

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

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

NSTAR Electric

Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	234,234,652	226,849,087	203,763,560	190,669,652	183,702,440	210,925,972	269,446,489	292,850,396	242,372,428	202,409,092	183,419,619	208,849,612
Accounts Receivable	261,264,778	277,511,244	287,735,952	258,071,563	256,706,167	292,529,606	300,321,636	329,163,710	328,666,611	267,942,863	264,895,087	315,636,680
Gross A/R Write-Offs	2,695,765	1,993,481	1,699,004	1,404,054	1,459,307	2,022,306	1,824,363	1,427,051	1,636,744	1,220,344	1,301,005	1,897,231
A/R Recoveries	512,211	582,214	401,597	307,811	275,290	310,514	255,577	314,598	239,988	301,954	302,376	215,467

NSTAR Gas

Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	80,616,137	77,152,671	60,971,096	51,177,142	35,566,600	13,620,062	10,108,584	10,058,491	10,329,892	12,576,967	27,346,857	64,807,135
Accounts Receivable	81,802,905	91,439,084	88,053,023	81,029,587	69,624,935	54,524,280	41,927,881	37,658,508	38,633,522	33,187,145	44,216,390	77,321,835
Gross A/R Write-Offs	886,791	752,394	492,442	361,588	384,072	534,819	586,555	426,638	570,236	445,673	348,577	338,471
A/R Recoveries	154,660	147,109	128,848	75,970	95,292	92,248	95,313	90,752	70,804	204,195	66,909	78,185

EGMA

Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues										13,478,679	40,583,798	63,022,329
Accounts Receivable										36,323,022	34,274,286	57,148,216
Gross A/R Write-Offs										16,065	(33,121)	116,836
A/R Recoveries										28,290	31,357	27,289

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

NSTAR ELECTRIC - 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

Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	93,032,219	85,732,672	77,481,301	53,669,963	34,848,349	22,711,010	18,616,926	18,152,685	18,811,763			
Accounts Receivable	95,160,062	115,205,253	109,158,134	99,133,650	89,773,446	72,250,583	62,370,860	53,618,490	48,797,751			
Gross A/R Write-Offs	(16,194)	2,584	(17,111)	10,047	12,949	11,366	373,640	382,677	108,869			
A/R Recoveries	27,285	37,647	42,722	37,014	16,489	19,752	20,992	25,690	23,981			

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

NSTAR Electric 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 Gas 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	\$7,000,000	Yes	None
April	None	---	Yes	None
May	None	---	Yes	None
June	None	\$7,000,000	Yes	None
July	None	---	Yes	None
August	None	---	Yes	None
September	None	\$17,000,000	Yes	None
October	None	---	Yes	None
November	None	---	Yes	None
December	None	\$7,000,000	Yes	None
Total 2020		\$38,000,000		

Eversource Gas Company of MA *				
2020	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Total 2020		\$0		

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, entered into a 364-day \$550M revolving credit agreement

* 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 Electric 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 Gas 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	\$10,000,000	Yes	None
April	None	---	Yes	None
May	None	---	Yes	None
June	None	\$10,000,000	Yes	None
July	None	---	Yes	None
August	None	---	Yes	None
September	None	\$10,000,000	Yes	None
October				
November				
December				
Total 2021		\$30,000,000		

Eversource Gas Company of MA				
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	\$6,900,000	Yes	None
April	None	---	Yes	None
May	None	---	Yes	None
June	None	\$6,900,000	Yes	None
July	None	---	Yes	None
August	None	---	Yes	None
September	None	\$176,300,000	Yes	None
October				
November				
December				
Total 2021		\$190,100,000		

		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	EMA Electric												
	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	9	8	2	0	0	0	0	0	0	4	3	5
	Total	27,577	25,483	13,938	0	0	0	0	0	0	2,781	1,623	3,347
4	Number of customers, by customer class, reconnected during the period												
	Residential	587	738	346	11	1	0	0	0	0	0	1	0
	Low Income Residential	18	18	13	3	0	0	0	0	0	0	0	0
	Small C&I	88	81	53	0	0	0	0	0	0	0	17	37
	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	693	837	412	14	1	0	0	0	0	0	18	37
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period												
	Residential	579	728	343	0	0	0	0	0	0	0	0	0
	Low Income Residential	18	16	13	0	0	0	0	0	0	0	0	0
	Small C&I	86	80	51	0	0	0	0	0	0	0	17	37
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	683	824	407	0	0	0	0	0	0	0	17	37
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,924
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,304	1,240	1,013	774	715	729	745	715	704	870	837	1,025
	Medium / Large C&I	20	21	20	25	18	19	24	21	23	29	32	38
	Streetlights	6	5	7	2	2	3	5	1	3	4	3	5
	Total	28,504	28,253	27,123	25,806	25,682	25,358	26,186	25,523	26,274	26,318	23,129	24,992
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	16	14	8	0	0	0	0	0	0	0	0	0
	Small C&I	25,728	25,117	12,303	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	564	445	272	0	0	0	0	0	0	0	0	0
	Streetlights	879	875	344	0	0	0	0	0	0	0	0	0
	Total	27,187	26,451	12,927	0	0	0	0	0	0	0	0	0

		2020											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
8	Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)												
	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	46	50	41	1	5	6	6
	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
9	Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)												
	Residential	223	240	245	254	231	214	132	117	112	115	115	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
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)												
	Residential	1,865	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	3,249
	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
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)												
	Residential	20	19	34	44	9	15	19	17	34	37	58	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
12	Number of customers taking service at the beginning of the period under existing hardship protections (O exceptions with expiry March 31) or M , Y and S protections												
	Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	9,256
	Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833	5,747	5,604	45,646	46,619
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	49,230	50,241	51,907	52,657	14,183	14,099	13,841	13,730	13,597	13,358	54,535	55,875
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	161	168	2,857	122	87	61	66	52	64	42	64	41
	Low Income Residential	794	732	41,465	1,156	686	287	260	257	326	535	321	220
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	955	900	44,322	1,278	773	348	326	309	390	577	385	261
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	483	428	374	44	57	53	58	40	64	1,224	135	156
	Low Income Residential	1,093	1,474	1,173	478	337	226	234	184	260	4,297	1,087	1,408
	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	1,576	1,902	1,547	522	394	279	292	224	324	5,521	1,222	1,564
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	57	85	142	280	205	87	97	83	74	69	48	40
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	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	57	85	142	280	205	87	97	83	74	69	48	40

		2020											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	478
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	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	0	0	2	3	21	27	69	190	285	707	427	485
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	137	273	366	551	625	575	578	639	957	1,231	891	686
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	813
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	958	463	357	459	433	232	292	356	400	464	613	813
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,729	4,696	4,661	4,602	4,537	4,443	4,384	4,325	2,754	2,682	2,629	2,572
	Medium / Large C&I	81	80	78	79	78	76	75	75	62	63	60	59
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	Total	4,812	4,778	4,741	4,683	4,617	4,521	4,461	4,402	2,818	2,747	2,691	2,633
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	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	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 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	0	15	1	3	4	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	298	137	113	110	131	115	89	1,633	121	73	98

D.P.U. 20-58-D Data Collection
(C) Customer-Specific Data
NSTAR Electric Company - Eastern MA

		2021								
EMA Electric		Jan	Feb	Mar	Apr	May	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	966,178
	Low Income Residential	94,295	95,430	96,547	97,375	97,808	97,685	97,848	97,759	98,064
	Small C&I	161,273	161,043	161,814	161,787	162,053	162,634	161,049	160,873	161,690
	Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998
	Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167
	Total	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227	1,239,102	1,232,786	1,244,097
2	Number of customers, by customer class, disconnected during the period									
	Residential	0	0	0	0	0	0	599	1,457	2,178
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	162	82	124	96	90	84	76	70	73
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	162	82	124	96	90	84	675	1,527	2,251
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period									
	Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287
	Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507
	Small C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	9	12	12	33	12	12	39	38	41
	Total	5,594	5,579	6,094	88,703	44,584	7,738	23,535	38,824	49,643
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period									
	Residential	0	0	0	2	0	1	3,220	11,891	15,519
	Low Income Residential	0	0	0	0	0	0	167	5,255	4,608
	Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	7	8	10	13	9	9	30	16	34
	Total	3,015	2,649	2,992	2,400	1,850	2,217	5,741	19,317	23,033
4	Number of customers, by customer class, reconnected during the period									
	Residential	0	0	0	0	0	0	466	779	1,389
	Low Income Residential	0	0	0	0	0	0	26	424	659
	Small C&I	77	65	90	66	51	53	40	35	26
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	77	65	90	66	51	53	532	1,238	2,074
5	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	367	649	1,186
	Low Income Residential	0	0	0	0	0	0	24	361	576
	Small C&I	71	65	85	61	50	51	38	34	25
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	71	65	85	61	50	51	429	1,044	1,787
6	Number of customers, by customer class, assessed credit card fees or charges during the period									
	Residential	25,606	23,539	27,361	25,848	26,013	26,768	28,866	31,502	34,184
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	1,110	924	1,123	974	913	952	978	959	970
	Medium / Large C&I	46	39	46	40	37	34	27	32	31
	Streetlights	5	1	4	9	8	8	7	5	8
	Total	26,767	24,503	85	26,871	26,971	27,762	29,878	32,498	35,193
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	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	0	0	0	0	0	0	0	0	0

		2021								
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
8	Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)									
	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)									
	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
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (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	0	0	0	0	0	0	0	0	0
	Total	1,089	975	1,030	1,294	2,224	4,046	4,392	4,630	7,676
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)									
	Residential	16	8	20	16	27	66	58	90	95
	Low Income Residential	2	2	0	1	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
12	Number of customers taking service at the beginning of the period under existing hardship protections (O exceptions with expiry March 31) or M , Y and S protections									
	Residential	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	1	5	9	0	0	1
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	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									
	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	1,148	1,363	808	421	346	381	407	858	690
	Small C&I	0	0	0	6	2	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	1,273	1,465	913	557	471	548	607	1,081	929
15	Number of customers, by customer class, completing an AMP program during the period									
	Residential	0	0	0	0	0	0	0	0	0
	Low Income Residential	57	80	108	190	194	158	196	256	264
	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	57	80	108	190	194	196	256	264	264

		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	0	0	0	0	0	0	0	0	0
	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	536	377	427	253	184	229	209	148	177
	Medium / Large C&I	0	0	0	0	0	0	0	0	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	619	459	482	404	499	645	1,090	1,195	1,236
	Small C&I (Total 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	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	0	0	0	0	0	0	0	0	0
	Low Income Residential	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255
	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	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	54	50	49	46	47	48	48
	Streetlights	2	2	2	2	2	2	2	2	2
	Total	2,566	2,543	2,515	2,504	2,482	2,449	2,406	2,415	2,412
22	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	30	47	57	73	62	35	62	92	70
	Medium / Large C&I	1	3	0	0	2	0	2	2	1
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	31	50	57	73	64	35	64	94	71
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period									
	Residential									
	Low Income Residential									
	Small C&I									
	Medium / Large C&I									
	Streetlights									
	Total									
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	0	0	0	0	0	0	0	0	0
	Total	98	73	85	85	86	95	107	85	74

D.P.U. 20-58-D Data Collection
(C) Customer-Specific Data
NSTAR Electric Company - Western MA

		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	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	4,516
	Total	217,575	217,292	216,978	217,717	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	27	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	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	0	65	3	0
	Small C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	974
	Medium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	60
	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												
	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	367	437	259	5	7	4	2	0	0	0	0	0
	Low Income Residential	102	71	42	0	2	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	11	13	8	9	9	10	11	9	12	13	11
	Streetlights	20	15	15	10	11	16	13	12	13	13	12	16
	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												
	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 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	241	161	11	12	12	24	13	10	26	71	73
	Medium / Large C&I	9	8	7	1	0	0	0	0	1	5	3	4
	Streetlights	11	12	4	0	1	0	2	1	1	1	4	6
	Total	1,680	2,048	1,437	397	388	290	294	219	213	231	269	271

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WMA Electric		2020											
		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	1,587	1,841	1,492	473	366	437	477	551	707	689	1,039	535
	Low Income Residential	344	398	369	187	212	177	176	178	237	159	124	135
	Small C&I	284	242	169	28	21	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	0	5
	Medium / Large C&I	0	0	1	0	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	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,318	39,853	40,285	40,899	42,145	42,315	42,521	44,546	44,973	45,686	40,800	41,614
13	Number of customers completing hardship protections during the period												
	Residential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
	Low Income Residential	45	199	23	5	64	1	8	64	13	42,517	100	796
	Small C&I	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	61	357	46	32	91	7	12	88	25	46,337	179	1,797
14	Number of customers enrolling in new hardship protections during the period												
	Residential	465	305	204	80	37	39	83	60	71	42	1,803	86
	Low Income Residential	2,112	512	449	1,197	213	171	1,977	455	650	638	39,917	804
	Small C&I	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	2,577	817	653	1,277	250	210	2,060	515	721	680	41,720	890
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	55	41	42	53	66	100	62	55	51	32	45	14
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	55	41	42	53	66	100	62	55	51	32	45	14
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	138	168	184	261	368	231	249	317	281	235	161	143
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	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	0	0	0	0	0	0	0	0	0	0	0	0
	Total	10	5	7	13	12	7	5	7	10	9	15	10
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	453	265	122	167	130	98	179	213	222	190	168	323

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		2020											
WMA Electric		Jan	Feb	Mar	Apr	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
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	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
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	44	33	37	15	14	27	16	19	34	25	31	29
	Medium / Large C&I	2	0	1	0	1	7	1	1	2	2	5	4
	Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
	Total	47	38	40	16	15	38	19	22	37	28	40	33
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	3	3	8	5	2	1	2	3	14	2	3	4
	Medium / Large C&I	0	0	1	0	0	0	0	1	0	2	1	0
	Streetlights	1	0	0	1	0	0	1	0	0	0	0	0
	Total	4	3	9	6	2	1	3	4	14	4	4	4
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	48	26	42	15	17	21	27	16	413	33	21	25
	Medium / Large C&I	1	0	2	1	2	1	0	2	11	2	1	1
	Streetlights	1	0	0	0	3	1	0	0	25	3	0	3
	Total	50	26	44	16	22	23	27	18	449	38	22	29

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WMA Electric		2021								
		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	0	0
	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	0	0	0	1,247	4,107	2,764
	Small C&I	1,022	398	908	670	637	734	695	732	785
	Medium / Large C&I	70	22	51	34	23	60	41	44	50
	Streetlights	72	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	0	0	0	1	1	2	0	0	0
	Total	17	21	11	23	10	12	88	316	1,262
5	Number of customers, by customer class, assessed reconnection fees or charges during the period									
	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									
	Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769
	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	235	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	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	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 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	6	9	7	8	5	7	2	4	2
	Streetlights	20	17	11	27	16	17	10	8	5
	Total	1,202	995	746	1,220	1,028	1,072	1,806	1,887	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	5	3	2	14	5	10	9	7	3
	Total	387	283	372	360	232	305	433	610	1,204

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WMA Electric		2021								
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period									
	Residential	481	452	684	489	733	1,488	1,272	2,510	3,299
	Low Income Residential	166	141	181	158	229	572	275	503	1,303
	Small C&I	239	186	187	185	119	145	162	165	171
	Medium / Large C&I	14	5	6	1	4	3	6	4	3
	Streetlights	11	16	7	15	12	20	12	11	7
	Total	911	800	1,065	848	1,097	2,228	1,727	3,193	4,783
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period									
	Residential	29	11	15	18	22	48	12	80	191
	Low Income Residential	5	3	5	7	6	8	5	10	72
	Small C&I	3	7	3	1	2	12	3	6	5
	Medium / Large C&I	0	0	1	1	1	0	0	0	1
	Streetlights	0	0	1	0	1	0	0	1	0
	Total	37	21	25	27	32	68	20	97	269
12	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	2,110
	Low Income Residential	39,871	39,633	40,446	40,806	38,795	42,156	41,282	42,073	42,775
	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	40,696	42,224	43,019	49,562	46,177	49,895	43,344	44,063	44,885
13	Number of customers completing hardship protections during the period									
	Residential	28	82	1,043	1,656	235	603	6	10	7
	Low Income Residential	24	70	48	3,500	112	266	6	24	1
	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	52	152	1,091	5,156	347	869	12	34	8
14	Number of customers enrolling in new hardship protections during the period									
	Residential	84	67	86	89	123	108	165	199	140
	Low Income Residential	1,475	865	863	1,701	3,922	857	944	749	830
	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	1,559	932	949	1,790	4,045	965	1,109	948	970
15	Number of customers, by customer class, completing an AMP program during the period									
	Residential	0	0	0	0	0	0	0	0	0
	Low Income Residential	46	32	47	39	5	13	70	69	81
	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	46	32	47	39	5	13	70	69	81
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	270	176	386	321	435	1,283	771	1,598	1,225
	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	270	176	386	321	435	1,283	771	1,598	1,225
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
	Low Income Residential	145	22	37	26	42	72	106	233	257
	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	145	22	37	26	42	72	106	233	257
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	259	117	172	189	201	223	274	208	490
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	259	117	172	189	201	223	274	208	490

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WMA Electric		2021								
		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	0	0	0	0	0	0	0	0	0
	Total	189	374	1,508	1,105	652	719	152	147	200
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	24	25	23	18	27	21	26	35	32
	Medium / Large C&I	2	3	1	4	5	5	2	1	3
	Streetlights	2	0	2	1	0	4	2	3	1
	Total	28	28	26	23	32	30	30	39	36
22	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	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
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period									
	Residential	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	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														
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	24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	24,713	24,620	24,680	24,647
	Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	4,276	4,235	4,404	4,097
	Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	302,791	301,744	302,425	302,015
2	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	38	0	0	0	0	0	0	0	3	49	50	40	75
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	29	86	38	0	0	0	0	0	0	0	3	49	50	40	75
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period															
	Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	20	24	17	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	1,061	1,192	1,381	1,571
	Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	155	171	165	182
	Total	5,858	6,869	4,814	0	0	0	0	0	598	277	365	1,216	1,363	1,546	1,753
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	0
	Small C&I	374	575	407	0	0	0	0	0	0	435	156	375	423	581	735
	Medium / Large C&I	79	79	51	0	0	0	0	0	0	98	9	40	56	59	73
	Total	3,270	3,928	2,061	0	0	0	0	0	0	533	165	415	479	640	808
4	Number of customers, by customer class, reconnected during the period															
	Residential	0	0	0	10	0	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	0	0	0
	Small C&I	11	55	26	1	0	0	0	0	0	0	1	29	24	25	31
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	0	2	3	2
	Total	11	57	26	22	0	0	0	0	0	0	1	29	26	28	33
5	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	2	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	197	274	201	154	110	140	101	80	72	95	81	130	189	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															
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3	7	5	0	0	0	0	0	0	0	0	0	0	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	0
	Total	4,980	5,101	2,543	0	0	0	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 payment arrangements (excluding Newstart and Covid AMP)															
	Residential	514	490	687	878	886	968	855	774	567	575	688	733	920	752	730
	Low Income Residential	108	69	72	80	95	127	113	97	69	68	62	56	42	60	60
	Small C&I	2	2	9	6	5	13	12	10	0	4	1	1	1	0	0
	Medium / Large C&I	1	0	1	1	2	2	1	2	2	4	10	31	29	26	28
	Total	625	561	769	965	988	1,110	981	883	638	651	767	827	1,006	820	818
9	Number of customers by customer class, completing deferred payment arrangements during the period(excluding 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	18	18	14	3	5	6	0	7
	Small C&I	0	1	0	1	1	6	1	4	4	3	0	0	1	0	0
	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
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)															
	Residential	371	517	713	929	435	276	368	243	357	573	353	659	232	263	340
	Low Income Residential	18	38	52	89	77	42	38	27	46	55	28	30	15	41	62
	Small C&I	0	11	8	10	18	9	10	3	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	6
	Total	389	568	773	1,030	532	329	418	274	414	636	400	695	252	310	408
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)															
	Residential	3	5	17	21	3	7	7	6	9	2	6	4	2	4	5

		2020														
NSTAR Gas Company		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	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
12	Number of customers taking service at the beginning of the period under existing hardship protections (0 exceptions with expiry March 31) or M , Y and S protections															
	Residential	3,209	3,238	3,430	3,515	2,586	2,698	2,688	2,650	2,649	2,613	2,812	3,053	3,714	3,795	3,800
	Low Income Residential	15,459	16,294	17,109	17,615	1,761	1,711	1,678	1,643	1,623	1,573	17,728	17,959	16,995	17,520	18,190
	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	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	203	185	16,757	289	186	69	56	60	82	122	73	48	41	31	18,561
	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	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	10	9	14	271	39	33	50	61	40
	Low Income Residential	883	834	580	113	80	60	48	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	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,079	980	753	131	96	78	58	51	68	1,389	292	533	852	910	470
15	Number of customers, by customer class, completing an AMP program during the period															
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	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
	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	2	2	2	1	3	0	0	2	3	4	0	0	1	1
	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41	63	39	94
	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78	85	61	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	142	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	315	157	93	90	113	84	90	121	132	133	183	264	174	112	95
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	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
	Total	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 Data														
	Low Income Residential															
	Small C&I															
	Medium / Large C&I															
	Total															
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period															
	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	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	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	75	0	1	6	9	13	7	9	20	7	5	10	13	13
	Medium / Large C&I	0	13	0	1	2	1	5	0	3	1	3	1	1	2	1
	Total	0	88	0	2	8	10	18	7	12	21	10	6	11	15	14

NSTAR Gas Company		2020															
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period																
	Residential	Unable to Obtain 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	0
	Low Income Residential	0	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

		2021					
NSTAR Gas Company		Apr	May	Jun	Jul	Aug	Sep
1	Number of customers, by customer class						
	Residential	242,260	241,781	241,375	241,124	240,015	240,601
	Low Income Residential	31,316	31,504	31,713	31,876	31,917	31,978
	Small C&I	24,630	24,486	24,544	24,445	24,362	24,349
	Medium / Large C&I	4,227	4,220	4,220	4,221	4,181	4,255
	Total	302,433	301,991	301,852	301,666	300,475	301,183
2	Number of customers, by customer class, disconnected during the period						
	Residential	0	0	0	260	318	279
	Low Income Residential	0	0	0	0	0	0
	Small C&I	93	71	80	60	35	8
	Medium / Large C&I	0	0	0	0	0	0
	Total	93	71	80	320	353	287
3.1	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	7,285
	Low Income Residential	8,319	4,177	30	1,107	2,627	3,080
	Small C&I	1,217	909	847	569	467	425
	Medium / Large C&I	181	104	124	168	127	140
	Total	32,105	17,086	2,568	3,910	10,044	10,930
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period						
	Residential	0	0	0	1,580	2,152	5,639
	Low Income Residential	0	0	0	53	1,121	2,262
	Small C&I	685	530	543	480	313	324
	Medium / Large C&I	57	51	57	81	44	70
	Total	742	581	600	2,194	3,630	8,295
4	Number of customers, by customer class, reconnected during the period						
	Residential	0	0	0	71	67	98
	Low Income Residential	0	0	0	3	33	51
	Small C&I	27	10	18	16	8	2
	Medium / Large C&I	2	1	2	0	0	0
	Total	29	11	20	90	108	151
5	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	97
	Low Income Residential	0	0	0	2	33	51
	Small C&I	27	10	18	15	7	2
	Medium / Large C&I	2	1	2	0	0	0
	Total	29	11	20	79	106	150
6	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	6,624
	Low Income Residential	0	0	0	0	0	0
	Small C&I	191	128	119	109	82	75
	Medium / Large C&I	18	25	24	8	11	6
	Total	6,057	6,243	6,015	6,092	5,958	6,705
7	Number of customers, by customer class, assessed late payment fees or charges during the period						
	Residential	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8	Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)						
	Residential	740	931	1,548	2,370	3,005	2,958
	Low Income Residential	90	108	150	239	296	278
	Small C&I	0	0	0	0	1	2
	Medium / Large C&I	24	24	24	21	21	20
	Total	854	1,063	1,722	2,630	3,323	3,258
9	Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)						
	Residential	26	38	53	76	135	149
	Low Income Residential	7	1	13	16	28	29
	Small C&I	0	0	0	0	0	1
	Medium / Large C&I	0	3	3	3	1	4
	Total	33	42	69	95	164	183
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)						
	Residential	459	1,013	1,618	1,503	1,249	1,686
	Low Income Residential	58	86	171	171	119	188
	Small C&I	0	1	0	1	2	3
	Medium / Large C&I	7	5	6	5	5	3
	Total	524	1,105	1,795	1,680	1,375	1,880
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)						
	Residential	12	7	23	11	31	27

		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	
12	Number of customers taking service at the beginning of the period under existing hardship protections (0 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	0	0	0	0	0	0	
	Total	3,691	3,744	3,924	3,909	3,913	3,996	
13	Number of customers completing hardship protections or M Y and S protections during the period							
	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	133	114	111	109	180	168	
	Small C&I	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	
	Total	170	171	161	174	232	237	
15	Number of customers, by customer class, completing an AMP program during the period							
	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	0	0	0	0	0	0	
	Total	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	
	Total	100	114	192	370	360	437	
19	Number of customers enrolling in the low-income discount rate program during the period							
	Residential	0	0	0	0	0	0	
	Low Income Residential	31,559	31,811	32,116	32,289	31,915	32,150	
	Small C&I	0	0	0	0	0	0	
	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	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	
	Low Income Residential	0	0	0	0	0	0	
	Small C&I	761	740	720	699	703	698	
	Medium / Large C&I	128	121	117	110	108	107	
	Total	889	861	837	809	811	805	
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period							
	Residential	0	0	0	0	0	0	
	Low Income Residential	0	0	0	0	0	0	
	Small C&I	19	14	9	11	25	18	
	Medium / Large C&I	2	2	1	2	0	1	
	Total	21	16	10	13	25	19	

		2021					
NSTAR Gas Company		Apr	May	Jun	Jul	Aug	Sep
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period						
	Residential						
	Low Income Residential						
	Small C&I						
	Medium / Large C&I						
	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

		2020											
Eversource Gas of Massachusetts		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,939	7,941	7,939	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
2	Number of customers, by customer class, disconnected during the period												
	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	0	0	0	0	0	0	0	0	0	0	0
	Total	51	67	25	0	0	0	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	22,253	20,990	10,177	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,243	1,266	601	0	0	0	0	436	35	387	0	0
	Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	0
	Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	0
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	748	726	488	0	0	0	0	2	0	0	0	0
	Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	0
	Total	17,632	14,484	10,002	0	0	0	0	3	0	0	0	0
4	Number of customers, by customer class, reconnected during the period												
	Residential	13	6	7	2	9	4	2	0	2	3	4	4
	Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
	Total	45	35	25	3	12	5	4	1	5	8	13	7
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders 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												
	Residential	9,314	9,069	8,619	8,201	7,704	7,374	7,712	7,591	7,885	8,044	7,734	9,633
	Low Income Residential	2,699	2,672	2,512	3,112	2,948	2,900	2,707	2,407	2,549	2,510	2,100	2,192
	Small C&I	433	436	478	240	246	221	271	254	247	268	271	350
	Medium / Large C&I	63	101	99	50	27	33	35	37	22	27	33	22
	Total	12,509	12,278	11,708	11,603	10,925	10,528	10,725	10,289	10,703	10,849	10,138	12,197
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,511	5,602	2,293	64	0	0	0	0	0	0	0	0
	Medium / Large C&I	1,485	1,701	735	20	0	0	0	0	0	0	0	0
	Total	6,996	7,303	3,028	84	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 payment arrangements												
	Residential	1,653	2,552	3,505	4,049	3,958	3,974	3,152	1,976	1,451	1,098	913	804
	Low Income Residential	336	370	398	455	550	644	687	659	542	413	306	67
	Small C&I	41	61	71	81	77	58	43	27	31	52	23	26
	Medium / Large C&I	23	27	38	41	30	19	19	20	26	38	36	36
	Total	2,053	3,010	4,012	4,626	4,615	4,695	3,901	2,682	2,050	1,601	1,278	933
9	Number of customers by customer class, completing deferred payment arrangements during the period												
	Residential	133	135	163	147	202	197	193	132	91	92	61	31
	Low Income Residential	26	24	38	55	52	46	40	33	40	32	78	8
	Small C&I	1	5	6	3	3	5	5	3	3	8	4	1
	Medium / Large C&I	2	0	2	4	2	0	2	0	1	2	4	2
	Total	162	164	209	209	259	248	240	168	135	134	147	42

Eversource Gas of Massachusetts		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	1,714	1,832	1,523	364	631	314	253	219	196	160	200	153
	Low Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	65	65	68	25	63	50	37	17	18	9	15	6
	Low Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	Total	78	77	78	35	73	58	41	19	21	17	16	7
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
	Low Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,684	31,728	27,357	8,015	7,727	7,484	7,261	7,101	6,932	6,785	24,741	32,586
13	Number of customers completing hardship protections during the period												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	Low Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,434	1,547	8,891	537	424	376	355	380	345	273	448	767
14	Number of customers enrolling in new hardship protections during the period												
	Residential	754	650	459	52	41	41	89	101	36	40	57	35
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142	145	202	199	133	125	10,448	342
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	8	24	41	67	56	20	26	21	15	610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
	Small C&I	0	0	0	0	0	0	0	0	0	1	0	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	3	0	1	0	0	1	1	2
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	167	106	115	88	110	95	80	91	96	100	24	26
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	167	106	115	88	110	95	80	91	96	100	24	26
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	36	283	2,674	46	482	197	19	23	24	20	25	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0

Eversource Gas of Massachusetts		2020											
		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
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	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
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	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
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0	0	0	0	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		2021								
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
1	Number of customers, by customer class									
	Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176
	Low Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	46,362
	Small C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	23,389
	Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	7,493
	Streetlights	0	0	0	0	0	0	0	0	0
	Total	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	332,420
2	Number of customers, by customer class, disconnected 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	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	0	0	0	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period									
	Residential	0	0	0	0	0	1	2	1	5,706
	Low Income Residential	0	0	0	0	1	5	2	0	1,190
	Small C&I	0	0	0	0	32	310	1,203	626	390
	Medium / Large C&I	0	0	0	0	10	104	329	242	214
	Total	0	0	0	0	43	420	1,536	869	7,500
3.2	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	1,228
	Low Income Residential	0	0	0	0	0	0	2	0	241
	Small C&I	0	0	0	0	0	74	458	628	314
	Medium / Large C&I	0	0	0	0	0	24	139	148	123
	Total	0	0	0	0	0	99	601	779	1,906
4	Number of customers, by customer class, reconnected during the period									
	Residential	3	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	1	1	0	0	0	2	9	28	27
	Medium / Large C&I	0	0	0	0	0	0	2	3	8
	Total	4	1	0	0	0	2	11	31	35
5	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
	Low Income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0
6	Number of customers, by customer class, assessed credit card fees or charges during the period									
	Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481
	Low Income Residential	2,740	2,557	3,252	3,788	3,423	3,286	3,470	3,386	3,206
	Small C&I	434	420	458	793	634	604	662	810	663
	Medium / Large C&I	18	16	22	33	25	37	43	50	49
	Total	14,765	14,349	16,511	19,412	17,611	16,548	15,896	15,957	15,399
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	0	0	0	0	0	0	0	0	1
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	1
8	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	3,119
	Low Income Residential	56	119	211	382	555	677	857	910	922
	Small C&I	29	27	35	40	82	84	86	193	293
	Medium / Large C&I	32	29	37	36	54	60	67	81	93
	Total	879	1,038	1,384	1,975	2,516	2,954	3,646	4,170	4,427
9	Number of customers by customer class, completing deferred payment arrangements during the period									
	Residential	32	40	44	40	39	65	94	125	107
	Low Income Residential	7	12	14	36	34	39	54	69	40
	Small C&I	5	1	0	2	2	3	7	13	7
	Medium / Large C&I	4	0	4	1	2	1	2	6	11
	Total	48	53	62	79	77	108	157	213	165

Eversource Gas of Massachusetts		2021								
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period									
	Residential	323	428	651	534	558	790	798	670	1,332
	Low Income Residential	96	176	315	210	150	234	193	175	231
	Small C&I	7	8	13	52	8	14	137	144	45
	Medium / Large C&I	1	10	11	29	8	16	27	35	12
	Total	427	622	990	825	724	1,054	1,155	1,024	1,620
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period									
	Residential	27	27	56	35	57	84	107	126	36
	Low Income Residential	3	0	9	5	7	14	21	21	5
	Small C&I	0	0	2	1	1	3	12	5	2
	Medium / Large C&I	0	3	2	3	0	7	3	4	2
	Total	30	30	69	44	65	108	143	156	45
12	Number of customers taking service at the beginning of the period under existing hardship protections									
	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122	2,107
	Small C&I	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	32,371	32,705	33,041	6,070	6,027	6,008	5,966	5,926	5,875
13	Number of customers completing hardship protections during the period									
	Residential	169	206	252	116	96	101	109	142	120
	Low Income Residential	472	455	560	170	131	125	149	170	163
	Small C&I	0	0	2	0	0	0	0	0	0
	Medium / Large C&I	0	0	3	0	0	0	0	0	0
	Total	641	661	817	286	227	226	258	312	283
14	Number of customers enrolling in new hardship protections during the period									
	Residential	89	97	118	59	57	68	89	76	103
	Low Income Residential	459	472	606	104	109	106	107	119	109
	Small C&I	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	548	569	724	163	166	174	196	195	212
15	Number of customers, by customer class, completing an AMP program during the period									
	Residential	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	3	22	3	1	2	4	6
	Small C&I	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	0	0	3	22	3	1	2	4	6
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	34	52	151	142	172	300	277	245	439
	Small C&I	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	34	52	151	142	172	300	277	245	439
17	Number of customers, by customer class, re-enrolling in an AMP program during the period									
	Residential	0	0	1	0	0	0	0	0	103
	Low Income Residential	1	1	3	1	3	6	10	12	109
	Small C&I	1	3	1	5	0	4	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	2	4	5	6	3	10	10	12	212
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	28	12	26	2	50	73	93	157	192
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0
	Total	28	12	26	2	50	73	93	157	192
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	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349
	Small C&I	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0
	Total	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349
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
	Low Income Residential	52	62	4,015	204	66	62	62	51	53
	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

Eversource Gas of Massachusetts		2021								
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	Total	52	62	4,015	204	66	62	62	51	53
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	2,404	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
22	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
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period									
	Residential	0	0	0	0	0	0	0	0	0
	Low income Residential	0	0	0	0	0	0	0	0	0
	Small C&I	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
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	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