMP program during the period	U	U	3	22	3	1	2	4	U	,	2	
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	152
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	34	52	151	142	172	300	277	245	439	875	499	152
17	Number of customers, by customer class, re-enrolling in an AMP program during the period		J.E	-31	-72	-,-	380	-//	,5	33	5,5		
1,	Residential	0	0	1	0	0	0	0	0	103	0	0	0
	Low Income Residential	1	1	3	1	3	6	10	12	103	11	12	10
	Small C&I	1	3	1	5	0	4	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2	4	5	6	3	10	10	12	212	11	12	10
		2	•	3	0	3	10	10	12	212	11	12	10

							2021						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	28	12	26	2	50	73	93	157	192	205	356	575
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	28	12	26	2	50	73	93	157	192	205	356	575
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	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
20	Number of customers dropping off 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	52	62	4.015	204	66	62	62	51	53	61	76	71
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	52	62	4.015	204	66	62	62	51	53	61	76	71
	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	2,404	2,387	2,121	2,168	2,176	2,170	2,158	2,145	2,118	2,115	2,145	2,192
	Medium / Large C&I	594	584	585	569	562	569	568	583	579	577	542	544
	Total	2,998	2,971	2,706	2,737	2,738	2,739	2,726	2,728	2,697	2,692	2,687	2,736
	Number of customers, by customer class, required to submit new deposits or increased deposits during the	2,550	2,372	2,700	2,757	2,750	2,755	2,720	2,, 20	2,037	2,032	2,007	2,700
22	period												
22	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	107	71	0	52	50	35	36	56	64	70	108	71
	Medium / Large C&I	30	32	13	9	13	5	18	11	12	13	20	22
	Total	137	103	13	61	63	40	54	67	76	83	128	93
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	137	103	13	01	- 03	40	54	- 07	70	- 55	120	33
23	period												
23	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	73	104	58	40	25	35	58	122	51	44	60	72
	Medium / Large C&I	11	29	14	40	9	7	5	19	14	7	13	8
	Total	84	133	72	80	34	42	63	141	65	51	73	80
24	Number of customers, by customer class, whose deposits were returned in full during the period	04	133	12	80	34	42	03	141	65	21	/3	80
24	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
	Low income Residential Small C&I	96	104	60	53	48		38	74	51	66	66	61
							42						
	Medium / Large C&I Total	35	25	26	15	8	8	2 40	11	14	19	20	15
	TULAI	131	129	86	68	56	50	40	85	65	85	86	76

							2022	2					
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class					,				,			
	Residential	254,755	254,171	253,608	256,645	259,972	263,794	271,117	274,952	279,116			
	ow Income Residential	48,706	49,446	49,962	50,437	50,863	52,033	53,292	53,528	55,257			
	Small C&I	24,283	24,318	24,316	24,489	24,640	24,808	25,023	25,128	25,306			
	Medium / Large C&I	6,442	6,449	6,456	7,413	6,507	6,535	6,567	6,590	6,619			
	Streetlights	926	929	927	0	930	931	935	936	941			
	Fotal	335,112	335,313	335,269	338,984	342,912	348,101	356,934	361,134	367,239	0	0	•
		333,112	333,313	333,203	330,304	342,312	340,101	330,334	301,134	307,233	U		U
2	Number of customers, by customer class, disconnected during the period							000	4.000	4 050			
	Residential	0	0	0	0	0	0	982	1,268	1,060			
	ow Income Residential	0	0	0	0	0	0	22	3	148			
	Small C&I	42	60	0	0	0	0	120	49	40			
	Medium / Large C&I	2	2	0	0	0	0	14	3	4			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total Control of the	44	62	0	0	0	0	1,138	1,323	1,252	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	0	0	0	14,484	12,859	16,190	7,675			
	ow Income Residential	0	0	0	0	0	595	1,852	49	10,470			
	Small C&I	1,334	25	0	0	0	1,720	1,127	1,515	1,390			
	Medium / Large C&I	307	3	0	0	0	538	640	755	815			
	Total	1,641	28	0	0	0		16,478	18,509	20,350	0	0	n
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	2,0-71		-	-	•	27,007	10,0	20,000	20,030			
3.2							20	10.000	10.752	7 405			1
	Residential	0	0	0	0	0	20	10,869	10,752	7,495			1
	ow Income Residential	0	0	0	0	0	0	412	10	3,698			
	Small C&I	696	541	0	0	0	0	1,230	749	366			
	Medium / Large C&I	128	83	0	0	0	0	214	206	166			
	Total	824	624	0	0	0	20	12,725	11,717	11,725	0	0	0
4	Number of customers, by customer class, reconnected during the period												
	Residential	12	3	0	0	0	0	362	836	1,067			
	ow Income Residential	4	0	0	0	0	0	14	2	6			
	Small C&I	35	41	4	0	0	0	8	20	21			
	Medium / Large C&I	7	2	0	0	0	0	0	5	2			
	Total	58	46	4	0	0		384	863	1,096	0	0	0
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	30		~	-		-	301	505	2,050	-		
	completed during the same period												
5	Residential	11	2	0	0	0	0	201	689	897			
								301					
	ow Income Residential	4	0	0	0	0	0	64	131	92			
	Small C&I	36	43	4	0	0	0	10	22	20			
	Medium / Large C&I	6	2	0	0	0	0	0	5	1			
	Total Control of the	57	47	4	0	0	0	375	847	1,010	0	0	0
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	13,132	12,411	13,075	8,573	7,928	7,734	8,912	9,323	8,842			
	ow Income Residential	3,680	3,609	3,907	2,411	2,446	2,488	2,441	2,335	2,355			
	Small C&I	948	897	746	193	180	219	269	234	223			
	Medium / Large C&I	59	43	28	113	48	141	119	80	101			
	Total	17,819	16,960	17,756	11,290	10,602	10,582	11,741	11,972	11,521	0	0	n
7	Number of customers, by customer class, assessed late payment fees or charges during the period	_,,023		,,,,,,	-2,200	_0,002			_2,5,2		-		1
′	Residential	3	0	1		0	0	0	0	0			1
	ow Income Residential	0	0	0	0	0	0	0	0	0			1
	Small C&I	5,021	4,559	2,502	0	0	0	0	0	0			
	Medium / Large C&I	1,343	1,092	666	0	0	0	0	0	0			
	Total	6,366	5,651	3,169	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			T	T						T		
8	payment arrangements												<u> </u>
	Residential	1,595	1,416	1,518	1,898	2,057	2,266	3,555	4,492	4,709			
	ow Income Residential	182	199	281	433	493	501	441	461	550			
	Small C&I	94	81	80	70	72	75	153	136	123			
	Medium / Large C&I	28	33	33	21	25	30	37	38	35			
	Fotal	1,899	1,729	1,912	2,422	2,647	2,872	4,186	5,127	5,417	0	0	0
		1,033	1,723	1,512	2,722	2,047	2,072	7,100	3,127	3,417		- 0	U
0					24	4.5	106	13	18	42			-
9	Number of customers by customer class, completing deferred payment arrangements during the period	66											1
9	Residential	66	56	50	21	46							
9	Residential Low Income Residential	12	7	19	6	10	26	4	4	5			
9	Residential .ow Income Residential Small C&I	12 6	7	19 7	6	10 6	26 10	4 5	4 2	5 1			
	Residential Low Income Residential	12	7	19	6	10	26	4	4	5	0	0	0

							2022						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	468	607	843	527	183	480	1,142	1,839	1,373			
	Low Income Residential	137	201	283	132	59	91	69	159	223			
	Small C&I	33	58	38	15	4	17	51	27	39			
	Medium / Large C&I	12	23	3	12	4	11	10	11	3			
	Total	650	889	1,167	686	250	599	1,272	2,036	1,638	0	0	0
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	25	24	17	0	0	0	N/A	N/A	N/A			
	Low Income Residential	5	6	7	0	0	0	N/A	N/A	N/A			
	Small C&I	0	2	2	0	0	0	N/A	N/A	N/A			
	Medium / Large C&I	0	2	1	0	0	0	N/A	N/A	N/A			
	Total	30	34	27	0	0	0	0	0	0	0	0	0
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	3,793	3,757	3,739	3,338	3,186	3,213	4,990	3,242	3,439			
	Low Income Residential	27,891	28,493	28,888	2,097	1,955	2,027	1,979	2,134	2,299			
	Small C&I	3	4	3	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	31,687	32,254	32,630	5,435	5,141	5,240	6,969	5,376	5,738	0	0	0
13	Number of customers completing hardship protections during the period												
	Residential	300	362	396	33	53	53	60	56	57			
	Low Income Residential	620	707	745	32	21	7	16	13	25			
	Small C&I	0	0	2	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	920	1,069	1,143	65	74	60	76	69	82	0	0	0
14	Number of customers enrolling in new hardship protections during the period												
	Residential	177	216	236	73	72	120	464	501	528			
	Low Income Residential	666	688	719	94	114	150	213	270	327			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I Total	0 843	0	955	0	0	0	0	0	0 855	-		
	***	843	904	955	167	186	270	677	771	855	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential Small C&I	0	11	16	13	18	26	22	21	34			
		0	0	0	0	0	0	0	0	0			
	Medium / Large C&I Total	0	11	16	13	18	26	22	21	34	0	0	•
16		U	11	10	13	18	20	22	21	34	0	U	U
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			
	Low Income Residential	119	138	242	264	212	309	385	665	1,010			
	Small C&I	0	0	0	264	0	0	0	0	1,010			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	119	138	242	264	212	309	385	665	1,010	0	0	n
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	113	138	L-12	204	2.12	303	303	555	1,010		- 0	- 0
1/	Residential	0	0	1	0	0	0	0	0	0			
	Low Income Residential	10	6	11	5	12	26	63	106	67			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	10	6	12	5	12	26	63	106	67	0	0	0
	IUIAI	10	6	12	5	12	26	63	106	6/	0	0	

						20	22					
Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	388	188	226	169	271	337	366	433	251			
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0			
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0			
Total	388	188	226	169	271	337	366	433	251	0	0	
Number of customers enrolling in the low-income discount rate program during the period												
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52,855			
Small C&I	0	0	0	0	0	0	0	0	0			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Total	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52.855	0	0	
Number of customers dropping off the low-income discount rate program during the period			-,			,		,	,			
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	77	64	84	664	696	646	696	808	1.137			
Small C&I	0	0	0	0	030	0	0	0	0			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Total	77	64	84	664	696	646	696	808	1.137	0	0	
Number of customers, by customer class, with required deposits with the company at the beginning of the	- "	0.1	0.1	55.7	030	0.10	050	000	2,257	-	Ū	
period												
Residential	0	2	0	0	0	0	0	0	0			
Low Income Residential	0	0	0	0	0	0	0	0	0			
Small C&I	2,198	2,230	2,189	5	0	0	0	2	6			
Medium / Large C&I	543	538	532	0	0	0	0	0	0			
Total	2,741	2,770	2,721	5	0	0	0	2	6	0	0	
Number of customers, by customer class, required to submit new deposits or increased deposits during the	2,741	2,770	2,721	,	Ū		0			Ū	•	
period Residential	0	0	0	0	0	0	0	0	0			
****	0	0	0	0	0	0		0	0			
Low Income Residential Small C&I	87	59	46	2	0	0	2	16	50			
	25	12	7	0	0	0	0	0	15			
Medium / Large C&I Total	112	71	53	2	0		2	16	65	0	0	
		/1	23	2	U	U	2	10	65	U	U	
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			
Low Income Residential	0	0	0	0	0	0	0	0	0			
Small C&I	59	75	26	10	5	9	5	9	21			
Medium / Large C&I	13	13	5	1	1	0	2	2	4			
Total	72	88	31	11	6	9	7	11	25	0	0	
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			
Low Income Residential	0	0	0	0	0	0	0	0	0			
Small C&I	82	94	63	1	0	0	22	54	22			
Medium / Large C&I	25	18	22	0	0	0	5	7	2			
Total	107	112	85	1	0	0	27	61	24	0	0	