

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

## Data Collection

### Eversource Energy as of December 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	186,637,416	170,282,760	178,959,735
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	234,281,067	219,512,399	246,558,874
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	1,754,681	2,539,613	2,356,420
A/R Recoveries	255,203	269,549	394,027	257,366	296,977	252,725	227,683	294,718	225,315	432,568	661,006	355,280

**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	31,579,394	33,218,068	36,545,543
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	54,626,293	54,685,858	63,207,810
Gross A/R Write-Offs	359,923	320,058	478,652	234,380	375,683	465,097	407,255	510,491	606,356	550,212	1,794,061	1,773,863
A/R Recoveries	243,985	35,746	114,959	54,208	41,065	34,525	33,528	44,005	31,774	68,414	62,194	244,646

**NSTAR Electric**

Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	227,902,379	230,951,015	201,266,408	193,503,840	185,227,190	238,414,326	282,962,990	278,249,648	288,913,444	218,216,809	203,500,829	215,505,277
Accounts Receivable	319,879,727	336,154,134	311,437,691	277,555,827	282,952,650	339,342,128	339,618,942	320,910,977	369,588,895	288,907,360	274,198,257	309,766,684
Gross A/R Write-Offs	1,985,916	1,652,675	2,334,375	1,877,643	2,073,889	1,843,008	1,810,774	1,852,438	1,968,065	2,304,893	4,333,675	4,130,283
A/R Recoveries	499,187	305,295	508,986	311,574	338,042	287,250	261,211	338,723	257,089	500,982	723,200	599,926

**NSTAR Gas**

Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	86,461,980	101,197,977	77,942,664	54,054,882	33,793,244	16,699,733	13,202,173	12,791,008	13,619,581	15,610,133	37,847,690	74,930,629
Accounts Receivable	100,673,933	128,670,683	115,369,859	93,947,763	81,666,088	65,537,137	54,617,654	47,515,664	46,929,215	40,496,682	53,957,622	83,486,742
Gross A/R Write-Offs	392,368	277,109	403,447	511,110	433,828	1,063,910	595,019	642,209	650,276	690,370	1,204,295	1,077,520
A/R Recoveries	68,045	90,610	96,734	72,957	81,644	53,999	90,478	61,205	69,409	164,353	244,970	126,835

**EGMA**

Description	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Reported Revenues	93,032,219	85,732,672	77,481,301	53,669,963	34,848,349	22,711,010	18,616,926	18,152,685	18,811,763	24,383,863	45,227,824	83,202,943
Accounts Receivable	95,160,062	115,205,253	109,158,134	99,133,650	89,773,446	72,250,583	62,370,860	53,618,490	48,797,751	40,606,903	47,973,857	72,370,891
Gross A/R Write-Offs	(16,194)	2,584	(17,111)	10,047	12,949	11,366	373,640	382,677	108,869	5,158,999	4,386,030	735,700
A/R Recoveries	27,285	37,647	42,722	37,014	16,489	19,752	20,992	25,690	23,981	150,929	64,716	132,965

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

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

<b>NSTAR Gas Company</b>				
<b>2021</b>	<b>Increases or requested increases to bank lines of credit</b>	<b>Dividends paid</b>	<b>Capital market access</b>	<b>Credit rating agency action</b>
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	None	---	Yes	None
November	None	---	Yes	None
December	None	\$10,000,000	Yes	None
<b>Total 2021</b>		\$40,000,000		

<b>Eversource Gas Company of MA</b>				
<b>2021</b>	<b>Increases or requested increases to bank lines of credit</b>	<b>Dividends paid</b>	<b>Capital market access</b>	<b>Credit rating agency action</b>
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	None	---	Yes	None
November	None	---	Yes	None
December	None	\$6,900,000	Yes	None
<b>Total 2021</b>		\$197,000,000		

		2020											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	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
	<b>Total</b>	<b>1,232,340</b>	<b>1,237,033</b>	<b>1,234,993</b>	<b>1,234,138</b>	<b>1,233,828</b>	<b>1,234,111</b>	<b>1,231,564</b>	<b>1,220,591</b>	<b>1,224,030</b>	<b>1,240,572</b>	<b>1,205,581</b>	<b>1,254,775</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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
	<b>Total</b>	<b>1,020</b>	<b>1,147</b>	<b>538</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>77</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	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
	<b>Total</b>	<b>44,223</b>	<b>44,443</b>	<b>21,663</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,412</b>	<b>11,965</b>	<b>6,465</b>	<b>6,592</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	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
	<b>Total</b>	<b>27,577</b>	<b>25,483</b>	<b>13,938</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,781</b>	<b>1,623</b>	<b>3,347</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	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
	<b>Total</b>	<b>693</b>	<b>837</b>	<b>412</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>37</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	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
	<b>Total</b>	<b>683</b>	<b>824</b>	<b>407</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>37</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	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
	<b>Total</b>	<b>28,504</b>	<b>28,253</b>	<b>27,123</b>	<b>25,806</b>	<b>25,682</b>	<b>25,358</b>	<b>26,186</b>	<b>25,523</b>	<b>26,274</b>	<b>26,318</b>	<b>23,129</b>	<b>24,992</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	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
	<b>Total</b>	<b>27,187</b>	<b>26,451</b>	<b>12,927</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

		2020											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)</b>												
	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
	<b>Total</b>	<b>3,826</b>	<b>3,337</b>	<b>3,348</b>	<b>2,830</b>	<b>2,266</b>	<b>2,107</b>	<b>1,855</b>	<b>1,984</b>	<b>1,882</b>	<b>2,511</b>	<b>3,404</b>	<b>3,649</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)</b>												
	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
	<b>Total</b>	<b>327</b>	<b>318</b>	<b>328</b>	<b>311</b>	<b>306</b>	<b>273</b>	<b>197</b>	<b>171</b>	<b>148</b>	<b>146</b>	<b>140</b>	<b>180</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	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
	<b>Total</b>	<b>2,059</b>	<b>2,020</b>	<b>2,107</b>	<b>2,199</b>	<b>1,208</b>	<b>729</b>	<b>1,142</b>	<b>1,135</b>	<b>1,693</b>	<b>2,651</b>	<b>1,779</b>	<b>3,434</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	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
	<b>Total</b>	<b>22</b>	<b>20</b>	<b>39</b>	<b>56</b>	<b>12</b>	<b>19</b>	<b>21</b>	<b>22</b>	<b>35</b>	<b>40</b>	<b>59</b>	<b>30</b>
12	<b>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</b>												
	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
	<b>Total</b>	<b>49,230</b>	<b>50,241</b>	<b>51,907</b>	<b>52,657</b>	<b>14,183</b>	<b>14,099</b>	<b>13,841</b>	<b>13,730</b>	<b>13,597</b>	<b>13,358</b>	<b>54,535</b>	<b>55,875</b>
13	<b>Number of customers completing hardship protections or M Y and S protections during the period</b>												
	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
	<b>Total</b>	<b>955</b>	<b>900</b>	<b>44,322</b>	<b>1,278</b>	<b>773</b>	<b>348</b>	<b>326</b>	<b>309</b>	<b>390</b>	<b>577</b>	<b>385</b>	<b>261</b>
14	<b>Number of customers enrolling in new hardship protections or M Y and S protections during the period</b>												
	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
	<b>Total</b>	<b>1,576</b>	<b>1,902</b>	<b>1,547</b>	<b>522</b>	<b>394</b>	<b>279</b>	<b>292</b>	<b>224</b>	<b>5,521</b>	<b>1,222</b>	<b>1,564</b>	
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	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
	<b>Total</b>	<b>57</b>	<b>85</b>	<b>142</b>	<b>280</b>	<b>205</b>	<b>87</b>	<b>97</b>	<b>83</b>	<b>74</b>	<b>69</b>	<b>48</b>	<b>40</b>

		2020											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	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
	<b>Total</b>	<b>197</b>	<b>386</b>	<b>422</b>	<b>767</b>	<b>833</b>	<b>724</b>	<b>686</b>	<b>746</b>	<b>1,105</b>	<b>977</b>	<b>1,029</b>	<b>478</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	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
	<b>Total</b>	<b>137</b>	<b>273</b>	<b>366</b>	<b>551</b>	<b>625</b>	<b>575</b>	<b>578</b>	<b>639</b>	<b>957</b>	<b>1,231</b>	<b>891</b>	<b>686</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	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
	<b>Total</b>	<b>958</b>	<b>463</b>	<b>357</b>	<b>459</b>	<b>433</b>	<b>232</b>	<b>292</b>	<b>356</b>	<b>400</b>	<b>464</b>	<b>613</b>	<b>813</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	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
	<b>Total</b>	<b>91,272</b>	<b>91,347</b>	<b>91,152</b>	<b>92,578</b>	<b>91,736</b>	<b>91,437</b>	<b>94,469</b>	<b>93,257</b>	<b>93,565</b>	<b>94,500</b>	<b>93,900</b>	<b>94,394</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	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
	<b>Total</b>	<b>4,812</b>	<b>4,778</b>	<b>4,741</b>	<b>4,683</b>	<b>4,617</b>	<b>4,521</b>	<b>4,461</b>	<b>4,402</b>	<b>2,818</b>	<b>2,747</b>	<b>2,691</b>	<b>2,633</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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
	<b>Total</b>	<b>0</b>	<b>268</b>	<b>0</b>	<b>26</b>	<b>50</b>	<b>44</b>	<b>55</b>	<b>30</b>	<b>49</b>	<b>50</b>	<b>24</b>	<b>40</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	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
	<b>Total</b>	<b>0</b>	<b>298</b>	<b>137</b>	<b>113</b>	<b>110</b>	<b>131</b>	<b>115</b>	<b>89</b>	<b>1,633</b>	<b>121</b>	<b>73</b>	<b>98</b>



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

		2021											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>EMA Electric</b>												
	<b>Number of customers, by customer class</b>												
	Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,506
	Low Income Residential	94,295	95,430	96,547	97,375	97,808	97,685	97,848	97,759	98,064	95,841	98,617	97,338
	Small C&I	161,273	161,043	161,814	161,787	162,053	162,634	161,049	160,873	161,690	158,349	164,778	160,692
Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998	4,986	4,950	4,990	
Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	13,069	
<b>Total</b>	<b>1,233,619</b>	<b>1,234,153</b>	<b>1,237,592</b>	<b>1,240,461</b>	<b>1,239,047</b>	<b>1,241,227</b>	<b>1,239,102</b>	<b>1,232,786</b>	<b>1,244,097</b>	<b>1,213,878</b>	<b>1,268,616</b>	<b>1,238,596</b>	
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	369
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	162	82	124	96	90	84	76	70	73	41	78	44
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>162</b>	<b>82</b>	<b>124</b>	<b>96</b>	<b>90</b>	<b>84</b>	<b>675</b>	<b>1,527</b>	<b>2,251</b>	<b>1,260</b>	<b>863</b>	<b>413</b>	
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	45,751
	Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507	6,640	2,959	142
	Small C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808	4,640	4,957	5,558
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	9	12	12	33	12	12	39	38	41	28	10	32	
<b>Total</b>	<b>5,594</b>	<b>5,579</b>	<b>6,094</b>	<b>88,703</b>	<b>44,584</b>	<b>7,738</b>	<b>23,535</b>	<b>38,824</b>	<b>49,643</b>	<b>41,670</b>	<b>46,849</b>	<b>51,483</b>	
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	2	0	1	3,220	11,891	15,519	14,538	15,142	25,197
	Low Income Residential	0	0	0	0	0	0	167	5,255	4,608	3,792	2,012	118
	Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,694	2,635
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	7	8	10	13	9	9	30	16	34	18	19	19	
<b>Total</b>	<b>3,015</b>	<b>2,649</b>	<b>2,992</b>	<b>2,400</b>	<b>1,850</b>	<b>2,217</b>	<b>5,741</b>	<b>19,317</b>	<b>23,033</b>	<b>20,863</b>	<b>19,867</b>	<b>27,969</b>	
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	0	0	466	779	1,389	876	551	429
	Low Income Residential	0	0	0	0	0	0	26	424	659	367	163	14
	Small C&I	77	65	90	66	51	53	40	35	26	16	51	34
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>77</b>	<b>65</b>	<b>90</b>	<b>66</b>	<b>51</b>	<b>53</b>	<b>532</b>	<b>1,238</b>	<b>2,074</b>	<b>1,259</b>	<b>765</b>	<b>477</b>	
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	Residential	0	0	0	0	0	0	367	649	1,186	765	479	357
	Low Income Residential	0	0	0	0	0	0	24	361	576	312	129	12
	Small C&I	71	65	85	61	50	51	38	34	25	16	48	34
	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	
<b>Total</b>	<b>71</b>	<b>65</b>	<b>85</b>	<b>61</b>	<b>50</b>	<b>51</b>	<b>429</b>	<b>1,044</b>	<b>1,787</b>	<b>1,093</b>	<b>656</b>	<b>403</b>	
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	25,606	23,539	27,361	25,848	26,013	26,768	28,866	31,502	34,184	35,995	33,691	34,063
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,110	924	1,123	974	913	952	978	959	970	1,139	1,066	1,151
	Medium / Large C&I	46	39	46	40	37	34	27	32	31	66	75	86
Streetlights	5	1	4	9	8	8	7	5	8	6	6	8	
<b>Total</b>	<b>26,767</b>	<b>24,503</b>	<b>85</b>	<b>26,871</b>	<b>26,971</b>	<b>27,762</b>	<b>29,878</b>	<b>32,498</b>	<b>35,193</b>	<b>37,206</b>	<b>34,838</b>	<b>35,308</b>	
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	19,872
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	576
Streetlights	0	0	0	0	0	0	0	0	0	0	0	580	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21,028</b>	

		2021											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)</b>												
	Residential	4,219	3,230	2,955	2,593	2,594	3,650	5,295	7,119	7,414	9,532	10,413	10,817
	Low Income Residential	480	388	355	323	312	420	626	880	801	1,012	1,473	1,640
	Small C&I	1	0	1	1	1	6	8	11	7	15	18	30
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>4,700</b>	<b>3,618</b>	<b>3,311</b>	<b>2,917</b>	<b>2,907</b>	<b>4,076</b>	<b>5,929</b>	<b>8,010</b>	<b>8,222</b>	<b>10,559</b>	<b>11,904</b>	<b>12,487</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)</b>												
	Residential	168	126	206	172	171	263	195	229	263	284	380	359
	Low Income Residential	34	16	44	39	18	36	54	68	46	50	128	199
	Small C&I	0	0	0	1	0	0	0	3	0	4	2	2
	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
	<b>Total</b>	<b>202</b>	<b>142</b>	<b>250</b>	<b>212</b>	<b>189</b>	<b>299</b>	<b>249</b>	<b>300</b>	<b>309</b>	<b>338</b>	<b>510</b>	<b>560</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	987	863	906	1,168	2,034	3,605	3,834	4,238	6,866	6,711	5,015	5,902
	Low Income Residential	102	111	122	124	185	439	555	388	796	1,397	1,153	747
	Small C&I	0	1	2	2	5	2	3	4	14	13	17	21
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,089</b>	<b>975</b>	<b>1,030</b>	<b>1,294</b>	<b>2,224</b>	<b>4,046</b>	<b>4,392</b>	<b>4,630</b>	<b>7,676</b>	<b>8,121</b>	<b>6,185</b>	<b>6,670</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	16	8	20	16	27	66	58	90	95	88	69	41
	Low Income Residential	2	2	0	1	5	7	6	7	17	22	7	2
	Small C&I	0	0	1	0	1	0	0	0	0	0	0	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
	<b>Total</b>	<b>18</b>	<b>10</b>	<b>21</b>	<b>17</b>	<b>33</b>	<b>73</b>	<b>64</b>	<b>97</b>	<b>112</b>	<b>110</b>	<b>76</b>	<b>43</b>
12	<b>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</b>												
	Residential	10,337	10,463	10,587	7,184	6,828	7,420	7,187	7,353	7,110	6,982	7,105	8,254
	Low Income Residential	44,746	45,112	46,111	4,790	4,685	5,098	5,171	5,497	5,965	6,179	6,391	45,268
	Small C&I	0	0	0	1	5	9	0	0	1	1	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
	<b>Total</b>	<b>55,083</b>	<b>55,575</b>	<b>56,714</b>	<b>11,975</b>	<b>11,518</b>	<b>12,527</b>	<b>12,358</b>	<b>12,850</b>	<b>13,076</b>	<b>13,162</b>	<b>13,496</b>	<b>53,522</b>
13	<b>Number of customers completing hardship protections or M Y and S protections during the period</b>												
	Residential	34	16	3,303	67	78	107	135	135	149	149	158	167
	Low Income Residential	221	160	46,697	295	185	174	182	215	287	475	397	364
	Small C&I	0	0	0	1	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>255</b>	<b>176</b>	<b>50,018</b>	<b>363</b>	<b>263</b>	<b>281</b>	<b>317</b>	<b>350</b>	<b>438</b>	<b>624</b>	<b>555</b>	<b>531</b>
14	<b>Number of customers enrolling in new hardship protections or M Y and S protections during the period</b>												
	Residential	125	102	102	130	123	167	200	223	238	191	746	411
	Low Income Residential	1,148	1,363	808	421	346	381	407	858	690	604	43,168	1,572
	Small C&I	0	0	0	6	2	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,273</b>	<b>1,465</b>	<b>913</b>	<b>557</b>	<b>471</b>	<b>548</b>	<b>607</b>	<b>1,081</b>	<b>929</b>	<b>796</b>	<b>43,914</b>	<b>1,983</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	57	80	108	190	194	158	196	256	264	343	204	148
	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
	<b>Total</b>	<b>57</b>	<b>80</b>	<b>108</b>	<b>190</b>	<b>194</b>	<b>194</b>	<b>196</b>	<b>256</b>	<b>264</b>	<b>343</b>	<b>204</b>	<b>148</b>

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(C) Customer-Specific Data  
NSTAR Electric Company - Eastern MA

		2021											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	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	1,930	1,513	559
	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
	<b>Total</b>	<b>644</b>	<b>655</b>	<b>1,055</b>	<b>2,185</b>	<b>2,697</b>	<b>2,526</b>	<b>2,136</b>	<b>2,921</b>	<b>2,619</b>	<b>1,930</b>	<b>1,513</b>	<b>559</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	1	2	2	4	2	7	8	14	9	7	5	4
	Low Income Residential	286	227	429	549	459	607	475	1,170	1,002	841	751	248
	Small C&I	536	377	427	253	184	229	209	148	177	154	177	180
	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
	<b>Total</b>	<b>823</b>	<b>606</b>	<b>858</b>	<b>806</b>	<b>645</b>	<b>843</b>	<b>692</b>	<b>1,332</b>	<b>1,188</b>	<b>1,002</b>	<b>933</b>	<b>432</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
	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
	<b>Total</b>	<b>619</b>	<b>459</b>	<b>482</b>	<b>404</b>	<b>499</b>	<b>645</b>	<b>1,090</b>	<b>1,195</b>	<b>1,236</b>			
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	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	97,752	98,263	92,469
	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
	<b>Total</b>	<b>95,293</b>	<b>95,857</b>	<b>97,164</b>	<b>97,219</b>	<b>97,427</b>	<b>98,552</b>	<b>98,847</b>	<b>97,326</b>	<b>98,255</b>	<b>97,752</b>	<b>98,263</b>	<b>92,469</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	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	2,508	2,485	2,459	2,452	2,431	2,401	2,357	2,365	2,362	2,350	2,349	2,337
	Medium / Large C&I	56	56	54	50	49	46	47	48	48	48	47	40
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	<b>Total</b>	<b>2,566</b>	<b>2,543</b>	<b>2,515</b>	<b>2,504</b>	<b>2,482</b>	<b>2,449</b>	<b>2,406</b>	<b>2,415</b>	<b>2,412</b>	<b>2,400</b>	<b>2,398</b>	<b>2,379</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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	30	47	57	73	62	35	62	92	70	90	97	59
	Medium / Large C&I	1	3	0	0	2	0	2	2	1	1	1	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>31</b>	<b>50</b>	<b>57</b>	<b>73</b>	<b>64</b>	<b>35</b>	<b>64</b>	<b>94</b>	<b>71</b>	<b>91</b>	<b>98</b>	<b>59</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	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	94	70	83	81	83	91	106	84	73	102	98	71
	Medium / Large C&I	4	3	2	4	3	4	1	1	1	1	2	7
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>98</b>	<b>73</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>95</b>	<b>107</b>	<b>85</b>	<b>74</b>	<b>103</b>	<b>100</b>	<b>78</b>

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(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	<b>Number of customers, by customer class</b>												
	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
	<b>Total</b>	<b>217,575</b>	<b>217,292</b>	<b>216,978</b>	<b>217,717</b>	<b>217,558</b>	<b>217,677</b>	<b>218,086</b>	<b>218,005</b>	<b>217,122</b>	<b>221,217</b>	<b>221,282</b>	<b>221,474</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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
	<b>Total</b>	<b>620</b>	<b>678</b>	<b>353</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>7</b>
3	<b>Number of customers, by customer class, receiving disconnection notices during the period</b>												
	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
	<b>Total</b>	<b>10,267</b>	<b>9,749</b>	<b>5,553</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>238</b>	<b>2,476</b>	<b>648</b>	<b>1,085</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	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
	<b>Total</b>	<b>507</b>	<b>549</b>	<b>326</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>14</b>	<b>5</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges during the period</b>												
	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
	<b>Total</b>	<b>506</b>	<b>538</b>	<b>324</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>4</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	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
	<b>Total</b>	<b>7,776</b>	<b>8,055</b>	<b>7,707</b>	<b>7,423</b>	<b>7,198</b>	<b>7,552</b>	<b>7,695</b>	<b>7,034</b>	<b>7,375</b>	<b>6,986</b>	<b>6,671</b>	<b>6,624</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	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
	<b>Total</b>	<b>2,869</b>	<b>2,933</b>	<b>1,887</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements</b>												
	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
	<b>Total</b>	<b>1,167</b>	<b>1,129</b>	<b>1,095</b>	<b>1,151</b>	<b>900</b>	<b>792</b>	<b>876</b>	<b>900</b>	<b>1,069</b>	<b>1,289</b>	<b>1,291</b>	<b>1,765</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	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
	<b>Total</b>	<b>1,680</b>	<b>2,048</b>	<b>1,437</b>	<b>397</b>	<b>388</b>	<b>290</b>	<b>294</b>	<b>219</b>	<b>213</b>	<b>231</b>	<b>269</b>	<b>271</b>

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

WMA Electric		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	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
	<b>Total</b>	<b>2,234</b>	<b>2,501</b>	<b>2,045</b>	<b>693</b>	<b>600</b>	<b>661</b>	<b>691</b>	<b>765</b>	<b>1,009</b>	<b>963</b>	<b>1,379</b>	<b>852</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	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
	<b>Total</b>	<b>80</b>	<b>113</b>	<b>99</b>	<b>37</b>	<b>27</b>	<b>20</b>	<b>14</b>	<b>28</b>	<b>34</b>	<b>43</b>	<b>55</b>	<b>72</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	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
	<b>Total</b>	<b>37,318</b>	<b>39,853</b>	<b>40,285</b>	<b>40,899</b>	<b>42,145</b>	<b>42,315</b>	<b>42,521</b>	<b>44,546</b>	<b>44,973</b>	<b>45,686</b>	<b>40,800</b>	<b>41,614</b>
13	<b>Number of customers completing hardship protections during the period</b>												
	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
	<b>Total</b>	<b>61</b>	<b>357</b>	<b>46</b>	<b>32</b>	<b>91</b>	<b>7</b>	<b>12</b>	<b>88</b>	<b>25</b>	<b>46,337</b>	<b>179</b>	<b>1,797</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	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
	<b>Total</b>	<b>2,577</b>	<b>817</b>	<b>653</b>	<b>1,277</b>	<b>250</b>	<b>210</b>	<b>2,060</b>	<b>515</b>	<b>721</b>	<b>680</b>	<b>41,720</b>	<b>890</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	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
	<b>Total</b>	<b>55</b>	<b>41</b>	<b>42</b>	<b>53</b>	<b>66</b>	<b>100</b>	<b>62</b>	<b>55</b>	<b>51</b>	<b>32</b>	<b>45</b>	<b>14</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	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
	<b>Total</b>	<b>138</b>	<b>168</b>	<b>184</b>	<b>261</b>	<b>368</b>	<b>231</b>	<b>249</b>	<b>317</b>	<b>281</b>	<b>235</b>	<b>161</b>	<b>143</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	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
	<b>Total</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>13</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>15</b>	<b>10</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	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
	<b>Total</b>	<b>453</b>	<b>265</b>	<b>122</b>	<b>167</b>	<b>130</b>	<b>98</b>	<b>179</b>	<b>213</b>	<b>222</b>	<b>190</b>	<b>168</b>	<b>323</b>

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

WMA Electric		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	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
	<b>Total</b>	<b>37,097</b>	<b>37,364</b>	<b>37,150</b>	<b>38,129</b>	<b>38,338</b>	<b>38,248</b>	<b>39,198</b>	<b>40,183</b>	<b>39,536</b>	<b>41,452</b>	<b>41,192</b>	<b>40,420</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	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
	<b>Total</b>	<b>222</b>	<b>233</b>	<b>22</b>	<b>96</b>	<b>27</b>	<b>19</b>	<b>46</b>	<b>78</b>	<b>148</b>	<b>135</b>	<b>850</b>	<b>1,124</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	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
	<b>Total</b>	<b>58</b>	<b>51</b>	<b>35</b>	<b>39</b>	<b>35</b>	<b>28</b>	<b>37</b>	<b>32</b>	<b>24</b>	<b>21</b>	<b>36</b>	<b>30</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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
	<b>Total</b>	<b>47</b>	<b>38</b>	<b>40</b>	<b>16</b>	<b>15</b>	<b>38</b>	<b>19</b>	<b>22</b>	<b>37</b>	<b>28</b>	<b>40</b>	<b>33</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	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
	<b>Total</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>14</b>	<b>4</b>	<b>4</b>	<b>4</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	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
	<b>Total</b>	<b>50</b>	<b>26</b>	<b>44</b>	<b>16</b>	<b>22</b>	<b>23</b>	<b>27</b>	<b>18</b>	<b>449</b>	<b>38</b>	<b>22</b>	<b>29</b>

		2021											
WMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	153,559	152,872	152,090	155,961	154,817	154,429	154,482	154,193	153,869	153,810	153,808	154,723
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080	22,077	22,067	22,060
	Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228	1,228	1,208	1,224
	Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493	4,474	4,564	4,541
	<b>Total</b>	<b>221,767</b>	<b>221,842</b>	<b>221,150</b>	<b>222,112</b>	<b>222,056</b>	<b>222,445</b>	<b>222,470</b>	<b>223,044</b>	<b>222,210</b>	<b>222,634</b>	<b>222,781</b>	<b>222,951</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	271	632	1,843	784	506	292
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	36	30	14	27	7	16	16	19	19	13	9	29
	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
	<b>Total</b>	<b>36</b>	<b>30</b>	<b>14</b>	<b>27</b>	<b>7</b>	<b>16</b>	<b>287</b>	<b>651</b>	<b>1,862</b>	<b>797</b>	<b>515</b>	<b>321</b>
3	<b>Number of customers, by customer class, receiving disconnection notices during the period</b>												
	Residential	0	0	0	0	0	1,244	2,667	6,335	6,955	5,301	7,060	10,052
	Low Income Residential	0	0	0	0	0	0	1,247	4,107	2,764	2,296	1,266	155
	Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	1,178
	Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	97
	Streetlights	72	23	52	42	42	47	47	51	66	43	50	97
	<b>Total</b>	<b>1,164</b>	<b>443</b>	<b>1,011</b>	<b>746</b>	<b>702</b>	<b>2,085</b>	<b>4,697</b>	<b>11,269</b>	<b>10,620</b>	<b>8,323</b>	<b>9,069</b>	<b>11,579</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	0	0	70	182	706	378	295	209
	Low Income Residential	0	0	0	0	0	0	10	119	541	281	144	49
	Small C&I	16	21	11	22	9	10	8	15	15	18	15	23
	Medium / Large C&I	1	0	0	0	0	0	0	0	0	0	0	2
	Streetlights	0	0	0	1	1	2	0	0	0	0	0	0
	<b>Total</b>	<b>17</b>	<b>21</b>	<b>11</b>	<b>23</b>	<b>10</b>	<b>12</b>	<b>88</b>	<b>316</b>	<b>1,262</b>	<b>677</b>	<b>454</b>	<b>283</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	65	150	691	378	288	226
	Low Income Residential	0	0	0	0	0	0	14	146	538	279	146	35
	Small C&I	15	6	10	23	9	11	9	15	15	11	11	20
	Medium / Large C&I	1	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	2	0	0	0	0	0	0
	<b>Total</b>	<b>16</b>	<b>6</b>	<b>10</b>	<b>23</b>	<b>9</b>	<b>13</b>	<b>88</b>	<b>311</b>	<b>1,244</b>	<b>668</b>	<b>445</b>	<b>281</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	5,852
	Low Income Residential	2,958	2,662	3,251	2,906	2,700	2,940	3,143	3,404	3,856	4,027	3,823	3,087
	Small C&I	250	233	235	239	213	235	191	241	245	208	303	361
	Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	29
	Streetlights	13	17	11	12	12	17	18	17	15	22	25	20
	<b>Total</b>	<b>7,425</b>	<b>6,941</b>	<b>8,257</b>	<b>7,347</b>	<b>6,939</b>	<b>7,469</b>	<b>7,981</b>	<b>8,842</b>	<b>9,896</b>	<b>10,364</b>	<b>10,258</b>	<b>9,349</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	831
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	30
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	61
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>922</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements</b>												
	Residential	864	675	481	817	695	720	1,372	1,473	1,811	3,184	2,915	2,359
	Low Income Residential	163	135	116	191	172	214	334	330	450	588	607	452
	Small C&I	149	159	131	177	140	114	88	72	62	106	100	88
	Medium / Large C&I	6	9	7	8	5	7	2	4	2	0	0	3
	Streetlights	20	17	11	27	16	17	10	8	5	8	9	7
	<b>Total</b>	<b>1,202</b>	<b>995</b>	<b>746</b>	<b>1,220</b>	<b>1,028</b>	<b>1,072</b>	<b>1,806</b>	<b>1,887</b>	<b>2,330</b>	<b>3,886</b>	<b>3,631</b>	<b>2,909</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	160	134	186	155	116	163	244	364	824	847	704	900
	Low Income Residential	72	45	103	64	45	50	64	102	268	277	187	116
	Small C&I	142	100	78	127	65	79	114	133	105	127	121	124
	Medium / Large C&I	8	1	3	0	1	3	2	4	4	4	2	6
	Streetlights	5	3	2	14	5	10	9	7	3	7	7	2
	<b>Total</b>	<b>387</b>	<b>283</b>	<b>372</b>	<b>360</b>	<b>232</b>	<b>305</b>	<b>433</b>	<b>610</b>	<b>1,204</b>	<b>1,262</b>	<b>1,021</b>	<b>1,148</b>

		2021											
WMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	481	452	684	489	733	1,488	1,272	2,510	3,299	2,400	2,187	2,313
	Low Income Residential	166	141	181	158	229	572	275	503	1,303	701	536	276
	Small C&I	239	186	187	185	119	145	162	165	171	170	177	174
	Medium / Large C&I	14	5	6	1	4	3	6	4	3	4	4	10
	Streetlights	11	16	7	15	12	20	12	11	7	12	12	7
	<b>Total</b>	<b>911</b>	<b>800</b>	<b>1,065</b>	<b>848</b>	<b>1,097</b>	<b>2,228</b>	<b>1,727</b>	<b>3,193</b>	<b>4,783</b>	<b>3,287</b>	<b>2,916</b>	<b>2,780</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	29	11	15	18	22	48	12	80	191	133	149	134
	Low Income Residential	5	3	5	7	6	8	5	10	72	43	45	26
	Small C&I	3	7	3	1	2	12	3	6	5	0	6	5
	Medium / Large C&I	0	0	1	1	1	0	0	0	1	0	0	0
	Streetlights	0	0	1	0	1	0	0	1	0	0	0	0
	<b>Total</b>	<b>37</b>	<b>21</b>	<b>25</b>	<b>27</b>	<b>32</b>	<b>68</b>	<b>20</b>	<b>97</b>	<b>269</b>	<b>176</b>	<b>200</b>	<b>165</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	825	2,591	2,573	8,756	7,382	7,739	2,062	1,990	2,110	3,980	2,398	2,017
	Low Income Residential	39,871	39,633	40,446	40,806	38,795	42,156	41,282	42,073	42,775	41,698	38,488	39,368
	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
	<b>Total</b>	<b>40,696</b>	<b>42,224</b>	<b>43,019</b>	<b>49,562</b>	<b>46,177</b>	<b>49,895</b>	<b>43,344</b>	<b>44,063</b>	<b>44,885</b>	<b>45,678</b>	<b>40,886</b>	<b>41,385</b>
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	28	82	1,043	1,656	235	603	6	10	7	4,063	478	1,189
	Low Income Residential	24	70	48	3,500	112	266	6	24	1	42,670	151	250
	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
	<b>Total</b>	<b>52</b>	<b>152</b>	<b>1,091</b>	<b>5,156</b>	<b>347</b>	<b>869</b>	<b>12</b>	<b>34</b>	<b>8</b>	<b>46,733</b>	<b>629</b>	<b>1,439</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	84	67	86	89	123	108	165	199	140	87	4,569	70
	Low Income Residential	1,475	865	863	1,701	3,922	857	944	749	830	982	30,564	759
	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
	<b>Total</b>	<b>1,559</b>	<b>932</b>	<b>949</b>	<b>1,790</b>	<b>4,045</b>	<b>965</b>	<b>1,109</b>	<b>948</b>	<b>970</b>	<b>1,069</b>	<b>35,133</b>	<b>829</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	46	32	47	39	5	13	70	69	81	68	73	66
	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
	<b>Total</b>	<b>46</b>	<b>32</b>	<b>47</b>	<b>39</b>	<b>5</b>	<b>13</b>	<b>70</b>	<b>69</b>	<b>81</b>	<b>68</b>	<b>73</b>	<b>66</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	270	176	386	321	435	1,283	771	1,598	1,225	815	576	443
	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
	<b>Total</b>	<b>270</b>	<b>176</b>	<b>386</b>	<b>321</b>	<b>435</b>	<b>1,283</b>	<b>771</b>	<b>1,598</b>	<b>1,225</b>	<b>815</b>	<b>576</b>	<b>443</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	145	22	37	26	42	72	106	233	257	147	141	153
	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
	<b>Total</b>	<b>145</b>	<b>22</b>	<b>37</b>	<b>26</b>	<b>42</b>	<b>72</b>	<b>106</b>	<b>233</b>	<b>257</b>	<b>147</b>	<b>141</b>	<b>153</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	259	117	172	189	201	223	274	208	490	531	509	842
	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
	<b>Total</b>	<b>259</b>	<b>117</b>	<b>172</b>	<b>189</b>	<b>201</b>	<b>223</b>	<b>274</b>	<b>208</b>	<b>490</b>	<b>531</b>	<b>509</b>	<b>842</b>



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

		2021											
WMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>40,515</b>	<b>41,257</b>	<b>41,341</b>	<b>38,471</b>	<b>39,549</b>	<b>40,256</b>	<b>40,217</b>	<b>40,606</b>	<b>40,540</b>	<b>41,045</b>	<b>41,134</b>	<b>40,403</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	94	60	1,505	627	459	542	74	103	155	177	1,066	911
	Low Income Residential	95	314	3	478	193	177	78	44	45	144	196	76
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	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
	<b>Total</b>	<b>189</b>	<b>374</b>	<b>1,508</b>	<b>1,105</b>	<b>652</b>	<b>719</b>	<b>152</b>	<b>147</b>	<b>200</b>	<b>321</b>	<b>1,262</b>	<b>987</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	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	24	25	23	18	27	21	26	35	32	30	26	43
	Medium / Large C&I	2	3	1	4	5	5	2	1	3	1	2	1
	Streetlights	2	0	2	1	0	4	2	3	1	1	1	2
	<b>Total</b>	<b>28</b>	<b>28</b>	<b>26</b>	<b>23</b>	<b>32</b>	<b>30</b>	<b>30</b>	<b>39</b>	<b>36</b>	<b>32</b>	<b>29</b>	<b>46</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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	25	15	36	34	29	32	46	29	43	36	35	42
	Medium / Large C&I	0	1	6	1	0	4	6	2	4	2	0	1
	Streetlights	1	1	4	1	2	1	7	0	1	7	2	2
	<b>Total</b>	<b>26</b>	<b>17</b>	<b>46</b>	<b>36</b>	<b>31</b>	<b>37</b>	<b>59</b>	<b>31</b>	<b>48</b>	<b>45</b>	<b>37</b>	<b>45</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	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	13	23	31	6	2	3	8	5	10	8	12	5
	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
	<b>Total</b>	<b>13</b>	<b>23</b>	<b>31</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>5</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	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	33	28	32	27	36	14	48	28	26	27	41	36
	Medium / Large C&I	1	0	6	2	0	2	7	3	1	1	1	5
	Streetlights	0	1	2	3	2	0	7	3	1	0	1	1
	<b>Total</b>	<b>34</b>	<b>29</b>	<b>40</b>	<b>32</b>	<b>38</b>	<b>16</b>	<b>62</b>	<b>34</b>	<b>28</b>	<b>28</b>	<b>43</b>	<b>42</b>

		2020											
NSTAR Gas Company		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	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
	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
	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
	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
	<b>Total</b>	<b>300,863</b>	<b>300,631</b>	<b>300,239</b>	<b>300,507</b>	<b>300,614</b>	<b>300,109</b>	<b>300,100</b>	<b>299,768</b>	<b>299,346</b>	<b>300,067</b>	<b>299,048</b>	<b>302,791</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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	29	86	38	0	0	0	0	0	0	0	3	49
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>29</b>	<b>86</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>49</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	0	0
	Low Income Residential	20	24	17	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
	Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	155
	<b>Total</b>	<b>5,858</b>	<b>6,869</b>	<b>4,814</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>598</b>	<b>277</b>	<b>365</b>	<b>1,216</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	2,797	3,253	1,596	0	0	0	0	0	0	0	0	0
	Low Income Residential	20	21	7	0	0	0	0	0	0	0	0	0
	Small C&I	374	575	407	0	0	0	0	0	0	435	156	375
	Medium / Large C&I	79	79	51	0	0	0	0	0	0	98	9	40
	<b>Total</b>	<b>3,270</b>	<b>3,928</b>	<b>2,061</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>533</b>	<b>165</b>	<b>415</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	10	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	11	0	0	0	0	0	0	0	0
	Small C&I	11	55	26	1	0	0	0	0	0	0	1	29
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>11</b>	<b>57</b>	<b>26</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>29</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	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	11	47	24	0	0	0	0	0	0	0	1	26
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>11</b>	<b>49</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>26</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	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
	Low Income Residential	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
	Medium / Large C&I	35	30	28	20	19	16	6	6	9	13	16	22
	<b>Total</b>	<b>5,709</b>	<b>6,061</b>	<b>5,869</b>	<b>5,943</b>	<b>5,775</b>	<b>5,478</b>	<b>5,153</b>	<b>4,465</b>	<b>4,722</b>	<b>4,709</b>	<b>4,408</b>	<b>4,867</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	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
	Small C&I	4,378	4,458	2,280	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
	<b>Total</b>	<b>4,980</b>	<b>5,101</b>	<b>2,543</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)</b>												
	Residential	514	490	687	878	886	968	855	774	567	575	688	733
	Low Income Residential	108	69	72	80	95	127	113	97	69	68	68	62
	Small C&I	2	2	9	6	5	13	12	10	0	4	1	1
	Medium / Large C&I	1	0	1	1	2	2	1	2	2	4	10	31
	<b>Total</b>	<b>625</b>	<b>561</b>	<b>769</b>	<b>965</b>	<b>988</b>	<b>1,110</b>	<b>981</b>	<b>883</b>	<b>638</b>	<b>651</b>	<b>767</b>	<b>827</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)</b>												
	Residential	40	21	14	46	58	82	127	118	132	92	55	39
	Low Income Residential	10	6	3	6	10	15	24	18	18	14	3	5
	Small C&I	0	1	0	1	1	6	1	4	4	3	0	0
	Medium / Large C&I	0	0	0	1	0	1	0	0	2	0	1	0
	<b>Total</b>	<b>50</b>	<b>28</b>	<b>17</b>	<b>54</b>	<b>69</b>	<b>104</b>	<b>152</b>	<b>140</b>	<b>156</b>	<b>109</b>	<b>59</b>	<b>44</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	371	517	713	929	435	276	368	243	357	573	353	659
	Low Income Residential	18	38	52	89	77	42	38	27	46	55	28	30
	Small C&I	0	11	8	10	18	9	10	3	7	1	0	0
	Medium / Large C&I	0	2	0	2	2	2	2	1	4	7	19	6
	<b>Total</b>	<b>389</b>	<b>568</b>	<b>773</b>	<b>1,030</b>	<b>532</b>	<b>329</b>	<b>418</b>	<b>274</b>	<b>414</b>	<b>636</b>	<b>400</b>	<b>695</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	3	5	17	21	3	7	7	6	9	2	6	4
	Low Income Residential	0	0	0	2	0	0	0	2	2	3	0	0
	Small C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>3</b>	<b>5</b>	<b>18</b>	<b>23</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>4</b>

NSTAR Gas Company		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
12	<b>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</b>												
	Residential	3,209	3,238	3,430	3,515	2,586	2,698	2,688	2,650	2,649	2,613	2,812	3,053
	Low Income Residential	15,459	16,294	17,109	17,615	1,761	1,711	1,678	1,643	1,623	1,573	17,728	17,959
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>18,668</b>	<b>19,532</b>	<b>20,539</b>	<b>21,130</b>	<b>4,347</b>	<b>4,409</b>	<b>4,366</b>	<b>4,293</b>	<b>4,272</b>	<b>4,186</b>	<b>20,540</b>	<b>21,012</b>
13	<b>Number of customers completing hardship protections or M Y and S protections during the period</b>												
	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15
	Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>249</b>	<b>224</b>	<b>18,124</b>	<b>320</b>	<b>204</b>	<b>87</b>	<b>65</b>	<b>71</b>	<b>101</b>	<b>134</b>	<b>84</b>	<b>63</b>
14	<b>Number of customers enrolling in new hardship protections or M Y and S protections during the period</b>												
	Residential	196	146	173	18	16	18	10	9	14	271	39	33
	Low Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	500
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,079</b>	<b>980</b>	<b>753</b>	<b>131</b>	<b>96</b>	<b>78</b>	<b>58</b>	<b>51</b>	<b>68</b>	<b>1,389</b>	<b>292</b>	<b>533</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	1
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>6</b>	<b>17</b>	<b>23</b>	<b>39</b>	<b>51</b>	<b>46</b>	<b>36</b>	<b>26</b>	<b>31</b>	<b>23</b>	<b>6</b>	<b>1</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	33	95	128	218	239	216	163	212	281	219	206	90
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>33</b>	<b>95</b>	<b>128</b>	<b>218</b>	<b>239</b>	<b>216</b>	<b>163</b>	<b>212</b>	<b>281</b>	<b>219</b>	<b>206</b>	<b>90</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	2	2	2	1	3	0	0	2	3	4	0
	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41
	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>27</b>	<b>74</b>	<b>117</b>	<b>180</b>	<b>180</b>	<b>169</b>	<b>142</b>	<b>167</b>	<b>232</b>	<b>223</b>	<b>151</b>	<b>119</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	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
	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
	<b>Total</b>	<b>315</b>	<b>157</b>	<b>93</b>	<b>90</b>	<b>113</b>	<b>84</b>	<b>90</b>	<b>121</b>	<b>132</b>	<b>133</b>	<b>183</b>	<b>264</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	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
	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
	<b>Total</b>	<b>29,953</b>	<b>29,980</b>	<b>30,019</b>	<b>30,618</b>	<b>30,351</b>	<b>30,307</b>	<b>31,344</b>	<b>30,807</b>	<b>30,884</b>	<b>31,178</b>	<b>30,480</b>	<b>30,547</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	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	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	807
	Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	145
	<b>Total</b>	<b>1,488</b>	<b>1,497</b>	<b>1,479</b>	<b>1,447</b>	<b>1,421</b>	<b>1,394</b>	<b>1,377</b>	<b>1,358</b>	<b>1,018</b>	<b>994</b>	<b>977</b>	<b>0</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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	75	0	1	6	9	13	7	9	20	7	5
	Medium / Large C&I	0	13	0	1	2	1	5	0	3	1	3	1
	<b>Total</b>	<b>0</b>	<b>88</b>	<b>0</b>	<b>2</b>	<b>8</b>	<b>10</b>	<b>18</b>	<b>7</b>	<b>12</b>	<b>21</b>	<b>10</b>	<b>6</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0

NSTAR Gas Company	2020											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Low Income Residential	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
Medium / Large C&I	0	7	6	4	4	1	5	1	36	8	4	5
<b>Total</b>	<b>0</b>	<b>77</b>	<b>54</b>	<b>33</b>	<b>34</b>	<b>37</b>	<b>35</b>	<b>26</b>	<b>352</b>	<b>45</b>	<b>27</b>	<b>31</b>

NSTAR Gas Company		2021											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	242,553	242,635	242,201	242,260	241,781	241,375	241,124	240,015	240,601	239,761	244,178	243,374
	Low Income Residential	30,336	30,706	31,070	31,316	31,504	31,713	31,876	31,917	31,978	30,935	30,932	30,999
	Small C&I	24,620	24,680	24,647	24,630	24,486	24,544	24,445	24,362	24,349	24,299	24,403	24,535
	Medium / Large C&I	4,235	4,404	4,097	4,227	4,220	4,220	4,221	4,181	4,255	4,180	4,224	4,202
	<b>Total</b>	<b>301,744</b>	<b>302,425</b>	<b>302,015</b>	<b>302,433</b>	<b>301,991</b>	<b>301,852</b>	<b>301,666</b>	<b>300,475</b>	<b>301,183</b>	<b>299,175</b>	<b>303,737</b>	<b>303,110</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	260	318	279	132	46	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	50	40	75	93	71	80	60	35	8	6	3	9
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>50</b>	<b>40</b>	<b>75</b>	<b>93</b>	<b>71</b>	<b>80</b>	<b>320</b>	<b>353</b>	<b>287</b>	<b>138</b>	<b>49</b>	<b>9</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	3
	Low Income Residential	0	0	0	8,319	4,177	30	1,107	2,627	3,080	2,156	478	0
	Small C&I	1,192	1,381	1,571	1,217	909	847	569	467	425	427	423	787
	Medium / Large C&I	171	165	182	181	104	124	168	127	140	115	120	186
	<b>Total</b>	<b>1,363</b>	<b>1,546</b>	<b>1,753</b>	<b>32,105</b>	<b>17,086</b>	<b>2,568</b>	<b>3,910</b>	<b>10,044</b>	<b>10,930</b>	<b>7,906</b>	<b>2,172</b>	<b>976</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	0	1,580	2,152	5,639	4,245	3,761	158
	Low Income Residential	0	0	0	0	0	0	53	1,121	2,262	1,758	730	2
	Small C&I	423	581	735	685	530	543	480	313	324	251	330	312
	Medium / Large C&I	56	59	73	57	51	57	81	44	70	67	76	79
	<b>Total</b>	<b>479</b>	<b>640</b>	<b>808</b>	<b>742</b>	<b>581</b>	<b>600</b>	<b>2,194</b>	<b>3,630</b>	<b>8,295</b>	<b>6,321</b>	<b>4,897</b>	<b>551</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	0	0	71	67	98	69	23	4
	Low Income Residential	0	0	0	0	0	0	3	33	51	21	17	3
	Small C&I	24	25	31	27	10	18	16	8	2	6	5	4
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	<b>Total</b>	<b>26</b>	<b>28</b>	<b>33</b>	<b>29</b>	<b>11</b>	<b>20</b>	<b>90</b>	<b>108</b>	<b>151</b>	<b>96</b>	<b>45</b>	<b>11</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	Residential	0	0	0	0	0	0	62	66	97	66	23	4
	Low Income Residential	0	0	0	0	0	0	2	33	51	21	17	3
	Small C&I	23	24	29	27	10	18	15	7	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	<b>Total</b>	<b>25</b>	<b>27</b>	<b>31</b>	<b>29</b>	<b>11</b>	<b>20</b>	<b>79</b>	<b>106</b>	<b>150</b>	<b>93</b>	<b>45</b>	<b>10</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	6,210
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	189	186	230	191	128	119	109	82	75	90	104	140
	Medium / Large C&I	15	18	20	18	25	24	8	11	6	11	17	36
	<b>Total</b>	<b>6,039</b>	<b>5,573</b>	<b>31</b>	<b>6,057</b>	<b>6,243</b>	<b>6,015</b>	<b>6,092</b>	<b>5,958</b>	<b>6,705</b>	<b>6,871</b>	<b>6,355</b>	<b>6,386</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2,670
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	420
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,090</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)</b>												
	Residential	920	752	730	740	931	1,548	2,370	3,005	2,958	3,134	3,849	3,481
	Low Income Residential	56	42	60	90	108	150	239	296	278	309	446	374
	Small C&I	1	0	0	0	0	0	0	1	2	4	5	4
	Medium / Large C&I	29	26	28	24	24	24	21	21	20	14	10	11
	<b>Total</b>	<b>1,006</b>	<b>820</b>	<b>818</b>	<b>854</b>	<b>1,063</b>	<b>1,722</b>	<b>2,630</b>	<b>3,323</b>	<b>3,258</b>	<b>3,461</b>	<b>4,310</b>	<b>3,870</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)</b>												
	Residential	24	18	34	26	38	53	76	135	149	213	234	131
	Low Income Residential	6	0	7	7	1	13	16	28	29	34	106	15
	Small C&I	1	0	0	0	0	0	0	0	1	0	0	0
	Medium / Large C&I	1	3	2	0	3	3	3	1	4	4	1	1
	<b>Total</b>	<b>32</b>	<b>21</b>	<b>43</b>	<b>33</b>	<b>42</b>	<b>69</b>	<b>95</b>	<b>164</b>	<b>183</b>	<b>251</b>	<b>341</b>	<b>147</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	232	263	340	459	1,013	1,618	1,503	1,249	1,686	2,353	1,470	1,243
	Low Income Residential	15	41	62	58	86	171	171	119	188	380	273	111
	Small C&I	0	0	0	0	1	0	1	2	3	3	1	0
	Medium / Large C&I	5	6	6	7	5	6	5	5	3	2	2	0
	<b>Total</b>	<b>252</b>	<b>310</b>	<b>408</b>	<b>524</b>	<b>1,105</b>	<b>1,795</b>	<b>1,680</b>	<b>1,375</b>	<b>1,880</b>	<b>2,738</b>	<b>1,746</b>	<b>1,354</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	2	4	5	12	7	23	11	31	27	21	22	4
	Low Income Residential	0	1	0	1	4	0	3	1	3	4	3	0
	Small C&I	0	0	0	0	0	0	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	1	0	0	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>15</b>	<b>32</b>	<b>30</b>	<b>25</b>	<b>25</b>	<b>4</b>

NSTAR Gas Company		2021											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
12	<b>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</b>												
	Residential	3,714	3,795	3,800	2,378	2,366	2,465	2,411	2,368	2,331	2,311	2,404	2,895
	Low Income Residential	16,995	17,520	18,190	1,313	1,378	1,459	1,498	1,545	1,665	1,682	1,793	17,251
	Small C&I	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
	<b>Total</b>	<b>20,709</b>	<b>21,315</b>	<b>21,990</b>	<b>3,691</b>	<b>3,744</b>	<b>3,924</b>	<b>3,909</b>	<b>3,913</b>	<b>3,996</b>	<b>3,993</b>	<b>4,197</b>	<b>20,146</b>
13	<b>Number of customers completing hardship protections or M Y and S protections during the period</b>												
	Residential	5	5	1,377	19	39	39	40	43	44	43	31	26
	Low Income Residential	41	31	18,561	81	59	51	47	37	71	129	126	97
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>46</b>	<b>36</b>	<b>19,940</b>	<b>100</b>	<b>98</b>	<b>90</b>	<b>87</b>	<b>80</b>	<b>115</b>	<b>172</b>	<b>157</b>	<b>123</b>
14	<b>Number of customers enrolling in new hardship protections or M Y and S protections during the period</b>												
	Residential	50	61	40	37	57	50	65	52	69	47	445	93
	Low Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	512
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>852</b>	<b>910</b>	<b>470</b>	<b>170</b>	<b>171</b>	<b>161</b>	<b>174</b>	<b>232</b>	<b>237</b>	<b>196</b>	<b>17,958</b>	<b>605</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>14</b>	<b>9</b>	<b>25</b>	<b>37</b>	<b>66</b>	<b>39</b>	<b>30</b>	<b>53</b>	<b>43</b>	<b>42</b>	<b>29</b>	<b>25</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	125	134	296	758	972	842	466	854	1,024	673	316	89
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>125</b>	<b>134</b>	<b>296</b>	<b>758</b>	<b>972</b>	<b>842</b>	<b>466</b>	<b>854</b>	<b>1,024</b>	<b>673</b>	<b>316</b>	<b>89</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	1	1	3	0	1	3	5	3	3	2	3
	Low Income Residential	63	39	94	154	145	147	119	242	343	242	198	54
	Small C&I	85	61	77	44	40	37	33	14	20	26	23	21
	Medium / Large C&I	0	0	0	0	1	1	1	1	0	1	0	1
	<b>Total</b>	<b>148</b>	<b>101</b>	<b>172</b>	<b>201</b>	<b>186</b>	<b>186</b>	<b>156</b>	<b>262</b>	<b>366</b>	<b>272</b>	<b>223</b>	<b>79</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	174	112	95	100	114	192	370	360	437	639	736	840
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>174</b>	<b>112</b>	<b>95</b>	<b>100</b>	<b>114</b>	<b>192</b>	<b>370</b>	<b>360</b>	<b>437</b>	<b>639</b>	<b>736</b>	<b>840</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>30,903</b>	<b>31,061</b>	<b>31,538</b>	<b>31,559</b>	<b>31,811</b>	<b>32,116</b>	<b>32,289</b>	<b>31,915</b>	<b>32,150</b>	<b>31,407</b>	<b>31,409</b>	<b>29,915</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	794	793	779	761	740	720	699	703	698	716	738	754
	Medium / Large C&I	141	140	135	128	121	117	110	108	107	103	100	99
	<b>Total</b>	<b>935</b>	<b>933</b>	<b>914</b>	<b>889</b>	<b>861</b>	<b>837</b>	<b>809</b>	<b>811</b>	<b>805</b>	<b>819</b>	<b>838</b>	<b>853</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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	10	13	13	19	14	9	11	25	18	40	52	39
	Medium / Large C&I	1	2	1	2	2	1	2	0	1	2	0	4
	<b>Total</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>21</b>	<b>16</b>	<b>10</b>	<b>13</b>	<b>25</b>	<b>19</b>	<b>42</b>	<b>52</b>	<b>43</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0

NSTAR Gas Company	2021											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	23	14	27	37	35	32	32	21	23	22	30	23
Medium / Large C&I	5	3	6	9	9	9	9	2	2	6	3	5
<b>Total</b>	<b>28</b>	<b>17</b>	<b>33</b>	<b>46</b>	<b>44</b>	<b>41</b>	<b>41</b>	<b>23</b>	<b>25</b>	<b>28</b>	<b>33</b>	<b>28</b>

		2020											
Eversource Gas of Massachusetts		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	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
	<b>Total</b>	<b>328,590</b>	<b>328,914</b>	<b>329,332</b>	<b>329,713</b>	<b>330,154</b>	<b>330,401</b>	<b>330,507</b>	<b>330,420</b>	<b>330,609</b>	<b>330,998</b>	<b>331,700</b>	<b>332,196</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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
	<b>Total</b>	<b>51</b>	<b>67</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	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
	<b>Total</b>	<b>23,846</b>	<b>22,652</b>	<b>10,992</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>587</b>	<b>47</b>	<b>571</b>	<b>0</b>	<b>0</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	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
	<b>Total</b>	<b>17,632</b>	<b>14,484</b>	<b>10,002</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	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
	<b>Total</b>	<b>45</b>	<b>35</b>	<b>25</b>	<b>3</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>13</b>	<b>7</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	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
	<b>Total</b>	<b>44</b>	<b>35</b>	<b>24</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>14</b>	<b>7</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	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
	<b>Total</b>	<b>12,509</b>	<b>12,278</b>	<b>11,708</b>	<b>11,603</b>	<b>10,925</b>	<b>10,528</b>	<b>10,725</b>	<b>10,289</b>	<b>10,703</b>	<b>10,849</b>	<b>10,138</b>	<b>12,197</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	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
	<b>Total</b>	<b>6,996</b>	<b>7,303</b>	<b>3,028</b>	<b>84</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements</b>												
	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
	<b>Total</b>	<b>2,053</b>	<b>3,010</b>	<b>4,012</b>	<b>4,626</b>	<b>4,615</b>	<b>4,695</b>	<b>3,901</b>	<b>2,682</b>	<b>2,050</b>	<b>1,601</b>	<b>1,278</b>	<b>933</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	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
	<b>Total</b>	<b>162</b>	<b>164</b>	<b>209</b>	<b>209</b>	<b>259</b>	<b>248</b>	<b>240</b>	<b>168</b>	<b>135</b>	<b>134</b>	<b>147</b>	<b>42</b>



Eversource Gas of Massachusetts		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	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
	<b>Total</b>	<b>2,035</b>	<b>2,114</b>	<b>1,840</b>	<b>508</b>	<b>858</b>	<b>432</b>	<b>346</b>	<b>282</b>	<b>278</b>	<b>237</b>	<b>268</b>	<b>190</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	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
	<b>Total</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>35</b>	<b>73</b>	<b>58</b>	<b>41</b>	<b>19</b>	<b>21</b>	<b>17</b>	<b>16</b>	<b>7</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	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
	<b>Total</b>	<b>31,684</b>	<b>31,728</b>	<b>27,357</b>	<b>8,015</b>	<b>7,727</b>	<b>7,484</b>	<b>7,261</b>	<b>7,101</b>	<b>6,932</b>	<b>6,785</b>	<b>24,741</b>	<b>32,586</b>
13	<b>Number of customers completing hardship protections during the period</b>												
	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
	<b>Total</b>	<b>1,434</b>	<b>1,547</b>	<b>8,891</b>	<b>537</b>	<b>424</b>	<b>376</b>	<b>355</b>	<b>380</b>	<b>345</b>	<b>273</b>	<b>448</b>	<b>767</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	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
	<b>Total</b>	<b>1,436</b>	<b>1,268</b>	<b>952</b>	<b>149</b>	<b>142</b>	<b>145</b>	<b>202</b>	<b>199</b>	<b>133</b>	<b>125</b>	<b>10,448</b>	<b>342</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	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
	<b>Total</b>	<b>9</b>	<b>8</b>	<b>24</b>	<b>41</b>	<b>67</b>	<b>56</b>	<b>20</b>	<b>26</b>	<b>21</b>	<b>15</b>	<b>610</b>	<b>0</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	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
	<b>Total</b>	<b>25</b>	<b>40</b>	<b>49</b>	<b>46</b>	<b>126</b>	<b>136</b>	<b>144</b>	<b>139</b>	<b>136</b>	<b>111</b>	<b>49</b>	<b>24</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	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
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	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
	<b>Total</b>	<b>167</b>	<b>106</b>	<b>115</b>	<b>88</b>	<b>110</b>	<b>95</b>	<b>80</b>	<b>91</b>	<b>96</b>	<b>100</b>	<b>24</b>	<b>26</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	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
	<b>Total</b>	<b>40,642</b>	<b>40,793</b>	<b>36,100</b>	<b>38,964</b>	<b>39,058</b>	<b>38,376</b>	<b>42,306</b>	<b>42,425</b>	<b>42,959</b>	<b>43,429</b>	<b>43,958</b>	<b>44,420</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	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
	<b>Total</b>	36	283	2,674	46	482	197	19	23	24	20	25	48
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	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
	<b>Total</b>	<b>3,736</b>	<b>3,768</b>	<b>3,801</b>	<b>3,775</b>	<b>3,750</b>	<b>3,708</b>	<b>3,662</b>	<b>3,633</b>	<b>3,611</b>	<b>3,468</b>	<b>3,028</b>	<b>2,991</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	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
	<b>Total</b>	<b>120</b>	<b>138</b>	<b>73</b>	<b>60</b>	<b>37</b>	<b>35</b>	<b>52</b>	<b>60</b>	<b>60</b>	<b>58</b>	<b>70</b>	<b>102</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	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
	<b>Total</b>	<b>194</b>	<b>136</b>	<b>166</b>	<b>61</b>	<b>103</b>	<b>104</b>	<b>61</b>	<b>67</b>	<b>71</b>	<b>87</b>	<b>140</b>	<b>97</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	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
	<b>Total</b>	<b>102</b>	<b>93</b>	<b>83</b>	<b>80</b>	<b>88</b>	<b>83</b>	<b>82</b>	<b>65</b>	<b>182</b>	<b>470</b>	<b>102</b>	<b>102</b>

		2021											
Eversource Gas of Massachusetts		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	254,978
	Low Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	46,362	46,910	47,539	48,063
	Small C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	23,389	23,694	23,997	24,155
	Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	7,493	7,282	7,332	7,356
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>332,433</b>	<b>333,086</b>	<b>333,208</b>	<b>333,041</b>	<b>332,886</b>	<b>332,776</b>	<b>332,667</b>	<b>332,382</b>	<b>332,420</b>	<b>332,771</b>	<b>333,831</b>	<b>334,552</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	0	0	10	477	314	3
	Low Income Residential	0	0	0	0	0	0	0	0	0	75	39	0
	Small C&I	0	0	0	0	0	0	0	237	89	43	49	28
	Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	1
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>247</b>	<b>102</b>	<b>597</b>	<b>402</b>	<b>32</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	127
	Low Income Residential	0	0	0	0	1	5	2	0	1,190	4,136	134	0
	Small C&I	0	0	0	0	32	310	1,203	626	390	463	442	644
	Medium / Large C&I	0	0	0	0	10	104	329	242	214	230	201	193
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>420</b>	<b>1,536</b>	<b>869</b>	<b>7,500</b>	<b>12,516</b>	<b>6,461</b>	<b>964</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	75
	Low Income Residential	0	0	0	0	0	0	2	0	241	1,509	101	0
	Small C&I	0	0	0	0	0	74	458	628	314	302	318	355
	Medium / Large C&I	0	0	0	0	0	24	139	148	123	101	92	103
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>99</b>	<b>601</b>	<b>779</b>	<b>1,906</b>	<b>6,252</b>	<b>3,064</b>	<b>533</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	3	0	0	0	0	0	0	0	0	188	202	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	55	53	3
	Small C&I	1	1	0	0	0	2	9	28	27	55	90	37
	Medium / Large C&I	0	0	0	0	0	0	2	8	3	5	7	5
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>11</b>	<b>36</b>	<b>30</b>	<b>303</b>	<b>352</b>	<b>63</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	Residential	0	0	0	0	0	0	0	0	0	177	199	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	3
	Small C&I	0	0	0	0	0	0	0	0	0	46	96	38
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	5
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>280</b>	<b>358</b>	<b>64</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481	8,885	8,822	8,267
	Low Income Residential	2,740	2,557	3,252	3,788	3,423	3,286	3,470	3,386	3,206	2,859	2,889	2,661
	Small C&I	434	420	458	793	634	604	662	810	663	330	382	448
	Medium / Large C&I	18	16	22	33	25	37	43	50	49	17	21	19
	<b>Total</b>	<b>14,765</b>	<b>14,349</b>	<b>16,511</b>	<b>19,412</b>	<b>17,611</b>	<b>16,548</b>	<b>15,896</b>	<b>15,957</b>	<b>15,399</b>	<b>12,091</b>	<b>12,114</b>	<b>11,395</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	1	0	2	1,228
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	290
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1,518</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements</b>												
	Residential	762	863	1,101	1,517	1,825	2,133	2,636	2,986	3,119	2,456	3,192	2,814
	Low Income Residential	56	119	211	382	555	677	857	910	922	497	519	307
	Small C&I	29	27	35	40	82	84	86	193	293	177	146	120
	Medium / Large C&I	32	29	37	36	54	60	67	81	93	57	42	35
	<b>Total</b>	<b>879</b>	<b>1,038</b>	<b>1,384</b>	<b>1,975</b>	<b>2,516</b>	<b>2,954</b>	<b>3,646</b>	<b>4,170</b>	<b>4,427</b>	<b>3,187</b>	<b>3,899</b>	<b>3,276</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	32	40	44	40	39	65	94	125	107	112	129	90
	Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	26
	Small C&I	5	1	0	2	2	3	7	13	7	8	11	4
	Medium / Large C&I	4	0	4	1	2	1	2	6	11	4	5	6
	<b>Total</b>	<b>48</b>	<b>53</b>	<b>62</b>	<b>79</b>	<b>77</b>	<b>108</b>	<b>157</b>	<b>213</b>	<b>165</b>	<b>162</b>	<b>159</b>	<b>126</b>

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		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	323	428	651	534	558	790	798	670	1,332	1,798	1,418	330
	Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	83
	Small C&I	7	8	13	52	8	14	137	144	45	44	45	31
	Medium / Large C&I	1	10	11	29	8	16	27	35	12	14	11	12
	<b>Total</b>	<b>427</b>	<b>622</b>	<b>990</b>	<b>825</b>	<b>724</b>	<b>1,054</b>	<b>1,155</b>	<b>1,024</b>	<b>1,620</b>	<b>2,222</b>	<b>1,706</b>	<b>456</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	27	27	56	35	57	84	107	126	36	41	48	13
	Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	1
	Small C&I	0	0	2	1	1	3	12	5	2	3	1	0
	Medium / Large C&I	0	3	2	3	0	7	3	4	2	1	1	1
	<b>Total</b>	<b>30</b>	<b>30</b>	<b>69</b>	<b>44</b>	<b>65</b>	<b>108</b>	<b>143</b>	<b>156</b>	<b>45</b>	<b>52</b>	<b>54</b>	<b>15</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	3,803
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122	2,107	2,085	24,827	27,708
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>32,371</b>	<b>32,705</b>	<b>33,041</b>	<b>6,070</b>	<b>6,027</b>	<b>6,008</b>	<b>5,966</b>	<b>5,926</b>	<b>5,875</b>	<b>5,811</b>	<b>28,560</b>	<b>31,513</b>
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	169	206	252	116	96	101	109	142	120	213	3,270	516
	Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	778
	Small C&I	0	0	2	0	0	0	0	0	0	0	2	0
	Medium / Large C&I	0	0	3	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>641</b>	<b>661</b>	<b>817</b>	<b>286</b>	<b>227</b>	<b>226</b>	<b>258</b>	<b>312</b>	<b>283</b>	<b>438</b>	<b>13,312</b>	<b>1,294</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	89	97	118	59	57	68	89	76	103	329	416	215
	Low Income Residential	459	472	606	104	109	106	107	119	109	280	4,776	461
	Small C&I	0	0	0	0	0	0	0	0	0	0	2	1
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>548</b>	<b>569</b>	<b>724</b>	<b>163</b>	<b>166</b>	<b>174</b>	<b>196</b>	<b>195</b>	<b>212</b>	<b>609</b>	<b>5,194</b>	<b>677</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	6
	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
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>22</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>6</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	152
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>34</b>	<b>52</b>	<b>151</b>	<b>142</b>	<b>172</b>	<b>300</b>	<b>277</b>	<b>245</b>	<b>439</b>	<b>875</b>	<b>499</b>	<b>152</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	1	0	0	0	0	0	103	0	0	0
	Low Income Residential	1	1	3	1	3	6	10	12	109	11	12	10
	Small C&I	1	3	1	5	0	4	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>212</b>	<b>11</b>	<b>12</b>	<b>10</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	28	12	26	2	50	73	93	157	192	205	356	575
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>28</b>	<b>12</b>	<b>26</b>	<b>2</b>	<b>50</b>	<b>73</b>	<b>93</b>	<b>157</b>	<b>192</b>	<b>205</b>	<b>356</b>	<b>575</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>45,095</b>	<b>45,722</b>	<b>46,374</b>	<b>43,510</b>	<b>44,492</b>	<b>45,149</b>	<b>45,900</b>	<b>46,101</b>	<b>46,349</b>	<b>46,901</b>	<b>47,535</b>	<b>48,059</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	52	62	4,015	204	66	62	62	51	53	61	76	71
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0

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		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	<b>Total</b>	52	62	4,015	204	66	62	62	51	53	61	76	71
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,404	2,387	2,121	2,168	2,176	2,170	2,158	2,145	2,118	2,115	2,145	2,192
	Medium / Large C&I	594	584	585	569	562	569	568	583	579	577	542	544
	<b>Total</b>	<b>2,998</b>	<b>2,971</b>	<b>2,706</b>	<b>2,737</b>	<b>2,738</b>	<b>2,739</b>	<b>2,726</b>	<b>2,728</b>	<b>2,697</b>	<b>2,692</b>	<b>2,687</b>	<b>2,736</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	107	71	0	52	50	35	36	56	64	70	108	71
	Medium / Large C&I	30	32	13	9	13	5	18	11	12	13	20	22
	<b>Total</b>	<b>137</b>	<b>103</b>	<b>13</b>	<b>61</b>	<b>63</b>	<b>40</b>	<b>54</b>	<b>67</b>	<b>76</b>	<b>83</b>	<b>128</b>	<b>93</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	73	104	58	40	25	35	58	122	51	44	60	72
	Medium / Large C&I	11	29	14	40	9	7	5	19	14	7	13	8
	<b>Total</b>	<b>84</b>	<b>133</b>	<b>72</b>	<b>80</b>	<b>34</b>	<b>42</b>	<b>63</b>	<b>141</b>	<b>65</b>	<b>51</b>	<b>73</b>	<b>80</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	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	96	104	60	53	48	42	38	74	51	66	66	61
	Medium / Large C&I	35	25	26	15	8	8	2	11	14	19	20	15
	<b>Total</b>	<b>131</b>	<b>129</b>	<b>86</b>	<b>68</b>	<b>56</b>	<b>50</b>	<b>40</b>	<b>85</b>	<b>65</b>	<b>85</b>	<b>86</b>	<b>76</b>