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

# Eversource Energy as of September 31, 2021

### A) Bad Debt:

- 1. reported revenues,
- 2. accounts receivable,
- 3. gross accounts receivable write-offs, and
- 4. accounts receivable recoveries to track basic information surrounding bad debt costs.

#### B) Financial Health Information

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

### C) Customer-Specific Data

- 1. Number of customers, by customer class;
- 2. Number of customers, by customer class, disconnected during the period;
- 3. Number of customers, by customer class, receiving disconnectionnotices during the period;
- ${\bf 4.\ Number\ of\ customers,\ by\ customer\ class,\ reconnected\ during\ the\ period;}$
- 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 - EMA												
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	191,570,597	194,380,395	167,025,023	160,456,562	156,235,683	202,304,427	242,094,124	239,713,566	248,300,152			
Accounts Receivable	259,967,598	275,492,671	252,973,295	219,806,027	225,409,034	280,204,776	277,482,092	260,010,468	307,522,078			
Gross A/R Write-Offs	1,625,993	1,332,618	1,855,723	1,643,263	1,698,206	1,377,911	1,403,519	1,341,947	1,361,709			
A/R Recoveries	255,203	269,549	394,027	257,366	296,977	252,725	227,683	294,718	225,315			
NSTAR ELECTRIC - WMA												
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	36,331,783	36,570,619	34,241,385	33,047,278	28,991,507	36,109,899	40,868,866	38,536,083	40,613,292			
Accounts Receivable	59,912,129	60,661,463	58,464,396	57,749,800	57,543,616	59,137,352	62,136,850	60,900,509	62,066,817			
Gross A/R Write-Offs	359,923	320,058	478,652	234,380	375,683	465,097	407,255	510,491	606,356			
A/R Recoveries	243,985	35,746	114,959	54,208	41,065	34,525	33,528	44,005	31,774			
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	-	-	-
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	-	-	-
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	-	-	-
A/R Recoveries	499,187	305,295	508,986	311,574	338,042	287,250	261,211	338,723	257,089	-	-	-

#### **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			
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			
Gross A/R Write-Offs	392,368	277,109	403,447	511,110	433,828	1,063,910	595,019	642,209	650,276			
A/R Recoveries	68,045	90,610	96,734	72,957	81,644	53,999	90,478	61,205	69,409			
EGMA												
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

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

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

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

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

<sup>\*</sup> 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	tric 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				
November				
December				
Total 2021		\$283,200,000		

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$10,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$10,000,000	Yes	None
None		Yes	None
None		Yes	None
None	\$10,000,000	Yes	None
	\$30,000,000		

	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		Yes	None
None	\$176,300,000	Yes	None
	\$190,100,000		

							2020						
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,005
	Low Income Residential	89,743	90,679	91,284	91,213	90,805	91,025	91,260	92,556	93,314	95,036	91,752	94,327
	Small C&I	160,051	161,208	160,466	159,553	160,711	160,474	159,829	158,618	158,925	163,750	155,461	165,204
	Medium / Large C&I	4,883	4,930	4,937	4,983	4,929	4,908	4,908	4,978	4,971	4,895	4,908	4,939
	Streetlights	13,251	13,287	13,237	13,240	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,300
	Total	1,232,340	1,237,033	1,234,993	1,234,138	1,233,828	1,234,111	1,231,564	1,220,591	1,224,030	1,240,572	1,205,581	1,254,775
2	Number of customers, by customer class, disconnected during the period												
	Residential	893	1,062	489	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	127	85	49	0	0	0	0	0	0	0	28	77
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,020	1,147	538	0	0	0	0	0	0	0	28	77
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	2
	Low Income Residential	129	118	53	0	0	0	0	0	0	13	15	0
	Small C&I	4,712	4,681	2,384	0	0	0	0	0	2,408	3,944	4,893	6,580
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	11	14	8	0	0	0	0	0	4	5	8	10
	Total	44,223	44,443	21,663	0	0	0	0	0	2,412	11,965	6,465	6,592
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	24,597	22,805	12,235	0	0	0	0	0	0	0	0	0
	Low Income Residential	121	124	37	0	0	0	0	0	0	0	0	0
	Small C&I	2,850	2,546	1,664	0	0	0	0	0	0	2,777	1,620	3,342
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	9	8	2	0	0	0	0	0	0	4	3	5
		27,577	25,483	13,938	0	0	0	0	0	0	2,781	1,623	3,347
4	Number of customers, by customer class, reconnected during the period				·								3,347
4	Number of customers, by customer class, reconnected during the period Residential	587	738	346	11	1	0	0	0	0	0	1	0
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential	587 18	738 18	346 13	11 3	1 0	0	0	0	0	0	1 0	0
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I	587 18 88	738 18 81	346 13 53	11 3 0	1 0 0	0 0	0 0	0 0 0	0 0	0 0 0	1 0 17	0 0 37
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I	587 18 88 0	738 18 81	346 13 53 0	11 3 0	1 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	1 0 17 0	0 0 37 0
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	587 18 88 0	738 18 81 0	346 13 53 0	11 3 0 0	1 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	1 0 17 0	0 0 37 0
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	587 18 88 0	738 18 81	346 13 53 0	11 3 0	1 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	1 0 17 0	0 0 37 0
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	587 18 88 0	738 18 81 0	346 13 53 0	11 3 0 0	1 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	1 0 17 0	0 0 37 0
5	Number of customers, by customer class, reconnected during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period	587 18 88 0 0 693	738 18 81 0 0 837	346 13 53 0 0 412	11 3 0 0 0 14	1 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	1 0 17 0 0 0 18	0 0 37 0
5	Number of customers, by customer class, reconnected during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential	587 18 88 0 0 693	738 18 81 0 0 837	346 13 53 0 0 412	11 3 0 0 0 14	1 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	1 0 17 0 0 0 18	0 0 37 0 0 37
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Low Income Residential	587 18 88 0 0 0 <b>693</b>	738 18 81 0 0 837	346 13 53 0 0 412 343	11 3 0 0 0 14	1 0 0 0 0 1	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0	1 0 17 0 0 18	0 0 37 0 0 37
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Small CA Sm	587 18 88 0 0 693 579 18	738 18 81 0 0 837 728 16 80	346 13 53 0 0 412 343 13 51	11 3 0 0 0 14	1 0 0 0 0 1	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	1 0 17 0 0 18	0 0 37 0 0 37
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I	587 18 88 0 0 0 693 579 18 86	738 18 81 0 0 837 728 16 80	346 13 53 0 0 412 343 13 51 0	11 3 0 0 0 14	1 0 0 0 0 1 1	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	1 0 17 0 0 18	0 0 37 0 0 37 0 0 37
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights  Total Small C&I Medium / Large C&I Streetlights	587 18 88 0 0 693 579 18 86 0	738 18 81 0 0 837 728 16 80 0 0	346 13 53 0 0 412 343 13 51 0	11 3 0 0 0 14	1 0 0 0 0 0 1	0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0 0	1 0 17 0 0 0 18	0 0 37 0 0 37
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium/ Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium/ Large C&I Streetlights Total	587 18 88 0 0 0 693 579 18 86	738 18 81 0 0 837 728 16 80	346 13 53 0 0 412 343 13 51 0	11 3 0 0 0 14	1 0 0 0 0 1 1	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	1 0 17 0 0 18	0 0 37 0 0 37 0 0 37
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period	587 18 88 0 0 693 579 18 86 0 0	738 18 81 0 0 837 728 16 80 0 0	346 13 53 0 0 412 343 13 51 0 0	11 3 0 0 0 0 14 14 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 0 1	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0	1 0 17 0 0 18 18	0 0 37 0 0 0 37 0 0 0 37 0 0 37
	Number of customers, by customer class, reconnected during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed credit card fees or charges during the period Residential	587 18 88 0 0 693 579 18 86 0 0 0 683	738 18 81 0 0 0 837 728 16 80 0 0 0 824	346 13 53 0 0 0 412 343 13 51 0 0 407	11 3 0 0 0 14 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 17 0 0 0 18 0 0 0 17 0 0 17 0 2 2,257	0 0 37 0 0 37
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Low Income Residential	587 18 88 0 0 693 579 18 86 0 0 683	738 18 81 0 0 0 837 728 16 80 0 0 824	346 13 53 0 0 412 343 13 51 0 0 0 407	11 3 0 0 0 0 14 14 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 17 0 0 0 18 0 0 0 0 17 0 0 17 0 0 0 17 0 0 0 17 17 0 0 0 0	0 0 37 0 0 37 37 0 0 0 37 0 37 23,924
	Number of customers, by customer class, reconnected during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed credit card fees or charges during the period Residential  Low Income Residential	587 18 88 0 0 0 693 18 86 0 0 693 18 86 0 0 0 683 12 27,174 0	738 18 81 0 0 837 728 16 80 0 824 26,987 0 1,240	346 133 53 0 0 412 412 343 13 51 0 0 407 407	11 3 3 0 0 0 14 0 0 0 0 0 0 0 0 0 0 0 0 0 0 774	1 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 17 0 0 18 18 18 19 17 0 0 0 17 0 0 17 17 0 0 17 17 0 0 17 18 18 18 18 18 18 18 18 18 18 18 18 18	0 0 37 0 0 37 0 0 0 37 0 0 0 37 0 0 0 0
	Number of customers, by customer class, reconnected during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Number of customers, by customer class, assessed credit card fees or charges during the period Residential  Low Income Residential  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	587 18 88 0 0 693 579 18 86 0 0 683 27,174 0 1,304 20	738 188 81 0 0 837 728 16 80 0 0 0 0 824 26,987 0 1,240	346 13 53 0 0 412 343 13 13 51 0 0 407 407	11 3 0 0 0 14 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 17 0 0 0 18 0 0 0 17 0 0 17 0 0 17 0 0 17 0 0 0 17 0 0 0 0	0 0 37 0 0 37 37 0 0 0 37 0 37 23,924
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I 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 Small C&I Medium / Large C&I Streetlights	587 18 88 0 0 693 579 18 86 0 0 0 683 27,174 0 1,304 20	738 18 81 0 0 837 728 16 80 0 0 26,987 0 1,240 21	346 133 53 0 0 412 343 13 15 11 0 0 0 26,083 0 1,013 20	11 3 0 0 0 0 14 14 15 16 16 16 16 16 16 16 16 16 16 16 16 16	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 17 0 0 0 18 0 0 17 0 0 0 17 0 0 2 2 2 2 2 2 5 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 37 0 0 37 0 0 0 0 0 0 0 0 0 0 0 0 0
6	Number of customers, by customer class, reconnected during the period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential  Small C&I  Low Income Residential  Small C&I  Medium / Large C&I  Streetlights  Total  Medium / Large C&I  Medium / Large C&I  Streetlights  Total	587 18 88 0 0 693 579 18 86 0 0 683 27,174 0 1,304 20	738 188 81 0 0 837 728 16 80 0 0 0 0 824 26,987 0 1,240	346 13 53 0 0 412 343 13 13 51 0 0 407 407	11 3 0 0 0 14 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 17 0 0 0 18 0 0 0 17 0 0 17 0 0 17 0 0 17 0 0 0 17 0 0 0 0	0 0 37 0 0 37 0 0 0 37 0 0 0 37 0 0 0 0
6	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Mumber 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	587 18 88 0 0 693 579 18 86 0 0 683 27,174 0 1,304 20 6	738 18 81 0 0 837 728 616 66 80 0 0 824 26,987 0 1,240 21 5 28,253	346 13 53 0 0 412 412 343 151 0 0 407 407 26,083 20 7 7 27,123	11 3 0 0 0 0 14 14 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 17 0 0 18 0 18 0 0 17 0 0 0 17 0 0 0 17 0 0 0 17 0 0 0 0	0 0 37 0 0 37 0 0 0 0 0 0 0 0 0 0 0 0 0
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6	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	587 18 88 0 0 693 579 18 86 0 0 683 27,174 0 1,304 20 6 6 28,504	738 18 81 0 0 837 728 16 80 0 0 824 26,987 0 1,240 21 55 28,253	346 13 53 0 0 412 343 13 51 0 0 407 407 26,083 0 0 7 27,123	11 3 0 0 14 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 17 0 0 18 0 0 0 17 0 0 17 0 0 17 22,257 0 837 32 32 32 30 0	0 0 37 0 37 0 37 0 0 37 0 37 23,924 0 1,025 38 5 24,992
6	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed flow in the reconnect orders of the reconnect orders or completed flow in the reconnect orders or charges from the reconnect orders complete flow in the reconnect orders or charges from the reconnect orders or complete flow in the reconnect orders or charges during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Low Income Residential	587 18 88 0 0 693 579 18 86 0 0 683 27,174 0 1,304 20 6 6 28,504	738 18 81 0 0 837 728 16 66 80 0 0 1,240 21 5 28,253	346 13 53 0 0 412 412 343 13 15 15 1 0 0 7 26,083 0 7 27,123	111 33 0 0 0 14 14 0 0 0 0 0 0 0 0 0 0 25,005 0 7774 25 2 25,806	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 17 0 0 18 0 0 17 0 0 17 0 0 17 22,257 0 837 32 23,129	0 0 37 0 37 0 0 0 0 0 37 0 0 37 0 0 0 37 0 0 0 0
6	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I 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 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 C&I	587 18 88 0 0 0 693 18 86 0 0 693 18 86 0 0 0 19 18 18 18 18 18 18 18 18 18 18 18 18 18	738 18 81 0 0 738 728 728 16 80 0 0 824 26,987 0 1,240 21 5 28,253	346 133 53 0 0 412 343 13 15 15 1 0 0 0 26,083 0 1,013 20 7 7 27,123	11 3 0 0 0 14 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 17 0 0 18 0 0 17 0 0 0 17 0 0 0 2 22,257 0 837 32 32 3 23,129	0 0 37 0 37 0 0 0 0 0 37 0 0 0 0 37 0 0 0 0
6	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed flow in the reconnect orders of the reconnect orders or completed flow in the reconnect orders or charges from the reconnect orders complete flow in the reconnect orders or charges from the reconnect orders or complete flow in the reconnect orders or charges during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Low Income Residential	587 18 88 0 0 693 579 18 86 0 0 683 27,174 0 1,304 20 6 6 28,504	738 18 81 0 0 837 728 16 66 80 0 0 1,240 21 5 28,253	346 13 53 0 0 412 412 343 13 15 15 1 0 0 7 26,083 0 7 27,123	111 33 0 0 0 14 14 0 0 0 0 0 0 0 0 0 0 25,005 0 7774 25 2 25,806	1 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 0 0 17 0 0 18 0 0 17 0 0 17 0 0 0 17 22,257 0 837 3 22,3129	0 0 37 0 37 0 37 0 0 37 0 0 37 0 0 0 0 37 23,924 0 1,025 24,992

		2020											
	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	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	3,136
	Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	507
	Small C&I	42	59	53	45	36	400	50	41	1	5	6	507
	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	3,826	3,337	3,348	2,830	2,266	2,107	1,855	1,984	1,882	2,511	3,404	3,649
	Number of customers by customer class, completing deferred payment arrangements during the	3,820	3,337	3,346	2,830	2,200	2,107	1,655	1,564	1,002	2,311	3,404	3,043
9	period(excluding Newstart and Covid AMP)												
,	Residential	223	240	245	254	231	214	132	117	112	115	115	157
	Low Income Residential	97	78	79	55	63	45	55	50	36	31	25	23
	Small C&I	7	0	4	2	12	14	10	4	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	327	318	328	311	306	273	197	171	148	146	140	180
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period										-10		
10	(excluding Newstart and Covid AMP)												
	Residential	1,865	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	3,249
	Low Income Residential	120	140	136	249	295	146	170	166	278	385	157	185
	Small C&I	74	52	54	78	50	52	61	31	5	2	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	3,434
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	,	•	,	•	•		•	,		,	,	,
11	(excluding Newstart and Covid AMP)												
	Residential	20	19	34	44	9	15	19	17	34	37	58	28
	Low Income Residential	1	0	4	9	2	3	1	5	1	3	1	2
	Small C&I	1	1	1	3	1	1	1	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	22	20	39	56	12	19	21	22	35	40	59	30
	Number of customers taking service at the beginning of the period under existing hardship protections ( O												
12	exceptions with expiry March 31 ) or M , Y and S protections												
	Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	9,256
	Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833	5,747	5,604	45,646	46,619
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0									U		0
	Total		0	0	0	0	0	0	0	0	0	0	
4.3		49,230	50,241		0 <b>52,657</b>	0 <b>14,183</b>	0 14,099	0 <b>13,841</b>	13,730			0 <b>54,535</b>	55,875
13	Number of customers completing hardship protections or M Y and S protections during the period		50,241	0 <b>51,907</b>	52,657			13,841	13,730	0 13,597	0 13,358		
13	Number of customers completing hardship protections or M Y and S protections during the period Residential	161	<b>50,241</b>	0 <b>51,907</b> 2,857	<b>52,657</b>	<b>14,183</b> 87	<b>14,099</b> 61	<b>13,841</b> 66	<b>13,730</b> 52	0 <b>13,597</b> 64	0 13,358	<b>54,535</b>	55,875 41
13	Residential Low Income Residential	161 794	168 732	2,857 41,465	122 1,156	14,183 87 686	14,099 61 287	13,841 66 260	13,730 52 257	0 13,597 64 326	0 13,358 42 535	<b>54,535</b> 64 321	55,875 41 220
13	Residential Low Income Residential Small C&I	161 794 0	168 732 0	2,857 41,465	122 1,156 0	14,183 87 686 0	14,099 61 287 0	13,841 66 260 0	13,730 52 257 0	0 13,597 64 326 0	0 13,358 42 535 0	54,535 64 321 0	55,875 41 220 0
13	Residential Low Income Residential Small C&I Medium / Large C&I	161 794 0	168 732 0	2,857 41,465 0	122 1,156 0	14,183 87 686 0	14,099 61 287 0	13,841 66 260 0	13,730 52 257 0	0 13,597 64 326 0	0 13,358 42 535 0 0	54,535 64 321 0	55,875 41 220 0
13	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	161 794 0 0	168 732 0 0	2,857 41,465 0	122 1,156 0 0	87 686 0 0	14,099 61 287 0 0	13,841 66 260 0 0	13,730 52 257 0 0	0 13,597 64 326 0 0	0 13,358 42 535 0 0	54,535 64 321 0 0	55,875 41 220 0 0
13	Residential Low Income Residential Small C&I Medium / Large C&I	161 794 0	168 732 0	2,857 41,465 0	122 1,156 0	14,183 87 686 0	14,099 61 287 0	13,841 66 260 0	13,730 52 257 0	0 13,597 64 326 0	0 13,358 42 535 0 0	54,535 64 321 0	55,875 41 220 0
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	161 794 0 0	168 732 0 0	2,857 41,465 0	122 1,156 0 0	87 686 0 0	14,099 61 287 0 0	13,841 66 260 0 0	13,730 52 257 0 0	0 13,597 64 326 0 0	0 13,358 42 535 0 0	54,535 64 321 0 0	55,875 41 220 0 0
13	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	161 794 0 0 0 955	168 732 0 0 900	0 51,907 2,857 41,465 0 0 0 44,322	122 1,156 0 0 0 1,278	14,183 87 686 0 0 773	14,099 61 287 0 0 348	13,841 66 260 0 0 0 326	13,730 52 257 0 0 309	0 13,597 64 326 0 0 390	0 13,358 42 535 0 0 0 577	54,535 64 321 0 0 0 385	55,875 41 220 0 0 0 261
	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	161 794 0 0 0 0 955	50,241 168 732 0 0 900	0 51,907 2,857 41,465 0 0 0 44,322	52,657 122 1,156 0 0 0 1,278	14,183 87 686 0 0 773	14,099 61 287 0 0 348	13,841 66 260 0 0 326	13,730 52 257 0 0 0 309	0 13,597 64 326 0 0 390	0 13,358 42 535 0 0 0 577	54,535 64 321 0 0 0 385	55,875  41 220 0 0 261
	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	161 794 0 0 0 0 955 483 1,093	50,241  168 732 0 0 900  428 1,474	0 51,907 2,857 41,465 0 0 44,322 374 1,173	52,657  122 1,156 0 0 1,278	14,183 87 686 0 0 0 773 57 337	14,099 61 287 0 0 0 348 53 226	13,841 66 260 0 0 0 326 58 234	13,730 52 257 0 0 0 309 40 184	0 13,597 64 326 0 0 0 390	0 13,358 42 535 0 0 577 577	54,535 64 321 0 0 0 385 135 1,087	55,875 41 220 0 0 0 261 156 1,408
	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	161 794 0 0 0 955	168 732 0 0 0 900 428 1,474	0 51,907 2,857 41,465 0 0 0 44,322 374 1,173 0	122 1,156 0 0 0 1,278 44 478	14,183 87 686 0 0 773 57 337 0	14,099 61 287 0 0 348 53 226 0	13,841 66 260 0 0 326 58 234 0	13,730 52 257 0 0 0 309 40 184 0	0 13,597 64 326 0 0 390 64 260	0 13,358 42 535 0 0 0 577 1,224 4,297 0	54,535 64 321 0 0 0 385 135 1,087 0	55,875  41 220 0 0 0 261  156 1,408 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	161 794 0 0 0 0 955 483 1,093 0	168 732 0 0 0 900 428 1,474 0	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0	122 1,156 0 0 0 1,278 44 478 0	14,183 87 686 0 0 0 773 57 337 0 0	14,099 61 287 0 0 348 53 226 0 0	13,841 66 260 0 0 326 58 234 0 0	13,730 52 257 0 0 0 309 40 184 0 0	0 13,597 64 326 0 0 390 64 260 0	0 13,358 42 535 0 0 0 577 1,224 4,297 0	54,535 64 321 0 0 0 385 135 1,087 0	55,875  41 220 0 0 0 261  156 1,408 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 Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	161 794 0 0 0 955 483 1,093 0 0	50,241  168 732 0 0 0 900  428 1,474 0 0 0	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0	122 1,156 0 0 0 1,278 44 478 0	14,183 87 686 0 0 773 57 337 0 0	14,099  61 287 0 0 0 348  53 226 0 0 0 0	13,841 66 260 0 0 326 58 234 0 0	13,730 52 257 0 0 309 40 184 0 0	0 13,597 64 326 0 0 390 390 64 260 0	0 13,358 42 535 0 0 0 577 1,224 4,297 0 0	54,535 64 321 0 0 0 385 1,087 0 0 0	55,875  41  220  0  0  261  156  1,408  0  0  0
14	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	161 794 0 0 0 0 955 483 1,093 0	168 732 0 0 0 900 428 1,474 0	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0	122 1,156 0 0 0 1,278 44 478 0	14,183 87 686 0 0 0 773 57 337 0 0	14,099 61 287 0 0 348 53 226 0 0	13,841 66 260 0 0 326 58 234 0 0	13,730 52 257 0 0 0 309 40 184 0 0	0 13,597 64 326 0 0 390 64 260 0	0 13,358 42 535 0 0 0 577 1,224 4,297 0	54,535 64 321 0 0 0 385 135 1,087 0	55,875  41 220 0 0 0 261  156 1,408 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 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	161 794 0 0 0 955 483 1,093 0 0 0 1,576	50,241  168  732  0  0  900  428  1,474  0  0  1,902	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0 0 1,547	122 1,156 0 0 1,278 44 478 0 0 0	14,183 87 686 0 0 0 773 57 337 0 0 0 394	14,099  61 287 0 0 0 348  53 226 0 0 0 279	13,841  66 260 0 0 0 326  58 234 0 0 0 292	13,730 52 257 0 0 0 309 40 184 0 0 0 0	0 13,597 64 326 0 0 0 390 64 260 0 0	0 13,358 42 535 0 0 0 577 1,224 4,297 0 0 0 5,521	54,535  64  321  0  0  385  135  1,087  0  0  1,222	55,875  41 220 0 0 0 261  156 1,408 0 0 1,564
14	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  Needium / Large C&I Streetlights Total  Needium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period Residential	161 794 0 0 0 955 483 1,093 0 0 0 1,576	50,241  168 732 0 0 900  428 1,474 0 0 1,902	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0 1,547	122 1,156 0 0 1,278 44 478 0 0 0 522	14,183 87 686 0 0 0 773 57 337 0 0 0 394	14,099 61 287 0 0 0 348 53 226 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	13,841  66 260 0 0 326  58 234 0 0 0 292	13,730 52 257 0 0 0 309 40 184 0 0 0 224	0 13,597 64 326 0 0 0 390 64 260 0 0 0 390	0 13,358 42 535 0 0 577 1,224 4,297 0 0 0 5,521	54,535  64  321  0  0  385  135  1,087  0  0  1,222	\$5,875 41 220 0 0 261 156 1,408 0 0 0 0
14	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	161 794 0 0 0 955 483 1,093 0 0 0 1,576	50,241  168  732  0  0  900  428  1,474  0  0  1,902	0 51,907 2,857 41,465 0 0 0 44,322 374 1,173 0 0 1,547	\$2,657 122 1,156 0 0 0 1,278 44 478 0 0 0 522	14,183 87 686 0 0 0 773 57 337 0 0 0 0 0 205	14,099 61 287 0 0 0 0 348 53 226 0 0 0 0 0 0 87	13,841  666 260 0 0 0 326  58 234 0 0 0 0 0 9 7 97	13,730  52 257 0 0 0 309  40 184 0 0 224	0 13,597 64 326 0 0 0 390 64 260 0 0 0 390	0 13,358 42 535 0 0 0 577 1,224 4,297 0 0 0 5,521	\$4,535 64 321 0 0 0 385 135 1,087 0 0 0 0 0 1,222	\$5,875 41 220 0 0 0 261 156 1,408 0 0 1,564
14	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 Small C&I Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	161 794 0 0 0 955 483 1,093 0 0 0 1,576	\$0,241 168 732 0 0 900 428 1,474 0 0 1,902 0 85	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0 1,547 0	\$2,657 1,22 1,156 0 0 1,278 44 478 0 0 0 0 0 0 0 0 1,278	14,183 87 686 0 0 773 57 337 0 0 0 0 0 0 773	14,099 61 287 0 0 0 348 53 226 0 0 0 0 0 87 0	13,841  66  260  0  0  326  58  234  0  0  0  9  9  9  97	13,730  52 257 0 0 0 309  40 184 0 0 224 0 83	0 13,597 64 326 0 0 0 390 390 64 260 0 0 0 324	0 13,358 42 535 0 0 0 577 1,224 4,297 0 0 0 5,521	54,535  64  321  0  0  385  135  1,087  0  0  0  0  4  48  48	\$5,875 41 220 0 0 261 156 1,408 0 0 0 0 0 0 0 1,564
14	Residential Low income Residential Smail 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 Smail C&I Streetlights Total  Number of customers, by customer class, completing an AMP program during the period Residential Low income Residential Smail C&I Streetlights Total  Number of customers, by customer class, completing an AMP program during the period Residential Low income Residential Smail C&I Medium / Large C&I	161 794 0 0 0 955 483 1,093 0 0 0 1,576	50,241  168  732  0  0  900  428  1,474  0  1,902  0  0  0  0  0  0  0  0  0  0  0  0	0 51,907 2,857 41,465 0 0 0 44,322 374 1,173 0 0 0 1,547 0 142 0	\$2,657 122 1,156 0 0 0 1,278 44 478 0 0 0 0 0 0 0 0 0 0 0 0 0	14,183  87 686 0 0 0 773  57 337 0 0 394  0 205	14,099 61 61 287 0 0 0 0 348 53 226 0 0 0 279 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	13,841  66  260  0  0  0  326  58  234  0  0  0  292  0  97  0  0	13,730 52 257 0 0 0 309 40 184 0 0 0 224	0 13,597 64 326 0 0 0 0 390 64 260 0 0 0 0 0 0 390	0 13,358 42 535 0 0 577 1,224 4,297 0 0 0 5,521	\$4,535 64 321 0 0 0 0 385 135 1,087 0 0 0 0 0 0 1,222	\$5,875  41  220  0  0  0  261  156  1,408  0  0  1,564
14	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 Small C&I Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	161 794 0 0 0 955 483 1,093 0 0 0 1,576	\$0,241 168 732 0 0 900 428 1,474 0 0 1,902 0 85	0 51,907 2,857 41,465 0 0 44,322 374 1,173 0 0 1,547 0	122 1,156 0 0 1,278 44 478 0 0 0 0 0 0 0	14,183  87 686 0 0 0 773  57 337 0 0 394  0 205	14,099 61 287 0 0 0 348 53 226 0 0 0 0 0 87 0	13,841  66  260  0  0  326  58  234  0  0  0  9  9  9  97	13,730  52 257 0 0 0 309  40 184 0 0 224 0 83	0 13,597 64 326 0 0 0 390 390 64 260 0 0 0 324	0 13,358 42 535 0 0 0 577 1,224 4,297 0 0 0 5,521	54,535  64  321  0  0  385  135  1,087  0  0  0  0  4  48  48	\$5,875 41 220 0 0 261 156 1,408 0 0 0 0 0 0 0 1,564

		2020											
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	478
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	197	386	422	767	833	724	686	746	1,105	977	1,029	478
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	5	8	6	5	8	8	6	5	8	9	17	4
	Low Income Residential	132	265	358	543	596	540	503	444	664	515	447	197
	Small C&I Medium / Large C&I	0	0	0	3	21 0	27 0	69 0	190	285	707	427 0	485 0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	137	273	366	551	625	575	578	639	957	1,231	891	686
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	813
	Small C&I (Total C&I) Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	958	463	357	459	433	232	292	356	400	464	613	813
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	91,272	91,347 0	91,152 0	92,578 0	91,736 0	91,437 0	94,469	93,257	93,565 0	94,500 0	93,900	94,394
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	Unable to Obtain	n Data										
	Low Income Residential Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period Residential	0					_		0			0	_
	Kesidential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,729	4,696	4,661	4,602	4,537	4,443	4,384	4,325	2,754	2,682	2,629	2,572
	Medium / Large C&I	81	80	78	79	78	76	75	75	62	63	60	59
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	Total	4,812	4,778	4,741	4,683	4,617	4,521	4,461	4,402	2,818	2,747	2,691	2,633
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	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	262	0	25	44	35	54	30	47	48	17	37
	Medium / Large C&I	0	6	0	1	6	9	1	0	2	2	7	3
	Streetlights	0	0	0	0	0	0	0	0	0 49	0	0	0
	Total	0	268	0	26	50	44	55	30	49	50	24	40
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	Unable to Obtain	n Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	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	291	135	84	109	129	113	89	1,618	120	70	94
	Medium / Large C&I	0	7	2	29	1	2	2	0	15	1	3	4
	Streetlights Total	0	0 298	0 137	0 113	0 <b>110</b>	0 131	0 115	0 <b>89</b>	0 1,633	0 121	0 <b>73</b>	98
	1040	U	298	13/	113	110	131	115	69	1,033	121	/3	98

	Г					2021				
EMA Electric		Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep
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
Low Income Residential		94,295	95,430	96,547	97,375	97,808	97,685	97,848	97,759	98
Small C&I		161,273	161,043	161,814	161,787	162,053	162,634	161,049	160,873	161
Medium / Large C&I		4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4
Streetlights		13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13
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
Number of customers, by customer class, disconnected du	uring the period									
Residential		0	0	0	0	0	0	599	1,457	2
Low Income Residential		0	0	0	0	0	0	0	0	
Small C&I		162	82	124	96	90	84	76	70	
Medium / Large C&I		0	0	0	0	0	0	0	0	
Streetlights		0	0	0	0	0	0	0	0	
Total		162	82	124	96	90	84	675	1,527	2
	atter of discourse at desire the sected	102	- 02	124	30	30	04	073	1,327	
	otice of disconnect during the period			2	62.004	20.005	2.520	42.254	20.445	20
Residential		0	0		62,884	30,985	3,538	12,354	26,415	36
Low Income Residential		0	0	0	21,099	9,770	89	5,721	6,885	7
Small C&I		5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5
Medium / Large C&I		0	0	0	0	0	0	0	0	
Streetlights		9	12	12	33	12	12	39	38	
Total		5,594	5,579	6,094	88,703	44,584	7,738	23,535	38,824	49
Number of customers, by customer class, receiving Final/7	/2-hour notice of disconnect during the period									
Residential		0	0	0	2	0	1	3,220	11,891	15
Low Income Residential		0	0	0	0	0	0	167	5,255	4
Small C&I		3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2
Medium / Large C&I		0	0	0	0	0	0	0	0	
Streetlights		7	8	10	13	9	9	30	16	
Total		3,015	2,649	2,992	2,400	1,850	2,217	5,741	19,317	23,
4 Number of customers, by customer class, reconnected du	ring the period									
Residential		0	0	0	0	0	0	466	779	1
Low Income Residential		0	0	0	0	0	0	26	424	
Small C&I		77	65	90	66	51	53	40	35	
Medium / Large C&I		0	0	0	0	0	0	0	0	
Streetlights		0	0	0	0	0	0	0	0	
Total		77	65	90	66	51	53	532	1,238	2
Number of customers, by customer class, assessed reconn	ection fees or charges from the reconnect orders									
5 completed during the same period							55	332	1,238	
							33	332	1,230	
		0	0	0	0	0				1
Residential		0	0	0	0	0	0	367	649	1
Residential Low Income Residential		0	0	0	0	0	0	367 24	649 361	1
Residential Low Income Residential Small C&I		0 71	0 65	0 85	0 61	0 50	0 0 51	367 24 38	649 361 34	1
Residential Low Income Residential Small C&I Medium / Large C&I		0 71 0	0 65 0	0 85 0	0 61 0	0 50 0	0 0 51	367 24 38 0	649 361 34	1
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights		0 71 0	0 65 0	0 85 0	0 61 0	0 50 0	0 0 51 0	367 24 38 0	649 361 34 0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total		0 71 0	0 65 0	0 85 0	0 61 0	0 50 0	0 0 51	367 24 38 0	649 361 34	1
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit	ard fees or charges during the period	0 71 0 0 71	0 65 0 0	0 85 0 0	0 61 0 0	0 50 0 0 50	0 0 51 0 0 51	367 24 38 0 0	649 361 34 0 0 1,044	1
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential	ard fees or charges during the period	0 71 0 0 71 25,606	0 65 0 0 65	0 85 0 0 85	0 61 0 0 61	0 50 0 0 50	0 0 51 0 0 51 26,768	367 24 38 0 0 429	649 361 34 0 0 1,044	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Mumber of customers, by customer class, assessed credit of Residential Low Income Residential	ard fees or charges during the period	0 71 0 0 71 25,606	0 65 0 0 65 23,539	0 85 0 0 85 27,361	0 61 0 0 61 25,848	0 50 0 0 50 50	0 0 51 0 0 51 26,768	367 24 38 0 0 429	649 361 34 0 0 1,044 31,502	1
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I	ard fees or charges during the period	0 71 0 0 71 25,606 0 1,110	0 65 0 0 65 23,539 0	0 85 0 0 85 27,361 0 1,123	0 61 0 0 61 25,848 0 974	0 50 0 0 50 50 26,013 0 913	0 0 51 0 0 51 26,768 0 952	367 24 38 0 0 429 28,866 0 978	649 361 34 0 0 1,044 31,502 0 959	1
Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low income Residential Small C&I Medium / Large C&I	card fees or charges during the period	0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 23,539 0 924 39	0 85 0 0 85 27,361 0 1,123 46	0 61 0 0 61 25,848 0 974 40	0 50 0 0 50 50 26,013 0 913	0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32	í
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Mumber of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	ard fees or charges during the period	0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 23,539 0 924 39	0 85 0 0 85 27,361 0 1,123 46	0 61 0 0 61 25,848 0 974 40	0 50 0 0 50 26,013 0 913 37 8	0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32 5	34
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total		0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 23,539 0 924 39	0 85 0 0 85 27,361 0 1,123 46	0 61 0 0 61 25,848 0 974 40	0 50 0 0 50 50 26,013 0 913	0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32	í
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Mumber of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights		0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 23,539 0 924 39	0 85 0 0 85 27,361 0 1,123 46	0 61 0 0 61 25,848 0 974 40	0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 0 51 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27	649 361 34 0 0 1,044 31,502 0 959 32 5	3
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total		0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 23,539 0 924 39	0 85 0 0 85 27,361 0 1,123 46	0 61 0 0 61 25,848 0 974 40 9 26,871	0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 0 51 0 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7 29,878	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	3
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed late pa		0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 23,539 0 924 39 1 1 24,503	0 85 0 0 85 27,361 0 1,123 46 4 4	0 61 0 0 61 25,848 0 974 40 9	0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 0 51 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	3
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed late pa Residential		0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 23,539 0 924 39 1 24,503	0 85 0 0 85 27,361 0 1,123 46 4	0 61 0 0 61 25,848 0 974 40 9 26,871	0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 0 51 0 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7 29,878	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	3
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed late pa Residential Low Income Residential Low Income Residential Low Income Residential		0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 23,539 0 924 39 1 24,503	0 85 0 0 85 27,361 0 1,123 46 4 85	0 61 0 0 61 25,848 0 974 40 9 26,871	0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 51 0 0 51 26,768 0 952 34 8 27,762	367 24 38 0 0 429 28,866 0 978 27 7 7 29,878	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	3
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total  Number of customers, by customer class, assessed credit of Residential Low Income Residential Small C&I Streetlights Total  Number of customers, by customer class, assessed late pa Residential Total Residential Low Income Residential Total Residential Low Income Residential Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I		0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 23,539 0 924 39 1 24,503	0 85 0 0 85 27,361 0 1,123 46 4 85	0 61 0 0 61 25,848 0 974 40 9 26,871	0 50 0 0 50 26,013 0 913 37 8 26,971	0 0 0 51 0 0 51 26,768 0 9522 344 8 27,762	367 24 38 0 0 0 429 28,866 0 9788 27 7 29,878	649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	3

						2021				
	EMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep
	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
	Low Income Residential	480	388	355	323	312	420	626	880	801
	Small C&I	1	0	1	1	1	6	8	11	7
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	4,700	3,618	3,311	2,917	2,907	4,076	5,929	8,010	8,222
9	Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)									
9	Residential	168	126	206	172	171	263	195	229	263
	Low Income Residential	34	16	44	39	18	36	54	68	46
	Small C&I	0	0	0	1	0	0	0	3	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	202	142	250	212	189	299	249	300	309
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period									
10	(excluding Newstart and Covid AMP)									
	Residential	987	863	906	1,168	2,034	3,605	3,834	4,238	6,866
•	Low Income Residential	102	111	122	124	185	439	555	388	796
	Small C&I	0	1	2	2	5	2	3	4	14
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 1.089	975	1.030	0 1,294	0 <b>2,224</b>	4,046	0 <b>4,392</b>	0 4,630	7,676
		1,089	9/5	1,030	1,294	2,224	4,046	4,392	4,630	7,676
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)									
11	Residential	16	8	20	16	27	66	58	90	95
	Low Income Residential	2	2	0	10	5	7	6	7	17
	Small C&I	0	0	1	0	1	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	18	10	21	17	33	73	64	97	112
	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
	Low Income Residential	44,746	45,112	46,111	4,790	4,685	5,098	5,171	5,497	5,965
	Small C&I	0	0	0	0	5	9	0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0
	Total	55,083	55,575	56,714	11,975	11,518	12,527	12,358	12,850	13.076
13	Number of customers completing hardship protections or M Y and S protections during the period	33,003	33,373	30,714	11,575	11,510	12,527	12,550	12,050	15,070
13	Residential	34	16	3,303	67	78	107	135	135	149
	Low Income Residential	221	160	46.697	295	185	174	182	215	287
	Small C&I	0	0	0	1	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	255	176	50,018	363	263	281	317	350	438
,										
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
	Low Income Residential Small C&I	1,148 0	1,363	808	421 6	346 2	381	407 0	858	690 0
	Smail 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	1,273	1,465	913	557	471	548	607	1,081	929
		-,-,-	2)-100	723	33.	-7/1			2,001	323
15	Number of customers, by customer class, completing an AMP program during the period									
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0
15	Residential									
15		0 57 0	0 80 0	0 108 0	0 190 0	0 194 0	0 158 0	0 196 0	0 256 0	0 264 0
15	Residential Low Income Residential	57	80	108	190	194	158	196	256	264
15	Residential Low Income Residential Small C&L	57 0	80 0	108 0	190 0	194 0	158 0	196 0	256 0	264 0

						2021				
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
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	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619
	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	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619
17	Number of customers, by customer class, re-enrolling in an AMP program during the period				•					
	Residential	1	2	2	4	2	7	8	14	9
	Low Income Residential	286	227	429	549	459	607	475	1,170	1,002
	Small C&I Medium / Large C&I	536 0	377 0	427 0	253 0	184	229	209	148 0	177 0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	823	606	858	806	645	843	692	1,332	1,188
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
	Low Income Residential Small C&I (Total C&I)	619 0	459 0	482 0	404	499	645	1,090	1,195 0	1,236 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	619	459	482	404	499	645	1,090	1,195	1,236
19	Number of customers enrolling in the low-income discount rate program during the period									
	Residential Low Income Residential	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255
	Small C&I	95,293	95,657	97,164	97,219	97,427	98,552	98,847	97,326	98,233
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255
20	Number of customers dropping off the low-income discount rate program during the period									
	Residential Low Income Residential									
	Small C&I									
	Medium / Large C&I									
	Streetlights									
	Total									
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
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	2,508	2,485	2,459	2,452	2,431	2,401	2,357	2,365	2,362
	Medium / Large C&I	56	56 2	54	50	49	46	47	48	48
	Streetlights Total	2,566	2,543	2,515	2,504	2,482	2,449	2,406	2,415	2,412
	Number of customers, by customer class, required to submit new deposits or increased deposits during the		2,010	_,-,		_,			2,120	_,
22	period									
	Residential	0	0	0	0	0	0	0	0	0
	Low Income Residential	30	0 47	0 57	73	0	0	0	0	0 70
	Small C&I Medium / Large C&I	30	3	0	0	62	35 0	62	92	70
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	31	50	57	73	64	35	64	94	71
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the									
23	period Residential									
	Residential Low Income Residential									
	Small C&I									
	Medium / Large C&I									
	Streetlights									
24	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
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	94	70	83	81	83	91	106	84	73
	Medium / Large C&I	4	3	2	4	3	4	1	1	1
	Streetlights Total	0	0	0	0	0	0	0 <b>107</b>	0 <b>85</b>	74
		98	73	85	85	86	95	107		

	Γ						2020						
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	153,378
	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	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	21,932
	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	1,228
	Streetlights Total	4,549 <b>217,575</b>	4,547 <b>217,292</b>	4,546 <b>216,978</b>	4,550 <b>217,717</b>	4,540 <b>217,558</b>	4,548 <b>217,677</b>	4,542 <b>218,086</b>	4,534 <b>218,005</b>	4,528 <b>217,122</b>	4,522 <b>221,217</b>	4,553 <b>221,282</b>	4,516 <b>221,474</b>
2		217,575	217,292	216,978	217,/17	217,558	217,677	218,086	218,005	217,122	221,217	221,282	221,474
2	Number of customers, by customer class, disconnected during the period Residential	605	668	322	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	26	0	0	0	0	0	0	0	0	0
	Small C&I	15	10	5	0	0	0	0	0	0	0		7
	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	620	678	353	0	0	0	0	0	0	0	27	7
3	Number of customers, by customer class, receiving disconnection notices during the period												
	Residential	8,020	7,920	4,415	0	0	0	0	0	0	1,709	108	0
	Low Income Residential	767	553	338	0	0	0	0	0	207	65	3 483	974
	Small C&I Medium / Large C&I	1,320 69	1,127 65	720 23	0	0	0	0	0	16	596 56	483	974
	Streetlights	91	84	57	0	0	0	0	0	15	50	28	51
	Total	10,267	9,749	5,553	1	0	0	0	0	238	2,476	648	1,085
4	Number of customers, by customer class, reconnected during the period		-,. /5	-,	-						_,.,0		_,.00
	Residential	370	449	259	8	6	7	1	1	0	1	1	0
	Low Income Residential	102	71	43	0	2	0	1	0	1	2	0	0
	Small C&I	33	29	23	3	1	0	1	0	0	0	12	5
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights	2	0	0	0	0	0	0	0	0	0	1	0
	Total	507	549	326	11	9	7	3	1	1	3	14	5
5	Number of customers, by customer class, assessed reconnection fees or charges during the period					_			_	_		_	
	Residential Low Income Residential	367 102	437 71	259 42	5	7 2	4 0	0	0	0	0	0	0
	Small C&I	35	30	22	2	1	0	1	0	0	0	11	4
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights	2	0	0	0	0	0	0	0	0	0	0	0
	Total	506	538	324	7	10	4	3	0	0	0	11	4
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	3,949
	Low Income Residential	2,618	2,773	2,755	3,033	3,032	3,143	3,219	2,816	3,037	2,772	2,538	2,423
	Small C&I	321	351	294	194	186	188	205	189	199	186	165	225
	Medium / Large C&I	15 20	11 15	13 15	8 10	9	9 16	10 13	11 12	9	12	13 12	11 16
	Streetlights Total	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	6,986	6,671	6,624
7	Number of customers, by customer class, assessed late payment fees or charges during the period	,,,,,	3,033	7,707	7,423	7,130	1,332	7,033	7,034	1,313	0,500	0,071	0,024
•	Residential	7	9	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	97	101	58	0	0	0	0	0	0	0	0	0
	Streetlights	239	235	158	0	0	0	0	0	0	0	0	0
	Total	2,869	2,933	1,887	0	0	0	0	0	0	0	0	0
8	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
ŏ	payment arrangements Residential	761	796	788	843	637	573	615	668	784	940	970	1,350
	Low Income Residential	383	299	288	285	232	186	201	188	236	268	196	208
	Small C&I	18	32	17	19	24	27	47	35	43	73	104	174
	Medium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	9
	Streetlights	2	0	0	1	7	5	8	5	2	5	15	24
	Total	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	1,765
9	Number of customers by customer class, completing deferred payment arrangements during the period												
	Residential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	143
	Low Income Residential	245	294	223	109	142	83	86	52	61	60	38	45
	Small C&I	257 9	241	161 7	11	12	12	24 0	13 0	10	26 5	71	73 4
	Medium / Large C&I Streetlights	11	12	4	0	1	0	2	1	1	1	4	6
	Total Streetilgnits	1,680	2,048	1,437	<b>397</b>	388	290	294	219	213	231	269	271
	1.7.101	1,000	2,040	1,431	337	300	250	234	213	213	231	203	2/1

	1						2020						
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential Low Income Residential	1,587 344	1,841 398	1,492 369	473 187	366 212	437 177	477 176	551 178	707 237	689 159	1,039 124	535 135
	Small C&I	284	242	169	28	212	39	35	36	60	94	192	167
	Medium / Large C&I	8	8	9	0	1	4	0	0	0	9	11	7
	Streetlights	11	12	6	5	0	4	3	0	5	12	13	8
	Total	2,234	2,501	2,045	693	600	661	691	765	1,009	963	1,379	852
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	56	79	61	21	16	12	10	21	27	34	47	63
	Low Income Residential	17	30	31	14	11	8	3	7	6	9	6	4
	Small C&I	7	4	6	2	0	0	0	0	0		0	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	0
	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	34,568	36,655	36,941	37,372	38,565	38,721	38,893	40,845	41,235	41,886	39,062	39,872
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 <b>37,318</b>	0 <b>39,853</b>	40,285	0 <b>40,899</b>	0 <b>42,145</b>	42,315	0 <b>42,521</b>	0 44,546	44,973	0 <b>45,686</b>	0 <b>40,800</b>	41,614
13	Number of customers completing hardship protections during the period	37,316	39,033	40,265	40,033	42,145	42,313	42,321	44,540	44,373	43,000	40,800	41,014
15	Residential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
	Low Income Residential	45	199	23	5		1	8	64	13	42,517	100	796
	Small C&I	0	0	0	0		0	0	0	0		0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 <b>61</b>	0 <b>357</b>	0 46	0 <b>32</b>	0 <b>91</b>	7	0 12	0 88	0 <b>25</b>	0 46,337	0 <b>179</b>	0 <b>1,797</b>
14	Number of customers enrolling in new hardship protections during the period	91	337	40	32	91	,	12	00	25	40,337	1/9	1,/3/
14	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	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 <b>2,577</b>	0 <b>817</b>	653	0 <b>1,277</b>	0 <b>250</b>	210	2,060	0 <b>515</b>	721	0 <b>680</b>	0 <b>41,720</b>	0 <b>890</b>
15	Number of customers, by customer class, completing an AMP program during the period	2,577	617	033	1,2//	250	210	2,060	212	/21	000	41,720	890
13	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	55	41	42	53	66	100	62	55	51	32	45	14
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 55	0 <b>41</b>	0 <b>42</b>	0 <b>53</b>	0 <b>66</b>	0 100	0 <b>62</b>	0 <b>55</b>	0 <b>51</b>	0 32	0 <b>45</b>	0 14
16	Number of customers, by customer class, enrolling in an AMP program during the period	55	41	42	53	ьь	100	62	55	21	32	45	14
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 138	0 168	0 184	0 <b>261</b>	0 <b>368</b>	0 <b>231</b>	0 <b>249</b>	0 <b>317</b>	0 <b>281</b>	0 <b>235</b>	0 <b>161</b>	0 143
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	150	100	104	201	306	231	249	317	201	233	101	143
1,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	10	5	7	13	12	7	5	7	10	9	15	10
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 10	0 <b>5</b>	7	0 13	0 <b>12</b>	0 <b>7</b>	0 <b>5</b>	7	0 10	0 9	0 <b>15</b>	0 10
18	Number of customers, by customer class, dropping off an AMP program during the period	10	5	,	13	12	,	5	,	10	9	15	10
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	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	453	265	122	167	130	98	179	213	222	190	168	323

							2020						
	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
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	4/	38	40	10	13	36	19	22	3/	20	40	
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	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	1	3	9	6	2	1	3	4	14	4	4	4
24	***	4	3	9	0	2	1	3	4	14	4	4	- 4
24	Number of customers, by customer class, whose deposits were returned in full during the period			_	0								
	Residential 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

						2021				
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
1	Number of customers, by customer class				-	-		•		
	Residential	153,559	152,872	152,090	155,961	154,817	154,429	154,482	154,193	153,869
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540
	Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080
	Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228
	Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493
	Total	221,767	221,842	221,150	222,112	222,056	222,445	222,470	223,044	222,210
2	Number of customers, by customer class, disconnected during the period Residential	0	0	0	0	0	0	271	632	1,843
	Low Income Residential	0	0	0	0	0	0	0	032	1,043
	Small C&I	36	30	14	27	7	16	16	19	19
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	36	30	14	27	7	16	287	651	1,862
3	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
	Low Income Residential	0	0	0	670	0 637	734	1,247	4,107	2,764
	Small C&I Medium / Large C&I	1,022 70	398 22	908 51	670 34	23	60	695 41	732 44	785 50
	Streetlights	70	23	52	42	42	47	47	51	66
	Total	1,164	443	1,011	746	702	2,085	4,697	11,269	10,620
4	Number of customers, by customer class, reconnected during the period									
	Residential	0	0	0	0	0	0	70	182	706
	Low Income Residential	0	0	0	0	0	0	10	119	541
	Small C&I	16	21	11	22	9	10	8	15	15
	Medium / Large C&I	1	0	0	0	0	0	0	0	0
	Streetlights Total	0 <b>17</b>	0 <b>21</b>	0 11	23	1 10	2 12	0 88	0 <b>316</b>	0 1,262
5	Number of customers, by customer class, assessed reconnection fees or charges during the period		21		23	10	12	- 88	310	1,202
,	Residential	0	0	0	0	0	0	65	150	691
	Low Income Residential	0	0	0	0	0	0	14	146	538
	Small C&I	15	6	10	23	9	11	9	15	15
	Medium / Large C&I	1	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	2	0	0	0
	Total	16	6	10	23	9	13	88	311	1,244
6	Number of customers, by customer class, assessed credit card fees or charges during the period	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769
	Residential Low Income Residential	2,958	2,662	3,251	2,906	2,700	2,940	3,143	3,404	3,856
	Small C&I	250	233	235	239	213	2,340	191	241	245
	Medium / Large C&I	10	10	12	11	12	13	13	11	11
	Streetlights	13	17	11	12	12	17	18	17	15
	Total	7,425	6,941	8,257	7,347	6,939	7,469	7,981	8,842	9,896
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
	Low Income Residential	0	0	0	0	0	0	0	0	0
	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	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				-					
8	payment arrangements									
	Residential	864	675	481	817	695	720	1,372	1,473	1,811
	Low Income Residential	163	135	116	191	172	214	334	330	450
	Small C&I	149	159	131	177	140	114	88	72	62
	Medium / Large C&I Streetlights	6 20	9 17	7	8 27	5 16	7 17	2 10	<u>4</u> 8	2 5
	Total	1,202	995	746	1,220	1,028	1,072	1,806	1,887	2,330
		1,202	333	740	2,220	2,020	2,072	2,000	2,007	2,330
9	Number of customers by customer class, completing deferred payment arrangements during the period									
	Residential	160	134	186	155	116	163	244	364	824
	Low Income Residential	72	45	103	64	45	50	64	102	268
	Small C&I	142	100	78	127	65	79	114	133	105
	Medium / Large C&I	8	1	3	0	1	3	2	4	4
	Streetlights Total	5 <b>387</b>	3 <b>283</b>	2 <b>372</b>	14 <b>360</b>	5 <b>232</b>	10 <b>305</b>	9 <b>433</b>	7 <b>610</b>	3 1,204

- 11	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
ŀ		Jun	700	wa	Арі	way	Juli	Jui	Aug	_
ı	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period									
ľ	Residential	481	452	684	489	733	1,488	1,272	2,510	_
ľ	Low Income Residential	166	141	181	158	229	572	275	503	
H	Small C&I	239	186	187	185	119	145	162	165	
		14	5	6	103	4	3	6	4	
	Medium / Large C&I	11	16	7	15	12	20	12	11	
- 1	Streetlights Total	911	800	1.065	848	1,097	2,228	1,727	3,193	_
ŀ	lotal	911	800	1,065	848	1,097	2,228	1,/2/	3,193	
ı	Number of customers, by sustamer class, renegatiating deferred navment arrangements during the neriod									
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	29	11	15	18	22	48	12	80	
- 1	Residential									
	Low Income Residential	5	3	5	7	6	8	5	10	
	Small C&I	3	7	3	1	2	12	3	6	
	Medium / Large C&I	0	0	1	1	1	0	0	0	
	Streetlights	0	0	1	0	1	0	0	1	_
ŀ	Total	37	21	25	27	32	68	20	97	
	Number of customers taking service at the beginning of the period under existing hardship protections									
	Residential	825	2,591	2,573	8,756	7,382	7,739	2,062	1,990	
	Low Income Residential	39,871	39,633	40,446	40,806	38,795	42,156	41,282	42,073	
ľ	Small C&I	0	0	0	0	0	0	0	0	
ľ	Medium / Large C&I	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	
- 15	Total	40,696	42,224	43,019	49,562	46,177	49,895	43,344	44,063	L
	Number of customers completing hardship protections during the period									
	Residential	28	82	1,043	1,656	235	603	6	10	
	Low Income Residential	24	70	48	3,500	112	266	6	24	
- 1	Small C&I	0	0	0	0	0	0	0	0	
Ľ	Medium / Large C&I	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	_
l	Total	52	152	1,091	5,156	347	869	12	34	
Ŀ	Number of customers enrolling in new hardship protections during the period									
	Residential	84	67	86	89	123	108	165	199	
Ŀ	Low Income Residential	1,475	865	863	1,701	3,922	857	944	749	
	Small C&I	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	
9	Streetlights	0	0	0	0	0	0	0	0	
ľ	Total	1,559	932	949	1,790	4,045	965	1,109	948	Ī
Ī	Number of customers, by customer class, completing an AMP program during the period					· ·	· ·	· ·		
	Residential	0	0	0	0	0	0	0	0	
ı	Low Income Residential	46	32	47	39	5	13	70	69	
-	Small C&I	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	
	Total	46	32	47	39	5	13	70	69	
- 14	Number of customers, by customer class, enrolling in an AMP program during the period			.,						
	Residential	0	0	0	0	0	0	0	0	
	Low Income Residential	270	176	386	321	435	1,283	771	1,598	_
	Small C&I	0	0	0	0	0	1,283	0	1,338	_
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	_
ď	Streetlights	0	0	0	0	0	0	0	0	_
	Total	270	176	386	321	435	1,283	771	1,598	
		2/0	1/0	300	321	433	1,200	//1	1,336	
	Number of customers, by customer class, re-enrolling in an AMP program during the period	0			0			0		_
	Residential	0	0	0	0	0	0 72	0	0	_
	Low Income Residential	145	22	37	26	42	72	106	233	
ľ	Small C&I	0	0	0	0	0	0	0	0	_
1	Medium / Large C&I	0	0	0	0	0	0	0	0	_
	Streetlights	0	0	0	0	0	0	0	0	
- 14	Total	145	22	37	26	42	72	106	233	
	Number of customers, by customer class, dropping off an AMP program during the period									
	Residential	0	0	0	0	0	0	0	0	
	Low Income Residential	259	117	172	189	201	223	274	208	
9	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	
- fi	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	0	1
1	Streetlights								U	

						2021				
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
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	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540
	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	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540
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
	Low Income Residential	95	314	3	478	193	177	78	44	45
	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	0	0	0	0	0	0	0	0
		189	374	1,508	1,105	652	719	152	147	200
	Number of customers, by customer class, with required deposits with the company at the beginning of the									
21	period									
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	24	25	23	18	27	21	26	35	32
	Medium / Large C&I	24	3	1	4	5	5	20	1	32
	Streetlights	2	0	2	1	0	4	2	3	1
	Total	28	28	26	23	32	30	30	39	36
	Number of customers, by customer class, required to submit new deposits or increased deposits during the	20		20		52	30	30	33	
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	25	15	36	34	29	32	46	29	43
	Medium / Large C&I	0	1	6	1	0	4	6	2	4
	Streetlights	1	1	4	1	2	1	7	0	1
	Total	26	17	46	36	31	37	59	31	48
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the									
23	period									
	Residential	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	13	23	31	6	2	3	8	5	10
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	13	23	31	6	2	3	8	5	10
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	33	28	32	27	36	14	48	28	26
	Medium / Large C&I	1	0	6	2	0	2	7	3	1
	Streetlights	0	1	2	3	2	0	7	3	1
	Total	34	29	40	32	38	16	62	34	28

						2020							I		
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1 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	243,424	242,553	242,635	242,201
Low Income Residential	29,036	29,560	29,801	30,012	29,948	30,099	29,967	30,820	30,531	30,987	29,748	30,378	30,336	30,706	31,070
Small C&I Medium / Large C&I	24,802 4,446	24,719 4,232	24,746 4,035	24,642 4,219	24,619 4,393	24,514 4,081	24,508 4,243	24,425 4,206	24,421 4,236	24,477 4,227	24,389 4,159	24,713 4.276	24,620 4,235	24,680 4,404	24,647 4,097
Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100		299,346	300,067	299,048	302,791	301,744	302,425	302,015
Number of customers, by customer class, disconnected during the period		•				,	,				,	•	,	•	
Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	29	86 0	38 0	0	0	0	0	0	0	0	3	49	50 0	40	75 0
Medium / Large C&I Total	29		38	0	0	0		-	0	0	3	0	50	40	75
Number of customers, by customer class receiving a 1st notice of disconnect during the period			50	Ū				Ü		•		- 43	30	-40	- 75
Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	20	24	17	0	0	0	0		0	0	0	0	0	0	0
Small C&I	949	1,050	473	0	0	0	0		450	222	304	1,061	1,192	1,381	1,571
Medium / Large C&I Total	140 5,858	147 <b>6,869</b>	73 <b>4,814</b>	0	0	0			148 <b>598</b>	55 <b>277</b>	61 <b>365</b>	155 1,216	171 1,363	165 1,546	182 <b>1,753</b>
i otal	3,636	0,005	4,014	0	U	U	U	0	330	211	303	1,210	1,303	1,340	1,/33
3.2 Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period															
Residential	2,797	3,253	1,596	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	20	21	7	0	0	0	0		0	0	0	0	0	0	0
Small C&I	374	575	407	0	0	0	0		0	435	156	375	423	581	735
Medium / Large C&I Total	79 <b>3,270</b>	79 <b>3,928</b>	51 <b>2,061</b>	0	0	0	0		0	98 <b>533</b>	9 <b>165</b>	40 <b>415</b>	56 <b>479</b>	59 <b>640</b>	73
Number of customers, by customer class, reconnected during the period	3,2/0	3,928	2,061	U	U	0	0	U	U	553	165	415	4/9	640	808
Residential	0	0	0	10	0	0	0	0	0	0	0	0	0	0	-
Low Income Residential	0	0	0	11	0	0	0		0	0	0		0	0	C
Small C&I	11	55	26	1	0	0	0		0	0	1		24	25	31
Medium / Large C&I	0	2	0	0	0	0	0		0	0			2	3	2
	11	57	26	22	0	0	0	0	0	0	1	29	26	28	33
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	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	11	47	24	0	0	0	0	0	0	0	1	26	23	24	29
Medium / Large C&I	0		0	0	0	0	0		0	0	0		2	3	2
Total	11	49	24	0	0	0	0	0	0	0	1	26	25	27	31
6 Number of customers, by customer class, assessed credit card fees or charges during the period Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	4,715	5,835	5,369	6,552
Low Income Residential	0	0,757	0	3,703	0,040	0,322	0,040	4,373	0	4,001	4,311	4,713	0,033	0,505	0,332
Small C&I	197	274	201	154	110	140	101	80	72	95	81	130	189	186	230
Medium / Large C&I	35	30	28	20	19	16	6	6	9	13	16	22	15	18	20
Total	5,709	6,061	5,869	5,943	5,775	5,478	5,153	4,465	4,722	4,709	4,408	4,867	6,039	5,573	31
7 Number of customers, by customer class, assessed late payment fees or charges during the period			0		0			0				0	0		
Residential Low Income Residential	0	7	5	0	0	0	0	0	0	0	0	0	0	0	(
Small C&I	4,378	4,458	2,280	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	599	636	258	0	0	0	0	0	0	0	0	0	0	0	C
Total	4,980	5,101	2,543	0	0	0	0	0	0	0	0	0	0	0	(
Number of customers, by customer class, taking service at the beginning of the period under existing deferred													]		
8 payment arrangements (excluding Newstart and Covid AMP)	F4.4	490	687	070	996	000	055	774	567	F7F	con	722	920	752	730
Residential Low Income Residential	514 108	490 69	72	878 80	886 95	968 127	855 113	774 97	69	575 68	688 68	733 62	920 56	42	730
Small C&I	2	2	9	6	5	13	113	10	0	4	1	1	1	0	
Medium / Large C&I	1	0	1	1	2	2	1	2	2	4	10		29	26	28
Total	625	561	769	965	988	1,110	981	883	638	651	767	827	1,006	820	818
Number of customers by customer class, completing deferred payment arrangements during the period(excluding	1		1	T	T				T				]		
9 Newstart and Covid AMP) Residential	40	21	14	46	58	82	127	118	132	92	55	39	24	18	34
Low Income Residential	10	6	3	6	10	15	24	118	18	14	3	5	6	10	7
Small C&I	0	1	0	1	1	6	1	4	4	3	0	-	1	0	C
Medium / Large C&I	0	0	0	1	0	1	0	0	2	0	1	0	1	3	- 2
Total	50	28	17	54	69	104	152	140	156	109	59	44	32	21	43
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period													l		
(excluding Newstart and Covid AMP)	271	E47	713	020	435	270	200	242	357	573	353	659	232	263	340
Residential Low Income Residential	371 18	517 38	/13 52	929 89	435 77	276 42	368 38	243	357 46	5/3	353 28	30	15	263 41	6
Small C&I	0	11	8	10	18	9	10		7	1	0	0	0	0	0
Medium / Large C&I	0	2	0	2	2	2	2	1	4	7	19	6	5	6	
	389	568	773	1,030	532	329	418	274	414	636		695	252	310	408
Total															
Number of customers, by customer class, renegotiating deferred payment arrangements during the period															
	3	5	17	21	3	7	7	6	9	2	6	4	2	4	

		r					2020									
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aua	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Low Income Residential	0	0	0	2	0	0	0	2	2	3	0	0	0	1	0
	Small C&I	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	5	18	23	3	7	7	8	11	5	6	4	2	5	5
	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	2 200	2 220	2 420	2.545	2.500	2.500	2.500	2.550	2.540	2.642	2.042	2.052	2744	2 705	2.000
	Residential Low Income Residential	3,209 15,459	3,238 16,294	3,430 17,109	3,515 17,615	2,586 1,761	2,698 1,711	2,688 1,678	2,650 1,643	2,649 1,623	2,613 1,573	2,812 17,728	3,053 17,959	3,714 16,995	3,795 17,520	3,800 18,190
	Small C&I	15,455	0	0	0	0	0	0	0	0	0	0	0	10,555	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	18,668	19,532	20,539	21,130	4,347	4,409	4,366	4,293	4,272	4,186	20,540	21,012	20,709	21,315	21,990
13	Number of customers completing hardship protections or M Y and S protections during the period															
	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15	5	5	1,377
	Low Income Residential Small C&I	203	185 0	16,757 0	289	186 0	69 0	56 0	60 0	82 0	122	73 0	48 0	41 0	31 0	18,561 0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	249	224	18,124	320	204	87	65	71	101	134	84	63	46	36	19,940
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period															
	Residential	196	146	173	18	16	18		9	14	271	39	33	50	61	40
	Low Income Residential	883	834	580	113	80	60		42	54	1,118	253	500	802	849	428
	Small C&I	0	0	0	0	0	0		0	0	0	0	0	0	0	0
	Medium / Large C&I Total	1,079	980	753	131	96	78		51	68	1,389	292	533	852	910	470
15	Number of customers, by customer class, completing an AMP program during the period	1,075	500	,,,,	131	50	,,	30	- 31	- 00	1,303	2.52	333	032	710	4,0
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	1	14	9	25
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4.0	Total	6	17	23	39	51	46	36	26	31	23	6	1	14	9	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	0	0	0
	Low Income Residential	33	95	128	218	239	216	163	212	281	219	206	90	125	134	296
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	33	95	128	218	239	216	163	212	281	219	206	90	125	134	296
17	Number of customers, by customer class, re-enrolling in an AMP program during the period															
	Residential	0 27	72	2 113	2	1 174	3	130	0 140	2	3 127	4 97	0 41	0	1	1
	Low Income Residential Small C&I	0	0	113	176	5	161 5	130	27	175 55	93	50	78	63 85	39 61	94 77
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	27	74	117	180	180	169		167	232	223	151	119	148	101	172
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	0	0	0
	Low Income Residential	315	157	93	90	113	84	90	121	132	133	183	264	174	112	95
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I Total	315	157	93	90	113	84		121	132	133	183	264	174	112	95
19	Number of customers enrolling in the low-income discount rate program during the period	313	137	33	50	113	04	50	161	132	133	103	204	1/4	112	- 33
	Residential	0	0	0	0	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	30,547	30,903	31,061	31,538
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Total  Number of sustamors dropping off the low income discount rate program during the period	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547	30,903	31,061	31,538
20	Number of customers dropping off the low-income discount rate program during the period Residential	Unable to Obtain	n Data													
	Low Income Residential	C. able to obtain	. 5310													
	Small C&I															
	Medium / Large C&I															
	Total															
		I	T		T	T										
21	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	0	0	0	0
	Small C&I	1,295	1,298	1,282	1,254	1,230	1,203	1.186	1,168	861	844	828	807	794	793	779
	Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	145	141	140	135
	Total	1,488	1,497	1,479	1,447	1,421	1,394	1,377	1,358	1,018	994	977	0	935	933	914
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period													_		
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	0	75	0	1	6	9	-	7	9	20	7	-	10	13	13
	Medium / Large C&I	0	13	0	1	2	1		0	3	1	3		1	2	1
	Total	0	88	0	2	8	10		7	12	21	10		11	15	14

							2020									
	NSTAR Gas Company	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the															
23	period															
	Residential	Unable to Ob	tain Data													
	Low Income Residential															
	Small C&I															
	Medium / Large C&I															
	Total															
24	Number of customers, by customer class, whose deposits were returned in full during the period															
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	70	48	29	30	36	30	25	316	37	23	26	23	14	27
	Medium / Large C&I	0	7	6	4	4	1	5	1	36	8	4	5	5	3	6
	Total	0	77	54	33	34	37	35	26	352	45	27	31	28	17	33

	Apr	2021 May	Jun	Jul	Aug	Sep
NSTAR Gas Company	Apr	iviay	Jun	Jui	Aug	Sep
Number of customers, by customer class						
Residential	242,260	241,781	241,375	241,124	240,015	24
Low Income Residential	31,316	31,504	31,713	31,876	31,917	3
Small C&I	24,630	24,486	24,544	24,445	24,362	- 2
Medium / Large C&I	4,227	4,220	4,220	4,221	4,181	
Total	302,433	301,991	301,852	301,666	300,475	31
	302,433	301,331	301,032	301,000	300,473	
Number of customers, by customer class, disconnected during the period						
Residential	0	0	0	260	318	
Low Income Residential	0	0	0	0	0	
Small C&I	93	71	80	60	35	
Medium / Large C&I	0	0	0	0	0	
Total	93	71	80	320	353	
	93	/1	80	320	333	
Number of customers, by customer class receiving a 1st notice of disconnect during the period						
Residential	22,388	11,896	1,567	2,066	6,823	
Low Income Residential	8,319	4,177	30	1,107	2,627	
Small C&I	1,217	909	847	569	467	
					127	
Medium / Large C&I	181	104	124	168		
Total	32,105	17,086	2,568	3,910	10,044	
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period						
Residential	0	0	0	1,580	2,152	
Low Income Residential	0	0	0	53	1,121	
Small C&I	685	530	543	480	313	
Medium / Large C&I	57	51	57	81	44	
Total	742	581	600	2,194	3,630	
	/44	301	000	2,1.74	3,030	
Number of customers, by customer class, reconnected during the period						
Residential	0	0	0	71	67	
Low Income Residential	0	0	0	3	33	
Small C&I	27	10	18	16	8	
Medium / Large C&I	2	1	2	0	0	
Total	29	11	20	90	108	
	23	11	20	50	100	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders						
completed during the same period						
Residential	0	0	0	62	66	
Low Income Residential	0	0	0	2	33	
Small C&I	27	10	18	15	7	
Medium / Large C&I	2	1	2	0	0	
Total	29	11	20	79	106	
Number of customers, by customer class, assessed credit card fees or charges during the period						
Residential	5,848	6,090	5,872	5,975	5,865	
	0,010	0,030	0	0,575	0	
Low Income Residential			-	-		
Small C&I	191	128	119	109	82	
Medium / Large C&I	18	25	24	8	11	
Total	6,057	6,243	6,015	6,092	5,958	
Number of customers, by customer class, assessed late payment fees or charges during the period			-			
	0	0	0	0	0	
Residential	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	
Small C&I	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	
Total	0	0	0	0	0	
	3	U	0	U	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)			1,548	2,370	3,005	
payment arrangements (excluding Newstart and Covid AMP) Residential	740	931	1,548		296	
Residential	740 90	931 108	1,548	239		
Residential Low Income Residential	90	108	150		1	
Residential Low Income Residential Small C&I	90 0	108 0	150 0	0	1	
Residential Low Income Residential Small C&I Medium / Large C&I	90 0 24	108 0 24	150 0 24	0 21	21	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total	90 0	108 0	150 0	0		
Residential Low Income Residential Small C&I Medium / Large C&I	90 0 24	108 0 24	150 0 24	0 21	21	
Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding	90 0 24	108 0 24	150 0 24	0 21	21	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)	90 0 24 <b>854</b>	108 0 24 1,063	150 0 24 1,722	0 21 <b>2,630</b>	21 <b>3,323</b>	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)  Residential	90 0 24 <b>854</b>	108 0 24 <b>1,063</b>	150 0 24 1,722	0 21 <b>2,630</b> 76	21 3,323	
Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential	90 0 24 854 26 7	108 0 24 <b>1,063</b>	150 0 24 1,722 53 13	0 21 <b>2,630</b> 76 16	21 3,323 135 28	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)  Residential	90 0 24 <b>854</b>	108 0 24 <b>1,063</b>	150 0 24 1,722	0 21 <b>2,630</b> 76	21 3,323	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Small C&I	90 0 24 854 26 7	108 0 24 <b>1,063</b>	150 0 24 1,722 53 13	0 21 <b>2,630</b> 76 16 0	21 3,323 135 28	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)  Residential  Low Income Residential  Small C&I  Medium / Large C&I	90 0 24 854 26 7 0	108 0 24 1,063 38 1 0	150 0 24 1,722 53 13 0	0 21 <b>2,630</b> 76 16 0	21 3,323 135 28 0	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total	90 0 24 854 26 7 0	108 0 24 1,063 38 1	150 0 24 1,722 53 13	0 21 <b>2,630</b> 76 16 0	21 3,323 135 28 0	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	90 0 24 854 26 7 0	108 0 24 1,063 38 1 0	150 0 24 1,722 53 13 0	0 21 <b>2,630</b> 76 16 0	21 3,323 135 28 0	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total	90 0 24 <b>854</b> 26 7 0 0	108 0 24 1,063 38 1 0 3 42	150 0 24 1,722 53 13 0 3 69	0 21 2,630 76 16 0 3 95	21 3,323 135 28 0 1 164	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	90 0 24 854 26 7 0	108 0 24 1,063 38 1 0	150 0 24 1,722 53 13 0	0 21 <b>2,630</b> 76 16 0	21 3,323 135 28 0	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential	90 0 24 <b>854</b> 26 7 0 0 33	108 0 24 1,063 38 1 0 3 42	150 0 24 1,722 53 13 0 3 69	0 21 2,630 76 16 0 3 95	21 3,323 135 28 0 1 164	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Medium / Large C&I  Total  Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)  Residential  Low Income Residential  Residential  Low Income Residential	90 0 24 854 26 7 0 0 33	108 0 24 1,063 38 1 0 3 42 1,013 86	150 0 24 1,722 53 13 0 3 69	0 21 2,630 76 16 0 3 95	21 3,323 135 28 0 1 164 1,249	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)  Residential  Low Income Residential  Small C&I  More of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)  Residential  Low Income Residential	90 0 24 854 26 7 0 0 33 459 58	108 0 24 1,063 38 1 0 3 42 1,013 86 1	150 0 24 1,722 53 13 0 3 69 1,618 171	0 21 2,630 76 16 0 3 95	21 3,323 135 28 0 1 164 1,249 119 2	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Medium / Large C&I Medium / Large C&I	90 0 24 854 26 7 0 0 33 459 58 0 7	108 0 24 1,063 38 1 0 3 42 1,013 86 1 5	150 0 24 1,722 53 13 0 3 69 1,618 171 0	0 21 2,630 76 16 0 3 95 1,503 171 1	21 3,323 135 28 0 1 164 1,249 119 2 5	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, sempleting deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Small C&I Recluding Newstart and Covid AMP) Residential Small C&I Residential Low Income Residential Medium / Large C&I Medium / Large C&I Medium / Large C&I	90 0 24 854 26 7 0 0 33 459 58	108 0 24 1,063 38 1 0 3 42 1,013 86 1	150 0 24 1,722 53 13 0 3 69 1,618 171	0 21 2,630 76 16 0 3 95	21 3,323 135 28 0 1 164 1,249 119 2	
Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Total  Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)  Residential  Low Income Residential  Small C&I  Medium / Large C&I  Residential  Small C&I  Medium / Large C&I  Total	90 0 24 854 26 7 0 0 33 459 58 0 7	108 0 24 1,063 38 1 0 3 42 1,013 86 1 5	150 0 24 1,722 53 13 0 3 69 1,618 171 0	0 21 2,630 76 16 0 3 95 1,503 171 1	21 3,323 135 28 0 1 164 1,249 119 2 5	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Medium / Large C&I Medium / Large C&I	90 0 24 854 26 7 0 0 33 459 58 0 7	108 0 24 1,063 38 1 0 3 42 1,013 86 1 5	150 0 24 1,722 53 13 0 3 69 1,618 171 0	0 21 2,630 76 16 0 3 95 1,503 171 1	21 3,323 135 28 0 1 164 1,249 119 2 5	

			2021				
	NSTAR Gas Company	Apr	May	Jun	Jul	Aug	Sep
	Low Income Residential	1	4	0	3	1	3
	Small C&I	0	0	0	1	0	0
	Medium / Large C&I	0	0	1	0	0	0
	Total	13	11	24	15	32	30
	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	2,378	2,366	2,465	2,411	2,368	2,331
	Low Income Residential	1,313	1,378	1,459	1,498	1,545	1,665
	Small C&I	0	0	0	0	0	0
	Medium / Large C&I Total	0 3,691	0 <b>3,744</b>	0 3,924	3,909	3,913	3,996
13	Number of customers completing hardship protections or M Y and S protections during the period	3,031	3,744	3,324	3,505	3,513	3,330
10	Residential	19	39	39	40	43	44
	Low Income Residential	81	59	51	47	37	71
	Small C&I	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0
	Total	100	98	90	87	80	115
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period						
	Residential	37	57	50	65	52	69
	Low Income Residential Small C&I	133	114	111	109	180	168
	Small C&I Medium / Large C&I	0	0	0	0	0	0
	Medium / Large C&I Total	170	171	161	174	232	237
15	Number of customers, by customer class, completing an AMP program during the period	1/0	1/1	101	1/4	232	23/
10	Residential	0	0	0	0	0	0
	Low Income Residential	37	66	39	30	53	43
	Small C&I	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0
	Total	37	66	39	30	53	43
16	Number of customers, by customer class, enrolling in an AMP program during the period						
	Residential	0	0	0	0	0	0
	Low Income Residential	758	972	842	466	854	1,024
	Small C&I	0	0	0	0	0	0
	Medium / Large C&I Total	0	0	0	0	0	0
17	***	758	972	842	466	854	1,024
17	Number of customers, by customer class, re-enrolling in an AMP program during the period Residential	3	0	1	3	5	3
	Low Income Residential	154	145	147	119	242	343
	Small C&I	44	40	37	33	14	20
	Medium / Large C&I	0	1	1	1	1	0
	Total	201	186	186	156	262	366
18	Number of customers, by customer class, dropping off an AMP program during the period						
	Residential	0	0	0	0	0	0
	Low Income Residential	100	114	192	370	360	437
	Small C&I (Total C&I)	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0
40	Total	100	114	192	370	360	437
19	Number of customers enrolling in the low-income discount rate program during the period	0	0	0	0	0	0
	Residential Low Income Residential	31,559	31,811	32,116	32,289	31,915	32,150
	Small C&I	0	0	32,110	32,209	31,513	32,130
	Medium / Large C&I	0	0	0	0	0	0
	Total	31,559	31,811	32,116	32,289	31,915	32,150
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						
21	N						
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
	nesidentali	0	0	0	0	0	0
	Low Income Residential				699	703	698
	Low Income Residential Small C&I	761	740	720	699		
	Small C&I		740 121	720 117	110	108	107
		761					107 <b>805</b>
	Small C&I Medium / Large C&I	761 128	121	117	110	108	
22	Small C&I Medium / Large C&I	761 128 889	121 861	117 <b>837</b>	110 <b>809</b>	108 <b>811</b>	805
22	Small C&I Medium / Large C&I Total  Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential	761 128 <b>889</b>	121 <b>861</b> 0	117 <b>837</b> 0	110 <b>809</b> 0	108 <b>811</b> 0	805
22	Small C&I Medium / Large C&I Total  Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential	761 128 889 0	121 861 0 0	117 <b>837</b> 0 0	110 809 0	108 <b>811</b> 0 0	0 0
22	Small C&I Medium / Large C&I 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	761 128 889 0 0 19	0 0 14	0 0 9	0 0 11	108 811 0 0 0 25	0 0 18
22	Small C&I Medium / Large C&I Total  Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential	761 128 889 0	121 861 0 0	117 <b>837</b> 0 0	110 809 0	108 <b>811</b> 0 0	0 0

			2021				
	NSTAR Gas Company	Apr	Мау	Jun	Jul	Aug	Sep
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the						
23	period						
	Residential						
	Low Income Residential						
	Small C&I						
	Medium / Large C&I						
	Total						
24	Number of customers, by customer class, whose deposits were returned in full during the period						
	Residential	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0
	Small C&I	37	35	32	32	21	23
	Medium / Large C&I	9	9	9	9	2	2
	Total	46	44	41	41	23	25

	Ī						2020						
ſ	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,939	7,941	7,939	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
2	Number of customers, by customer class, disconnected during the period												
	Residential	16	6	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	32	58	22	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	0
	Streetlights	0 <b>51</b>	0 <b>67</b>	0 <b>25</b>	0 <b>0</b>	0	0 <b>0</b>	0	0	0	0	0	0
	Total	51	67	25	0	U	0	0	0	U	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	22.252	20.000	40.477									
	Residential Low Income Residential	22,253	20,990	10,177	0	0	0	0	0	0	0	0	0
		1,243	1,266	601	0	0	0	0	436	35	387	0	0
ŀ	Small C&I Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	0
ŀ	Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	0
ŀ		23,040	22,032	10,332	U		U	-	307	7/	3,1	-	- 0
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
J.2	Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	13,303	0	0	0	0	0	0	0	0	0	0
	Small C&I	748	726	488	0	0	0	0	2	0	0	0	0
ľ	Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	0
ľ	Total	17,632	14,484	10,002	0	0	0	0	3	0	0	0	0
4	Number of customers, by customer class, reconnected during the period												
	Residential	13	6	7	2	9	4	2	0	2	3	4	4
	Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
ı	Total	45	35	25	3	12	5	4	1	5	8	13	7
ľ	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	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										-	2.7	
	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	8,044 2,510	7,734 2,100	2,192
	Low Income Residential Small C&I	2,699 433	2,672 436	2,512 478	3,112 240	2,948 246	2,900 221	2,707 271	2,407 254	2,549 247	8,044 2,510 268	7,734 2,100 271	2,192 350
	Low Income Residential Small C&I Medium / Large C&I	2,699 433 63	2,672 436 101	2,512 478 99	3,112 240 50	2,948 246 27	2,900 221 33	2,707 271 35	2,407 254 37	2,549 247 22	8,044 2,510 268 27	7,734 2,100 271 33	2,192 350 22
١	Low Income Residential Small C&I Medium / Large C&I Total	2,699 433	2,672 436	2,512 478	3,112 240	2,948 246	2,900 221	2,707 271	2,407 254	2,549 247	8,044 2,510 268	7,734 2,100 271	2,192 350
7	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period	2,699 433 63 12,509	2,672 436 101 12,278	2,512 478 99 <b>11,708</b>	3,112 240 50 <b>11,603</b>	2,948 246 27 10,925	2,900 221 33 <b>10,528</b>	2,707 271 35 10,725	2,407 254 37 10,289	2,549 247 22 <b>10,703</b>	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197
7	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	2,699 433 63 12,509	2,672 436 101 12,278	2,512 478 99 <b>11,708</b>	3,112 240 50 <b>11,603</b>	2,948 246 27 10,925	2,900 221 33 10,528	2,707 271 35 10,725	2,407 254 37 10,289	2,549 247 22 <b>10,703</b>	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197
7	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	2,699 433 63 12,509	2,672 436 101 12,278	2,512 478 99 <b>11,708</b>	3,112 240 50 11,603	2,948 246 27 <b>10,925</b> 0	2,900 221 33 10,528 0	2,707 271 35 10,725	2,407 254 37 10,289	2,549 247 22 <b>10,703</b> 0 0	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0
7	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I	2,699 433 63 12,509 0 0 5,511	2,672 436 101 12,278 0 0 5,602	2,512 478 99 11,708 0 0 2,293	3,112 240 50 11,603 0 0	2,948 246 27 10,925 0 0	2,900 221 33 10,528 0 0	2,707 271 35 10,725 0 0	2,407 254 37 10,289 0 0	2,549 247 22 <b>10,703</b> 0 0	8,044 2,510 268 27 10,849 0 0	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
7	Low Income Residential Small C&I Medium / Large C&I 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 C&I	2,699 433 63 12,509 0 0 5,511 1,485	2,672 436 101 12,278 0 0 0 5,602 1,701	2,512 478 99 11,708 0 0 2,293 735	3,112 240 50 11,603 0 0 64 20	2,948 246 27 10,925 0 0 0	2,900 221 33 10,528 0 0 0	2,707 271 35 10,725 0 0 0	2,407 254 37 10,289 0 0 0	2,549 247 22 10,703 0 0 0	8,044 2,510 268 27 10,849 0 0 0	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total	2,699 433 63 12,509 0 0 5,511	2,672 436 101 12,278 0 0 5,602	2,512 478 99 11,708 0 0 2,293	3,112 240 50 11,603 0 0	2,948 246 27 10,925 0 0	2,900 221 33 10,528 0 0	2,707 271 35 10,725 0 0	2,407 254 37 10,289 0 0	2,549 247 22 <b>10,703</b> 0 0	8,044 2,510 268 27 10,849 0 0	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	2,699 433 63 12,509 0 0 5,511 1,485	2,672 436 101 12,278 0 0 0 5,602 1,701	2,512 478 99 11,708 0 0 2,293 735	3,112 240 50 11,603 0 0 64 20	2,948 246 27 10,925 0 0 0	2,900 221 33 10,528 0 0 0	2,707 271 35 10,725 0 0 0	2,407 254 37 10,289 0 0 0	2,549 247 22 10,703 0 0 0	8,044 2,510 268 27 10,849 0 0 0	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303	2,512 478 99 11,708 0 0 2,293 735 3,028	3,112 240 50 11,603 0 0 64 20	2,948 246 27 10,925 0 0 0 0	2,900 221 33 10,528 0 0 0	2,707 271 35 10,725 0 0 0 0	2,407 254 37 10,289 0 0 0	2,549 247 22 10,703 0 0 0 0	8,044 2,510 268 27 10,849 0 0 0 0	7,734 2,100 271 33 10,138 0 0 0	2,192 350 22 12,197 0 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303	2,512 478 99 11,708 0 0 2,293 735 3,028	3,112 240 50 11,603 0 0 64 20 84	2,948 246 27 10,925 0 0 0 0 0	2,900 221 33 10,528 0 0 0 0 0	2,707 271 35 10,725 0 0 0 0 0	2,407 254 37 10,289 0 0 0 0	2,549 247 22 10,703 0 0 0 0 0	8,044 2,510 268 27 10,849 0 0 0 0	7,734 2,100 271 33 10,138 0 0 0 0 0 913	2,192 350 22 12,197 0 0 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303	2,512 478 99 11,708 0 0 2,293 735 3,028	3,112 240 50 11,603 0 0 64 20 84 4,049 455	2,948 246 27 10,925 0 0 0 0	2,900 221 33 10,528 0 0 0 0 0 0	2,707 271 35 10,725 0 0 0 0 0 0 0	2,407 254 37 10,289 0 0 0 0 0	2,549 247 22 10,703 0 0 0 0 0 0	8,044 2,510 268 27 10,849 0 0 0 0 0	7,734 2,100 271 33 10,138 0 0 0 0 913 306	2,192 350 22 12,197 0 0 0 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303	2,512 478 99 11,708 0 0 2,293 735 3,028	3,112 240 50 11,603 0 0 64 20 84	2,948 246 27 10,925 0 0 0 0 0 0	2,900 221 33 10,528 0 0 0 0 0	2,707 271 35 10,725 0 0 0 0 0	2,407 254 37 10,289 0 0 0 0	2,549 247 22 10,703 0 0 0 0 0	8,044 2,510 268 27 10,849 0 0 0 0	7,734 2,100 271 33 10,138 0 0 0 0 0 913	2,192 350 22 12,197 0 0 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303	2,512 478 99 11,708 0 0 2,293 3,028 3,505 398 71	3,112 240 50 11,603 0 0 64 20 84 4,049 4,049	2,948 246 27 10,925 0 0 0 0 0 0 0 3,958 550 77	2,900 221 33 10,528 0 0 0 0 0 0 0	2,707 271 35 10,725 0 0 0 0 0 3,152 687 43	2,407 254 37 10,289 0 0 0 0 0 0	2,549 247 22 10,703 0 0 0 0 0 1,451 542 31	8,044 2,510 268 27 10,849 0 0 0 0 1,098 413 52	7,734 2,100 271 33 10,138 0 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	2,192 350 22 12,197 0 0 0 0 0
	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I	2,699 433 63 12,509 0 0 0 5,511 1,485 6,996 1,653 336 41 23	2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41	2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77	2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19	2,707 271 35 10,725 0 0 0 0 0 0 3,152 687 43	2,407 254 37 10,289 0 0 0 0 0 0 1,976 659 27 20	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 31 26	8,044 2,510 268 27 10,849 0 0 0 0 1,098 413 52 38	7,734 2,100 271 33 10,138 0 0 0 0 0 0 0 1 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 0 0
8	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I	2,699 433 63 12,509 0 0 0 5,511 1,485 6,996 1,653 336 41 23	2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41	2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77	2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19	2,707 271 35 10,725 0 0 0 0 0 0 3,152 687 43	2,407 254 37 10,289 0 0 0 0 0 0 1,976 659 27 20	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 31 26	8,044 2,510 268 27 10,849 0 0 0 0 1,098 413 52 38	7,734 2,100 271 33 10,138 0 0 0 0 0 0 0 1 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 0 0
8	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Total	2,699 433 63 12,509 0 0 0 5,511 1,485 6,996 1,653 336 41 23	2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41	2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77	2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19	2,707 271 35 10,725 0 0 0 0 0 0 3,152 687 43	2,407 254 37 10,289 0 0 0 0 0 0 1,976 659 27 20	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 31 26	8,044 2,510 268 27 10,849 0 0 0 0 1,098 413 52 38	7,734 2,100 271 33 10,138 0 0 0 0 0 0 0 1 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 0 0
8	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total  Number of customers by customer class, completing deferred payment arrangements during the period	2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 7,1 34 4,012	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41	2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615	2,900 221 33 10,528 0 0 0 0 0 3,974 644 58 19 4,695	2,707 271 35 10,725 0 0 0 0 0 0 3,152 687 43 19 3,901	2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682	2,549 247 222 10,703 0 0 0 0 0 1,451 542 31 26 2,050	8,044 2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601	7,734 2,100 271 33 10,138 0 0 0 0 0 0 0 1 1 2 1 2 1 2 2 3 3 3 6 1,278	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 804 64 67 26 36 36
8	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential	2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 441 23 2,053	2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 38 4,012	3,112 240 50 11,603 0 0 64 20 84 4,049 4,55 81 41 4,626	2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	2,900 221 33 10,528 0 0 0 0 0 3,974 644 588 19 4,695	2,707 271 35 10,725 0 0 0 0 0 0 3,152 687 43 19 3,901	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	2,549 247 222 10,703 0 0 0 0 0 1,451 542 31 26 6 2,050	8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	7,734 2,100 271 33 10,138 0 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 804 67 26 36 933
8	Low Income Residential Small C&I Medium / Large C&I 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 C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 711 38 4,012	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	2,948 246 27 10,925 0 0 0 0 0 0 0 3,958 550 77 30 4,615	2,900 221 33 10,528 0 0 0 0 0 3,974 644 58 19 4,695	2,707 271 35 10,725 0 0 0 0 0 0 3,152 687 43 19 3,901	2,407 254 37 10,289 0 0 0 0 0 0 1,976 659 27 20 2,682	2,549 247 222 10,703 0 0 0 0 0 0 0 1,451 542 31 26 2,050	8,044 2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601	7,734 2,100 271 33 10,138 0 0 0 0 0 0 0 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 804 67 26 36 933

		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	0	0	0	1 0	1	2	0	0	1	1	0	0	
	Medium / Large C&I Total	78	77	78	35	2 <b>73</b>	0 <b>58</b>	0 <b>41</b>	19	1 <b>21</b>	2 17	1 16	7	
		70		70	55	7.5	30					20		
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 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 Small C&I	916 0	887 0	5,651 0	321 0	234	239	194 0	208	193 0	159 0	293	594 0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	1,434	1,547	8,891	537	424	376	355	380	345	273	448	767	
14	Number of customers enrolling in new hardship protections during the period													
	Residential	754	650	459	52	41	41	89	101	36	40	57	35	
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307	
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	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											İ		
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential Small C&I	9	8	24	41 0	67 0	56 0	20	26 0	21	15 0	610	0	
	Small C&l Medium / Large C&l	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 0	
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	25	40	49	46		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	0	1	0	
	Small C&I 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	
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 0	106	115 0	88	110 0	95 0	80	91 0	96 0	100	24 0	26	
	Small C&I (Total C&I) 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 Small C&I	40,642 0	40,793 0	36,100 0	38,964 0	39,058 0	38,376 0	42,306 0	42,425 0	42,959 0	43,429 0	43,958 0	44,420	
	Smail C&I 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 Small C&I	36 0	283 0	2,674	46 0	482 0	197 0	19 0	23	24	20	25 0	48	
	Smail C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
	mediani / taige ear	J	U	U	U	U	U	U	U	U	U	U		

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

eversource Gas of Massachusetts	Jan	Feb	Mar	Ane	2021 May	Jun	Jul	Aug	Cor
	Juli	reu	iviui	Apr	iviuy	Juli	Jui	Aug	Sep
Number of customers, by customer class									
Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255
ow Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	4
mall C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	2
Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	
treetlights	0	0	0	0	0	0	0	0	
otal	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	33
Number of customers, by customer class, disconnected during the period									
Residential	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	
imall C&I	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	
treetlights	0	0	0	0	0	0	0	0	
otal	0	0	0	0	0	0	0	0	
Number of customers, by customer class receiving a 1st notice of disconnect during the period									
Residential	0	0	0	0	0	1	2	1	
ow Income Residential	0	0	0	0	1	5	2	0	
imall C&I	0	0	0	0	32	310	1,203	626	
Medium / Large C&I	0	0	0	0	10	104	329	242	
otal	0	0	0	0	43	420	1,536	869	
	-	-	-			10	_,		
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period									
Residential	0	0	0	0	0	1	2	3	
ow Income Residential	0	0	0	0	0	0	2	0	
imall C&I	0	0	0	0	0	74	458	628	
Medium / Large C&I	0	0	0	0	0	24	139	148	
Total	0	0	0	0	0	99	601	779	
	U	U	U	U	U	99	901	779	
Number of customers, by customer class, reconnected during the period	_		_	_		_	_	_	
Residential	3	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	
mall C&I	1	1	0	0	0	2	9	28	
Medium / Large C&I	0	0	0	0	0	0	2	3	
otal	4	1	0	0	0	2	11	31	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders									
ompleted during the same period									
Residential	0	0	0	0	0	0	0	0	
ow Income Residential	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	
otal	0	0	0	0	0	0	0	0	
Number of customers, by customer class, assessed credit card fees or charges during the period									
Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	
ow Income Residential	2,740	2,557	3,252	3,788	3,423	3,286	3,470	3,386	
imall C&I	434	420	458	793	634	604	662	810	
Medium / Large C&I	18	16	22	33	25	37	43	50	
otal	14,765	14,349	16,511	19,412	17,611	16,548	15,896	15,957	
Number of customers, by customer class, assessed late payment fees or charges during the period		•				•		•	
Residential	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	
imall C&I	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	0	
	U	U	0	U	U	U	U	U	
Number of customers, by customer class, taking service at the beginning of the period under existing deferred									
payment arrangements									
Residential	762	863	1,101	1,517	1,825	2,133	2,636	2,986	
ow Income Residential	56	119	211	382	555	677	857	910	
imall C&I	29	27	35	40	82	84	86	193	
Medium / Large C&I	32	29	37	36	54	60	67	81	
otal	879	1,038	1,384	1,975	2,516	2,954	3,646	4,170	
			$\top$	T					
Number of customers by customer class, completing deferred payment arrangements during the period									
Residential	32	40	44	40	39	65	94	125	
ow Income Residential	7	12	14	36	34	39	54	69	
	5	1	0	2	2	3	7	13	
HIIDII LOU									
imall C&I Medium / Large C&I	4	0	4	1	2	1	2	6	

	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
0	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period								
	Residential	323	428	651	534	558	790	798	670
	Low Income Residential	96	176	315	210	150	234	193	175
	Small C&I	7	8	13	52	8	14	137	144
	Medium / Large C&I	1	10	11	29	8	16	27	35
	Total	427	622	990	825	724		1,155	1,024
1	Number of customers, by customer class, renegotiating deferred payment arrangements during the period								
	Residential	27	27	56	35	57	84	107	126
	Low Income Residential	3	0	9	5	7		21	2:
	Small C&I	0	0	2	1	1	3	12	į
	Medium / Large C&I	0	3	2	3	0		3	4
	Total	30	30	69	44	65	108	143	156
2	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
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122
	Small C&I	0	0	0	0	0	0	0	, ,
	Medium / Large C&I	0	0	0	0	0		0	C
	Total	32,371	32,705	33,041	6,070	6,027	6,008	5,966	5,926
3	Number of customers completing hardship protections during the period	,		,		•	,,,,,,,	,	•
	Residential	169	206	252	116	96	101	109	142
	Low Income Residential	472	455	560	170	131	125	149	170
	Small C&I	0	0	2	0	0		0	0
	Medium / Large C&I	0	0	3	0	0		0	0
	Total	641	661	817	286	227	226	258	312
4	Number of customers enrolling in new hardship protections during the period								-
•	Residential	89	97	118	59	57	68	89	76
	Low Income Residential	459	472	606	104	109	106	107	119
	Small C&I	0	0	0	0	0		0	
	Medium / Large C&I	0	0	0	0	0		0	0
	Total	548	569	724	163	166		196	195
5	Number of customers, by customer class, completing an AMP program during the period								
	Residential	0	0	0	0	0	0	0	C
	Low Income Residential	0	0	3	22	3		2	4
	Small C&I	0	0	0	0	0	0	0	C
	Medium / Large C&I	0	0	0	0	0	0	0	0
	Total	0	0	3	22	3		2	4
.6	Number of customers, by customer class, enrolling in an AMP program during the period	-	-	J			_	-	
	Residential	0	0	0	0	0	0	0	0
	Low Income Residential	34	52	151	142	172	300	277	245
	Small C&I	0	0	0	0	0	0	0	2-1-3
	Medium / Large C&I	0	0	0	0	0	0	0	0
	Total	34	52	151	142	172		277	245
7	Number of customers, by customer class, re-enrolling in an AMP program during the period	5.4	32	202			500	_,,	
,	Residential	0	0	1	0	0	0	0	0
	Low Income Residential	1	1	3	1	3		10	12
	Small C&I	1	3	1	5	0		0	C
	Medium / Large C&I	0	0	0	0	0		0	
	Total	2	4	5	6	3		10	12
.8	Number of customers, by customer class, dropping off an AMP program during the period	-	-						
_	Residential	0	0	0	0	0	0	0	(
	Low Income Residential	28	12	26	2	50	73	93	157
	Small C&I (Total C&I)	0	0	0	0	0	0	0	15.
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	
	Total	28	12	26	2	50		93	157
	Number of customers enrolling in the low-income discount rate program during the period	28	12	20		30	/3	93	13/
۵	Number of customers enrolling in the low-income discount rate program during the period  Residential	0	0	0	0	0	0	0	(
9	Low Income Residential	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,10
9			45,722	46,374	43,510	44,492	45,149	45,900	
9		0	0	0	0			0	
9	Small C&I		0			44,492	45,149	45,900	46,10
9	Small C&I Medium / Large C&I	0							
	Small C&I Medium / Large C&I Total	45,095	45,722	46,374	43,510	44,492	43,143	-15,500	40,10
	Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period	45,095	45,722	·	·				
	Small C&I Medium / Large C&I Total  Number of customers dropping off the low-income discount rate program during the period Residential	<b>45,095</b>	<b>45,722</b>	0	0	0	0	0	
9	Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period	45,095	45,722	·	·		0 62		40,101 ( 51

	2021											
Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Total	52	62	4,015	204	66	62	62	51	53			
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			
Low Income Residential	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			
Medium / Large C&I	594	584	585	569	562	569	568	583	579			
Total	2,998	2,971	2,706	2,737	2,738	2,739	2,726	2,728	2,697			
Number of customers, by customer class, required to submit new deposits or increased deposits during the												
period												
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	0	0	0	0	0	0	0	0	0			
Small C&I	107	71	0	52	50	35	36	56	64			
Medium / Large C&I	30	32	13	9	13	5	18	11	12			
Total	137	103	13	61	63	40	54	67	76			
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	73	104	58	40	25	35	58	122	51			
Medium / Large C&I	11	29	14	40	9	7	5	19	14			
Total	84	133	72	80	34	42	63	141	65			
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	96	104	60	53	48	42	38	74	51			
Medium / Large C&I	35	25	26	15	8	8	2	11	14			
Total	131	129	86	68	56	50	40	85	65			