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

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

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

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

NSTAR ELECTRIC - 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 Gross A/R Write-Offs	59,912,129 359,923	60,661,463 320,058	58,464,396 478,652	57,749,800 234,380	57,543,616 375,683	59,137,352 465,097	62,136,850 407,255	60,900,509 510,491	62,066,817 606,356	54,626,293 550,212	54,685,858 1,794,061	63,207,810 1,773,863
A/R Recoveries	243,985	320,058	478,652 114,959	234,380 54,208	41,065	34,525	407,255 33,528	44,005	31,774	68,414	62,194	244,646
A/R Recoveries	243,565	33,740	114,555	54,208	41,005	54,323	33,328	44,005	51,774	00,414	02,194	244,040
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 Accounts Receivable	227,902,379 319,879,727	230,951,015 336,154,134	201,266,408 311,437,691	193,503,840 277,555,827	185,227,190 282,952,650	238,414,326 339,342,128	282,962,990 339,618,942	278,249,648 320,910,977	288,913,444 369,588,895	218,216,809 288,907,360	203,500,829 274,198,257	215,505,277 309,766,684
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 Elect	ric Company			NSTAR Ga	s Company			Eversource Gas	Company of MA *	
2020	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None	None		Yes	None				
February	None		Yes	None	None		Yes	None				
March	None	\$196,500,000	Yes	None	None	\$7,000,000	Yes	None				
April	None		Yes	None	None		Yes	None				
May	None		Yes	None	None		Yes	None				
June	None		Yes	None	None	\$7,000,000	Yes	None				
July	None		Yes	None	None		Yes	None				On 7/22/20, S&P issued a new corporate credit rating of A- with stable outlook
August	None		Yes	None	None		Yes	None				
September	None		Yes	None	None	\$17,000,000	Yes	None				
October	None		Yes	None	None		Yes	None	On 10/21/20 EGMA, with Eversource Energy, entererd into a 364-day \$550M revolving credit agreement		Yes	None
November	None		Yes	None	None		Yes	None	None		Yes	None
December	None	\$65,500,000	Yes	None	None	\$7,000,000	Yes	None	None		Yes	None
Total 2020		\$262,000,000				\$38,000,000				\$0		

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

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

		NSTAR Elect	ric Company			NSTAR Ga	s Company			Eversource Gas	Company of MA	
2021	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None	None		Yes	None	None		Yes	None
February	None		Yes	None	None		Yes	None	None		Yes	None
March	None	\$206,400,000	Yes	None	None	\$10,000,000	Yes	None	None	\$6,900,000	Yes	None
April	None		Yes	None	None		Yes	None	None		Yes	None
May	None		Yes	None	None		Yes	None	None		Yes	None
June	None	\$76,800,000	Yes	None	None	\$10,000,000	Yes	None	None	\$6,900,000	Yes	None
July	None		Yes	None	None		Yes	None	None		Yes	None
August	None		Yes	None	None		Yes	None	None		Yes	None
September	None		Yes	None	None	\$10,000,000	Yes	None	None	\$176,300,000	Yes	None
October	None		Yes	None	None		Yes	None	None		Yes	None
November	None		Yes	None	None		Yes	None	None		Yes	None
December	None		Yes	None	None	\$10,000,000	Yes	None	None	\$6,900,000	Yes	None
Total 2021		\$283,200,000				\$40,000,000				\$197,000,000		

						20	20					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class												
Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,0
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	94,3
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	
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	
Streetlights	13,251	13,287	13,237	13,240	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,3
Total	1,232,340	1,237,033	1,234,993	1,234,138	1,233,828	1,234,111	1,231,564	1,220,591	1,224,030	1,240,572	1,205,581	1,254,7
Number of customers, by customer class, disconnected during the period												1
Residential	893	1,062	489	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	127	85	49	0	0	0	0	0	0	0	28	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	1,020	1,147	538	0	0	0	0	0	0	0		
Number of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	
Low Income Residential	129	118	53	0	0	0	0	0	0	13	1,545	
Small C&I	4,712	4,681	2,384	0	0	0	0	0	2,408	3,944	4,893	
Medium / Large C&I	4,712	4,001	2,504	0	0	0	0	0	2,400	3,544	4,055	
Streetlights	11	14	8	0	0	0	0	0	4	5	8	
Total	44,223	44,443	21,663	0	0	0	0	0		11,965	6,465	
	44,225	++,++3	21,005	0	0	v	U	0	2,412	11,505	0,405	0,
Number of sustaining bu sustaines slow sensitive Firel /72 hour paties of discoursest during the senied												
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	24,597	22,805	12,235	0	0	0	0	0	0	0	0	
Low Income Residential	121	22,805	12,235	0	0	0	0	0	0	0	0	
Low income Residential Small C&I	2,850	2,546	1,664	0	0			0		2,777		
				0	0	0	0		0		1,620	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	27.577	25.483	13.938	0	0	0	0	0	0	2.781	1.623	
	21,577	25,465	13,938	U	U	0	U	U	0	2,781	1,023	3,3
Number of customers, by customer class, reconnected during the period Residential	587	738	346	11	1	0	0	0	0	0	1	
Low Income Residential	18	18	13	3	0		0	0	0	0	0	
Small C&I	88	81	53	0			0	0	0	0		
	0											
Medium / Large C&I	-	0	0	0			0	0	0	0	0	
Streetlights	0	-	0	14		-	0	0	0	-	-	
Total	693	837	412	14	1	0	0	0	0	0	18	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
completed during the same period												
Residential	579	728	343	0	0	0	0	0	0	0	0	
Low Income Residential	18	16	13	0	0	0	0	0	0	0		
Small C&I	86	80	51	0	0	0	0	0	0	0		
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	683	824	407	0	0	0	0	0	0	0	17	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,
Low Income Residential	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
Medium / Large C&I	20	21	20	25	18	19	24	21	23	29	32	
Streetlights	6	5	7	2	2	3	5	1	3	4	3	
Total	28,504	28,253	27,123	25,806	25,682	25,358	26,186	25,523	26,274	26,318	23,129	24
Number of customers, by customer class, assessed late payment fees or charges during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
	16	14	8	0	0	0	0	0	0	0	0	
Low Income Residential					0	0	0	0	0	0		
	25.728	25.117	12.303	0								
Low Income Residential Small C&I	25,728	25,117 445	12,303									
Low Income Residential	25,728 564 879	25,117 445 875	12,303 272 344	0	0	0	0	0	0	0	0	

						202	0					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
payment arrangements (excluding Newstart and Covid AMP)												
Residential	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	
Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	
Small C&I	42	59	53	45	36	46	50	41	1	5	6	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Fotal	3,826	3,337	3,348	2,830	2,266	2,107	1,855	1,984	1,882	2,511	3,404	
Number of customers by customer class, completing deferred payment arrangements during the												
period(excluding Newstart and Covid AMP)												
Residential	223	240	245	254	231	214	132	117	112	115	115	
ow Income Residential	97	78	79	55	63	45	55	50	36	31	25	
Small C&I	7	0	4	2	12	14	10	4	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	327	318	328	311	306	273	197	171	148	146	140	
	327	510	520	511	300	275	157	1/1	140	140	140	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
excluding Newstart and Covid AMP)	4.005	4.025	4.04-	4.075	0.00	531	0	000		2.261	4 699	-
Residential	1,865	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	-
Low Income Residential	120	140	136	249	295	146	170	166	278	385	157	-
Small C&I	74	52	54	78	50	52	61	31	5	2	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Fotal	2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	
Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
excluding Newstart and Covid AMP)												
Residential	20	19	34	44	9	15	19	17	34	37	58	
Low Income Residential	1	0	4	9	2	3	1	5	1	3	1	
Small C&I	1	1	1	3	1	1	1	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	22	20	39	56	12	19	21	22	35	40	59	
		20	35	50	11	15	21		33	-10	35	
Number of customers taking service at the beginning of the period under existing hardship protections (O												
exceptions with expiry March 31) or M, Y and S protections												
Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	
Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833	5,747	5,604	45,646	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Fotal	49,230	50,241	51,907	52,657	14,183	14,099	13,841	13,730	13,597	13,358	54,535	
Number of customers completing hardship protections or M Y and S protections during the period												
Residential	161	168	2,857	122	87	61	66	52	64	42	64	
ow Income Residential	794	732	41,465	1,156	686	287	260	257	326	535	321	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Vedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	955	900	44,322	1,278	773	348	326	309	390	577	385	
	555	500	44,522	1,270		545	520	505	550	577	505	
Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	483	428	374	44	57	53	58	40	64	1,224	135	
lesidential												+
ow Income Residential	1,093	1,474	1,173	478	337	226	234	184	260	4,297	1,087	+
mall C&I	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	
treetlights			1,547	522	394	279	292	224	324	5,521	1,222	
treetlights	1,576	1,902	1.									
itreetlights Total		1,902										
treetlights Total Jumber of customers, by customer class, completing an AMP program during the period		1,902 0	0	0	0	0	0	0	0	0	0	
Vedium / Large C&I treetlights otal Jumber of customers, by customer class, completing an AMP program during the period esidential ow Income Residential	1,576			0 280	0 205	0 87	0	0	0	0	0 48	
treetlights otal Jumber of customers, by customer class, completing an AMP program during the period esidential ow Income Residential	1,576 0 57	0 85	0 142	280	205	87	97	83	74	69	48	
trreetlights 'otal Jumber of customers, by customer class, completing an AMP program during the period lesidential ow Income Residential mail C&I	1,576 0 57 0	0 85 0	0 142 0	280 0	205 0	87 0	97 0	83 0	74 0	69 0	48 0	
treetlights Otal Jumber of customers, by customer class, completing an AMP program during the period Escidential ow Income Residential	1,576 0 57	0 85	0 142	280	205	87	97	83	74	69	48	

						202	0					
MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Νον	Dec
lumber of customers, by customer class, enrolling in an AMP program during the period												
lesidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	
mall C&I	0	0	0	0	0	0	0	0	0	0	0	
Aedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
treetlights	0	0	0	0	0	0	0	0	0	0	0	
otal	197	386	422	767	833	724	686	746	1,105	977	1,029	-
Jumber of customers, by customer class, re-enrolling in an AMP program during the period												
esidential	5	8	6	5	8	8	6	5	8	9	17	
ow Income Residential	132	265	358	543	596	540	503	444	664	515	447	
mall C&I	0	0	2	3	21	27	69	190	285	707	427	
Aedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
treetlights	0	0	0	0	0	0	0	0	0	0	0	
otal	137	273	366	551	625	575	578	639	957	1,231	891	
lumber of customers, by customer class, dropping off an AMP program during the period												
esidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	958	463	357	459	433	232	292	356	400	464	613	
mall C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
/ledium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	-
treetlights	0	0	0	0	0	0	0	0	0	0	0	
otal	958	463	357	459	433	232	292	356	400	464	613	_
lumber of customers enrolling in the low-income discount rate program during the period												
lesidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	
mall C&I	0	0	0	0	0	0	0	0	0	0	0	
Aedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
treetlights	0	0	0	0	0	0	0	0	0	0	0	
otal	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	
lumber of customers dropping off the low-income discount rate program during the period												
esidential	Unable to Obtain	n Data										
ow Income Residential												
mall C&I												
mall C&I Aedium / Large C&I												
Aedium / Large C&I treetlights												
/ledium / Large C&I												
Aedium / Large C&I treetlights otal												
Aedium / Large C&I treetlights otal lumber of customers, by customer class, with required deposits with the company at the beginning of the period												
Aedium / Large C&I treetlights otal unumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential	0	0	0	0	0	0	0	0	0	0	0	
Aedium / Large C&I treetlights otal lumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential wo lincome Residential	0	0	0	0	0	0	0	0	0	0	0	
Aedium / Large C&I treetlights otal lumber of customers, by customer class, with required deposits with the company at the beginning of the period lesidential ow Income Residential mall C&I	0 4,729	0 4,696	0 4,661	0 4,602	0 4,537	0 4,443	0 4,384	0 4,325	0 2,754	0 2,682	0 2,629	
Aedium / Large C&I treetlights otal lumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I fedium / Large C&I	0 4,729 81	0 4,696 80	0 4,661 78	0 4,602 79	0 4,537 78	0 4,443 76	0 4,384 75	0 4,325 75	0 2,754 62	0 2,682 63	0 2,629 60	
Aedium / Large C&I treetlights otal unber of customers, by customer class, with required deposits with the company at the beginning of the period esidential wn income Residential mall C&I Aedium / Large C&I treetlights	0 4,729 81 2	0 4,696 80 2	0 4,661 78 2	0 4,602 79 2	0 4,537 78 2	0 4,443 76 2	0 4,384 75 2	0 4,325 75 2	0 2,754 62 2	0 2,682 63 2	0 2,629 60 2	
Aedium / Large C&I treetlights otal treetlights table treetlights table treetlights table treetlights treetlights treetlights treetlights treetlights treetlights table	0 4,729 81	0 4,696 80	0 4,661 78	0 4,602 79	0 4,537 78	0 4,443 76	0 4,384 75	0 4,325 75	0 2,754 62	0 2,682 63	0 2,629 60	
Aedium / Large C&I treetlights otal lumber of customers, by customer class, with required deposits with the company at the beginning of the period esciential ow Income Residential mall C&I defum / Large C&I treetlights otal treetlights otal lumber of customers, by customer class, required to submit new deposits or increased deposits during the	0 4,729 81 2	0 4,696 80 2	0 4,661 78 2	0 4,602 79 2	0 4,537 78 2	0 4,443 76 2	0 4,384 75 2	0 4,325 75 2	0 2,754 62 2	0 2,682 63 2	0 2,629 60 2	
Aedium / Large C&I treetlights testidential ow income Residential mail C&I Aedium / Large C&I treetlights treetlig	0 4,729 81 2 4,812	0 4,696 80 2 4,778	0 4,661 78 2 4,741	0 4,602 79 2 4,683	0 4,537 78 2 4,617	0 4,443 76 2 4,521	0 4,384 75 2 4,461	0 4,325 75 2 4,402	0 2,754 62 2 2,818	0 2,682 63 2 2,747	0 2,629 60 2 2,691	
Aedium / Large C&I treetlights otal tumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I Aedium / Large C&I treetlights otal turetor of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential	0 4,729 81 2 4,812 0	0 4,696 80 2 4,778	0 4,661 78 2 4,741 0	0 4,602 79 2 4,683	0 4,537 78 2 4,617 0	0 4,443 76 2 4,521 0	0 4,384 75 2 4,461 0	0 4,325 75 2 4,402 0	0 2,754 62 2 2,818 0	0 2,682 63 2 2,747 0	0 2,629 60 2 2,691 0	
Aedium / Large C&I Treetlights Otal Iumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential Mail C&I Cellum / Large	0 4,729 81 2 4,812 0 0	0 4,696 80 2 4,778 0 0	0 4,661 78 2 4,741 0 0	0 4,602 79 2 4,683 0 0	0 4,537 78 2 4,617 0 0	0 4,443 76 2 4,521 0 0	0 4,384 75 2 4,461 0 0	0 4,325 75 2 4,402 0 0	0 2,754 62 2 2,818 0 0	0 2,682 63 2 2,747 0 0	0 2,629 60 2 2,691 0 0	
Aedium / Large C&I treetlights tesidential ow Income Residential Aedium / Large C&I treetlights treetlights add treetlights ad	0 4,729 81 2 4,812 0 0 0	0 4,696 80 2 4,778 0 0 0 262	0 4,661 78 2 4,741 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25	0 4,537 78 2 4,617 0 0 0 44	0 4,443 76 2 4,521 0 0 0 35	0 4,384 75 2 4,461 0 0 0 54	0 4,325 75 2 4,402 0 0 0 30	0 2,754 62 2 2,818 0 0 0 47	0 2,682 63 2 2,747 0 0 0 48	0 2,629 60 2 2,691 0 0 0 17	
Aedium / Large C&I treetlights otal usubser of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I Aedium / Large C&I treetlights otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential dual fedium / Large C&I dual	0 4,729 81 2 4,812 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6	0 4,661 78 2 4,741 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 0 54 1	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2,818 0 0 0 0 47 2	0 2,682 63 2 2,747 0 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Aedium / Large C&I Treetlights treetlights tal lumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I freetlights treetlights treetlight	0 4,729 81 2 4,812 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I treetEights testidential wher of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential feadium / Large C&I treetEights tree	0 4,729 81 2 4,812 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6	0 4,661 78 2 4,741 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1	0 4,537 78 2 4,617 0 0 0 44 6	0 4,443 76 2 4,521 0 0 0 35 9	0 4,384 75 2 4,461 0 0 0 54 1	0 4,325 75 2 4,402 0 0 0 30 0	0 2,754 62 2 2,818 0 0 0 0 47 2	0 2,682 63 2 2,747 0 0 0 48 2	0 2,629 60 2 2,691 0 0 0 17 7	
Aedium / Large C&I treetlights otal lumber of customers, by customer class, with required deposits with the company at the beginning of the period uesidential ow Income Residential mail C&I Aedium / Large C&I treetlights otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential mall C&I deld delded delded decidential ow Income Residential mail C&I defidum / Large C&I treetlights otal Unmber of customers, by customer class, whose required deposits were reduced in part or foregone during the	0 4,729 81 2 4,812 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I Treetlights treetlights table treetlights treet	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I treetlights otal unmber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mail C&I Aedium / Large C&I treetlights otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential own Income Residential mail C&I Aedium / Large C&I treetlights otal Quim / Large C&I treetlights otal Aedium / Large C&I treetlights otal Data treetlights otal tumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod evidential	0 4,729 81 2 4,812 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Idedium / Large C&i treetlights otal Jumber of customers, by customer class, with required deposits with the company at the beginning of the period seidential ow Income Residential mall C&I fedium / Large C&i treetlights otal lumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential mail C&I fedium / Large C&I treetlights otal umber of customers, by customer class, required to submit new deposits or increased deposits during the eriod exidential ow Income Residential under Case under of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow Income Residential ow Income Residential	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I treetlights treetlights dtal lumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mail C&I treetlights otal lumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod eriod Medium / Large C&I treetlights otal lumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod eriod eriod eriod eriod esidential ow Income Residential ow Income Residential otal lumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow Income Residential ow Income Residential	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I treetlights otal usmber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I Aedium / Large C&I treetlights otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential mall C&I del during the customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential mall C&I delum / Large C&I treetlights otal Jumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow Income Residential ow Income Residential ow Income Residential ow Income Residential eriod esidential delidum / Large C&I celidum / Large C&I	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I treetlights otal Jumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I dedium / Large C&I treetlights otal delian lamber of customers, by customer class, required to submit new deposits or increased deposits during the eriod eriod delian delian facture class treetlights otal tumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod dedium / Large C&I treetlights otal tumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod eriod eriod eriod eriod teridetial ow Income Residential ow Income Residential ow Income Residential mall C&I dedlum / Large C&I treetlights	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aredium / Large C&I treetlights otal unmber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mail C&I Aedium / Large C&I treetlights otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod mail C&I Medium / Large C&I treetlights otal Intreduction / Large C&I treetlights otal Defined decidential mail C&I norme Residential otal treetlights otal treetlights otal treetlights otal treetlights otal treetlights otal	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 0	0 4,537 78 2 4,617 0 0 0 44 4 6 0	0 4,443 76 2 4,521 0 0 0 35 9 9 0	0 4,384 75 2 4,461 0 0 0 54 1 0	0 4,325 75 2 4,402 0 0 0 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0	0 2,682 63 2 2,747 0 0 0 48 2 0	0 2,629 60 2 2,691 0 0 0 17 7 7 0	
Aedium / Large C&I treetlights otal Jumber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mall C&I dedium / Large C&I treetlights otal delian lamber of customers, by customer class, required to submit new deposits or increased deposits during the eriod eriod delian delian facture class treetlights otal tumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod dedium / Large C&I treetlights otal tumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod eriod eriod eriod eriod teridetial ow Income Residential ow Income Residential ow Income Residential mall C&I dedlum / Large C&I treetlights	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 0 262 6 0 268 n Data	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 0 25 1 1 0 0 26	0 4,537 78 2 4,617 0 0 0 0 44 6 0 0 50	0 4,443 76 2 4,521 0 0 0 0 35 9 0 0 44	0 4,384 75 2 4,461 0 0 54 1 1 0 55	0 4,325 75 2 4,402 0 0 0 0 0 0 30 30	0 2,754 62 2 2 2,818 0 0 0 47 2 0 0 49 49	0 2,662 633 2 2,747 0 0 48 2 0 50 50	0 2,629 60 2 2,691 0 0 0 17 7 0 24	
Aedium / Large C&I treetlights otal Jumber of customers, by customer class, with required deposits with the company at the beginning of the period escidential ow Income Residential mall C&I dedium / Large C&I treetlights otal treetlights otal dedium / Large C&I treetlights otal tumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod escidential ow Income Residential mow Income Residential otal tumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod escidential ow Income Residential mall C&I dedium / Large C&I treetlights otal unmber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod escidential ow ow Income Residential ow mall C&I delum / Large C&I treetlights dal tedium / Large C&I	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 0 268 0 268 n Data	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 1 0 0 26	0 4,537 78 2 4,617 0 0 0 44 6 6 0 50 50	0 4,443 76 2 4,521 0 0 0 35 9 0 44 44	0 4,384 75 2 4,461 0 0 0 54 1 0 55	0 4,325 75 2 4,402 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 2,754 62 2 2,818 0 0 47 2 0 49 49 0 49	0 2,682 633 2 2,747 0 0 0 48 2 2 0 50 50	0 2,629 60 0 0 0 0 0 17 7 7 7 0 24	
Aedium / Large C&I treetlights otal Unmber of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow Income Residential mail C&I Aedium / Large C&I treetlights otal Jumber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential mail C&I Aedium / Large C&I treetlights otal Quim / Large C&I treetlights otal Aedium / Large C&I treetlights otal Jumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential mail C&I Aedium / Large C&I treetlights otal Dati	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 0 268 0 0 268 0 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 25 1 1 0 26 26	0 4,537 78 2 4,617 0 0 0 44 46 6 0 0 50 50	0 4,443 76 2 4,521 0 0 0 35 9 0 0 44 44	0 4,384 75 2 4,461 0 0 54 1 0 55 55	0 4,325 75 2 4,402 0 0 0 0 0 0 0 0 0 30 30 30 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0 49 49 0 49 0 0 0 0 0 0 0 0 0 0 0 0 0	0 2,682 63 2 2,747 0 0 0 48 2 0 0 50 50	0 2,629 60 0 0 0 0 17 7 7 0 24 24	
Idedium / Large C&i treetlights otal under of customers, by customer class, with required deposits with the company at the beginning of the period esidential ow income Residential mail C&i dedium / Large C&i treetlights otal umber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential own income Residential mail C&i dedium / Large C&i treetlights otal under of customers, by customer class, required to submit new deposits or increased deposits during the eriod exidential ow income Residential mail C&i dedium / Large C&i treetlights otal untwher of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow income Residential mail C&i treetlights otal untwher of customers, by customer class, whose deposits were returned in full during the period esidential ow income Residential <tr< td=""><td>0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td><td>0 4,696 80 2 4,778 0 0 262 6 0 268 268 268 0 0 0 0 0 0 0 0</td><td>0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td><td>0 4,602 79 2 4,683 0 0 0 25 1 1 0 0 26 26 0 0 0 0 8 4</td><td>0 4,537 78 2 4,617 0 0 0 44 6 0 0 50 50 50</td><td>0 4,443 76 2 4,521 0 0 0 35 9 0 0 44 4 4 0 0 0 22 9 0 0 0 44</td><td>0 4,384 75 2 4,461 0 0 55 55 55 0 0 0 0 0 0 113</td><td>0 4,325 75 2 4,402 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td><td>0 2,754 62 2 2,818 0 0 47 2 0 0 49 49 49 6 0 0 0 1,618</td><td>0 2,662 63 2 2,747 0 0 0 48 2 0 0 50 50</td><td>0 2,629 60 0 0 0 0 17 7 7 0 24 24</td><td></td></tr<>	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 262 6 0 268 268 268 0 0 0 0 0 0 0 0	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 0 25 1 1 0 0 26 26 0 0 0 0 8 4	0 4,537 78 2 4,617 0 0 0 44 6 0 0 50 50 50	0 4,443 76 2 4,521 0 0 0 35 9 0 0 44 4 4 0 0 0 22 9 0 0 0 44	0 4,384 75 2 4,461 0 0 55 55 55 0 0 0 0 0 0 113	0 4,325 75 2 4,402 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 2,754 62 2 2,818 0 0 47 2 0 0 49 49 49 6 0 0 0 1,618	0 2,662 63 2 2,747 0 0 0 48 2 0 0 50 50	0 2,629 60 0 0 0 0 17 7 7 0 24 24	
Idedium / Large C&I treetlights otal Jumber of customers, by customer class, with required deposits with the company at the beginning of the period seidential ow Income Residential mall C&I delium / Large C&I treetlights otal umber of customers, by customer class, required to submit new deposits or increased deposits during the eriod esidential ow Income Residential mall C&I dedium / Large C&I treetlights otal umber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential otal umber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow Income Residential mall C&I tedium / Large C&I treetlights otal umber of customers, by customer class, whose deposits were returned in full during the period eidential ow Income Residential mall C&I	0 4,729 81 2 4,812 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,696 80 2 4,778 0 0 0 262 6 0 0 268 0 0 268 0 0 268	0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,602 79 2 4,683 0 0 25 1 1 0 26 26	0 4,537 78 2 4,617 0 0 0 44 46 6 0 0 50 50	0 4,443 76 2 4,521 0 0 0 35 9 0 0 44 44	0 4,384 75 2 4,461 0 0 54 1 0 55 55	0 4,325 75 2 4,402 0 0 0 0 0 0 0 0 0 30 30 30 30 0 0 0 0	0 2,754 62 2 2,818 0 0 0 47 2 0 49 49 0 49 0 0 0 0 0 0 0 0 0 0 0 0 0	0 2,682 63 2 2,747 0 0 0 48 2 0 0 50 50	0 2,629 60 0 0 0 0 17 7 7 0 24 24	

	r					20	21					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class												
Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,5
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,
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,
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,
Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	13,
Total	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227	1,239,102	1,232,786	1,244,097	1,213,878	1,268,616	1,238,
Number of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	
Low Income Residential	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	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	162	82	124	96	90	84	675	1,527	2,251	1,260	863	
Number of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	45
Low Income Residential	0	0	0	21.099	9,770	89	5,721	6,885	7,507	6,640	2,959	
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	
Medium / Large C&I	0	0	0,000	4,007	5,017	0	0	0,400	0	4,040	4,557	
Streetlights	9	12	12	33	12	12	39	38	41	28	10	
Total	5,594	5,579	6,094	88,703	44,584	7,738	23,535	38,824	49,643	41,670	46,849	5:
	3,334	3,375	0,034	00,703	44,304	7,730	23,333	30,024	45,045	41,070	40,045	51
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
Residential	0	0	0	2	0	1	3,220	11,891	15,519	14,538	15,142	2
Low Income Residential	0	0	0	0	0	0	167	5,255	4,608	3,792	2,012	
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	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	7	8	10	13	9	9	30	16	34	18	19	
Total	3,015	2,649	2,992	2,400	1,850	2,217	5,741	19,317	23,033	20,863	19,867	27
Number of customers, by customer class, reconnected during the period												
Residential	0	0	0	0			466	779	1,389	876	551	
Low Income Residential	0	0	0	0	0		26	424	659	367	163	
Small C&I	77	65	90	66	51	53	40	35	26	16	51	
Medium / Large C&I	0	0	0	0	0		0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	77	65	90	66	51	53	532	1,238	2,074	1,259	765	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
completed during the same period												
Residential	0	0	0	0	0	0	367	649	1,186	765	479	
Low Income Residential	0	0	0	0	0	0	24	361	576	312	129	
Small C&i	71	65	85	61	50	51	38	34	25	16	48	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
							0	0	0	0	0	
	0			0	0	0				1,093	656	
Streetlights Total	0	0	0	0	0	0		1.044	1.787			
Streetlights Total	0 71			0 61	0 50	0 51	429	1,044	1,787	1,050		
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period	71	0 65	0 85	61	50	51	429					3
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential	71 25,606	0 65 23,539	0 85 27,361	61 25,848	50 26,013	51 26,768	429 28,866	31,502	34,184	35,995	33,691	3
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential	71 25,606 0	0 65 23,539 0	0 85 27,361 0	61 25,848 0	50 26,013 0	51 26,768 0	429 28,866 0	31,502 0	34,184 0	35,995	33,691 0	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I	71 25,606 0 1,110	0 65 23,539 0 924	0 85 27,361 0 1,123	61 25,848 0 974	26,013 0 913	26,768 0 952	429 28,866 0 978	31,502 0 959	34,184 0 970	35,995 0 1,139	33,691 0 1,066	3
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&l Medium / Large C&l	71 25,606 0 1,110 46	0 65 23,539 0 924 39	0 85 27,361 0 1,123 46	61 25,848 0 974 40	50 26,013 0 913 37	51 26,768 0 952 34	429 28,866 0 978 27	31,502 0 959 32	34,184 0 970 31	35,995 0 1,139 66	33,691 0 1,066 75	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	71 25,606 0 1,110 46 5	0 65 23,539 0 924 39 1	0 85 27,361 0 1,123 46 4	61 25,848 0 974 40 9	50 26,013 0 913 37 8	51 26,768 0 952 34 8	429 28,866 0 978 27 7	31,502 0 959 32 5	34,184 0 970 31 8	35,995 0 1,139 66 6	33,691 0 1,066 75 6	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	71 25,606 0 1,110 46	0 65 23,539 0 924 39	0 85 27,361 0 1,123 46	61 25,848 0 974 40	50 26,013 0 913 37	51 26,768 0 952 34	429 28,866 0 978 27	31,502 0 959 32	34,184 0 970 31	35,995 0 1,139 66	33,691 0 1,066 75	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	71 25,606 0 1,110 46 5 26,767	0 65 23,539 0 924 39 1 24,503	0 85 27,361 0 1,123 46 4 85	61 25,848 0 974 40 9 26,871	50 26,013 0 913 37 8 26,971	51 26,768 0 952 34 8 27,762	429 28,866 0 978 27 7 29,878	31,502 0 959 32 5 32,498	34,184 0 970 31 8 35,193	35,995 0 1,139 66 6 37,206	33,691 0 1,066 75 6 34,838	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Daw Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	71 25,606 0 1,110 46 5 26,767 0	0 65 23,539 0 924 39 1 24,503	0 85 27,361 0 1,123 46 4 85 0	61 25,848 0 974 40 9 26,871 0	50 26,013 0 913 37 8 26,971 0	51 26,768 0 952 34 8 27,762 0	429 28,866 0 978 27 7 29,878 0	31,502 0 959 32 5 32,498 0	34,184 0 970 31 8 35,193 0	35,995 0 1,139 66 6 37,206 0	33,691 0 1,066 75 6 34,838 0	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential	71 25,606 0 1,110 46 5 26,767 0 0	0 65 23,539 0 924 39 1 24,503 0 0	0 85 27,361 0 1,123 46 4 85 0 0 0	61 25,848 0 974 40 9 26,871 0 0	50 26,013 0 913 37 8 26,971 0 0	51 26,768 0 952 34 8 27,762 0 0	429 28,866 0 978 27 7 29,878 0 0	31,502 0 959 32 5 32,498 0 0	34,184 0 970 31 8 35,193 0 0	35,995 0 1,139 66 6 37,206 0 0	33,691 0 1,066 75 6 34,838 0 0	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Small C&	71 25,606 0 1,110 46 5 26,767 0 0 0	0 65 23,539 0 924 39 1 24,503 0 0 0 0	0 85 27,361 0 1,123 46 4 85 0 0 0 0	61 25,848 0 974 40 9 26,871 0 0 0 0	50 26,013 0 913 37 8 26,971 0 0 0 0	51 26,768 0 952 34 8 27,762 0 0 0	429 28,866 0 978 27 7 29,878 0 0 0 0	31,502 0 959 32 5 32,498 0 0 0	34,184 0 970 311 8 35,193 0 0 0 0	35,995 0 1,139 66 6 37,206 0 0 0	33,691 0 1,066 75 6 34,838 0 0 0 0	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential	71 25,606 0 1,110 46 5 26,767 0 0	0 65 23,539 0 924 39 1 24,503 0 0	0 85 27,361 0 1,123 46 4 85 0 0 0	61 25,848 0 974 40 9 26,871 0 0	50 26,013 0 913 37 8 26,971 0 0	51 26,768 0 952 34 8 27,762 0 0	429 28,866 0 978 27 7 29,878 0 0	31,502 0 959 32 5 32,498 0 0	34,184 0 970 31 8 35,193 0 0 0 0	35,995 0 1,139 66 6 37,206 0 0	33,691 0 1,066 75 6 34,838 0 0	
Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Swall C&I Streetlights Total	71 25,606 0 1,110 46 5 26,767 0 0 0	0 65 23,539 0 924 39 1 24,503 0 0 0 0	0 85 27,361 0 1,123 46 4 85 0 0 0 0	61 25,848 0 974 40 9 26,871 0 0 0 0	50 26,013 0 913 37 8 26,971 0 0 0 0	51 26,768 0 952 34 8 27,762 0 0 0	429 28,866 0 978 27 7 29,878 0 0 0 0	31,502 0 959 32 5 32,498 0 0 0	34,184 0 970 311 8 35,193 0 0 0 0	35,995 0 1,139 66 6 37,206 0 0 0	33,691 0 1,066 75 6 34,838 0 0 0 0	

							202	1					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	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 Small C&I	480	388	355 1	323	312 1	420	626 8	880	801 7	1,012	1,473 18	1,640
	Medium / Large C&I	0	0	0	0	0	6	8	11 0	0	15 0	18	30
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4,700	3,618	3,311	2,917	2,907	4,076	5,929	8,010	8,222	10,559	11,904	12,487
	Number of customers by customer class, completing deferred payment arrangements during the												
9	period(excluding Newstart and Covid AMP)												
	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 Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	202	142	250	212	189	299	249	300	309	338	510	560
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	202	142	250	212	105	255	245	500	305	550	510	500
10	(excluding Newstart and Covid AMP)												
	Residential	987	863	906	1,168	2,034	3,605	3,834	4,238	6,866	6,711	5,015	5,902
	Low Income Residential	102	111	122	124	185	439	555	388	796	1,397	1,153	747
	Small C&I	0	1	2	2	5	2	3	4	14	13	17	21
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,089	975	1,030	1,294	2,224	4,046	4,392	4,630	7,676	8,121	6,185	6,670
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP) Residential	16	8	20	16	27	66	58	90	95	88	69	41
	Low Income Residential	2	2	0	10	5	7	6	7	17	22	7	2
	Small C&I	0	0	1	0	1	0	0	0	0	0	,	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	18	10	21	17	33	73	64	97	112	110	76	43
	Number of customers taking service at the beginning of the period under existing hardship protections (O												
12	exceptions with expiry March 31) or M , Y and S protections												
	Residential Low Income Residential	10,337 44,746	10,463 45,112	10,587 46,111	7,184	6,828 4,685	7,420	7,187 5,171	7,353 5,497	7,110	6,982 6,179	7,105 6,391	8,254 45,268
	Small C&I	44,746	45,112	40,111	4,790	4,065	5,098	5,1/1	5,497	5,965	0,179	0,391	45,208
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	55,083	55,575	56,714	11,975	11,518	12,527	12,358	12,850	13,076	13,162	13,496	53,522
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	34	16	3,303	67	78	107	135	135	149	149	158	167
	Low Income Residential	221	160	46,697	295	185	174	182	215	287	475	397	364
	Small C&I	0	0	0	1	0	0	0	0	0	0	0	0
										0	0	0	0
	Medium / Large C&I		0	0	0	0	0					0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
					0 0 363							0 555	0 531
14	Streetlights Total	0	0	0	0	0	0	0	0	0	0		-
14	Streetlights	0	0	0	0	0	0	0	0	0	0		-
14	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period	0 255	0 176	0 50,018	0 363	0 263	0 281	0 317	0 350	0 438	0 624	555	531
14	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I	0 255 125 1,148 0	0 176 102 1,363 0	0 50,018 102 808 0	0 363 130 421 6	0 263 123 346 2	0 281 167 381 0	0 317 200 407 0	0 350 223 858 0	0 438 238 690 0	0 624 191 604 0	746 43,168 0	531 411 1,572 0
14	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 255 125 1,148 0 0	0 176 102 1,363 0 0	0 50,018 102 808 0 0	0 363 130 421 6 0	0 263 123 346 2 0	0 281 167 381 0 0	0 317 200 407 0 0	0 350 223 858 0 0	0 438 238 690 0 0	0 624 191 604 0 0	746 43,168 0 0	531 411 1,572 0 0
14	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 255 125 1,148 0 0 0	0 176 102 1,363 0 0 0	0 50,018 102 808 0 0 0 0	0 363 130 421 6 0 0	0 263 123 346 2 0 0	0 281 167 381 0 0 0	0 317 200 407 0 0 0	0 350 223 858 0 0 0	0 438 238 690 0 0 0	0 624 191 604 0 0 0	746 43,168 0 0 0	531 411 1,572 0 0 0
	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 255 125 1,148 0 0	0 176 102 1,363 0 0	0 50,018 102 808 0 0	0 363 130 421 6 0	0 263 123 346 2 0	0 281 167 381 0 0	0 317 200 407 0 0	0 350 223 858 0 0	0 438 238 690 0 0	0 624 191 604 0 0	746 43,168 0 0	531 411 1,572 0 0
14	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period	0 255 125 1,148 0 0 0 1,273	0 176 1,363 0 0 0 0 1,465	0 50,018 102 808 0 0 0 0 913	0 363 130 421 6 0 0 557	0 263 123 346 2 0 0 0 471	0 281 167 381 0 0 0 0 548	0 317 200 407 0 0 0 0 607	0 350 223 858 0 0 0 0 1,081	0 438 238 690 0 0 0 0 929	0 624 191 604 0 0 0 796	746 43,168 0 0 0 4 3,914	531 411 1,572 0 0 0 1,983
	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period Residential	0 255 1,148 0 0 0 1,273 0 0	0 176 1,363 0 0 0 1,465 0 0	0 50,018 102 808 0 0 0 913 0 0	0 363 130 421 6 0 0 557 557 0	0 263 346 2 0 0 0 471 0	0 281 167 381 0 0 0 548 0	0 317 200 407 0 0 0 0 607 607	0 350 223 858 0 0 0 0 1,081 0 0	0 438 238 690 0 0 0 929 929	0 624 191 604 0 0 0 796 0 0	746 43,168 0 0 0 43,914 0	531 411 1,572 0 0 0 1,983 0
	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential	0 255 1,148 0 0 0 0 1,273 0 57	0 176 1,363 0 0 0 1,465 0 80	0 50,018 102 808 0 0 0 913 913 0 108	0 363 130 421 6 0 0 557 0 190	0 263 123 346 2 0 0 0 471 0 194	0 281 167 381 0 0 0 548 0 0 158	0 317 200 407 0 0 607 607 0 196	0 350 223 858 0 0 0 0 1,081 0 256	0 438 238 690 0 0 0 929 929 0 264	0 624 191 604 0 0 0 796 796 0 343	746 43,168 0 0 0 4 3,914	531 411 1,572 0 0 0 1,983
	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, completing an AMP program during the period Residential	0 255 1,148 0 0 0 1,273 0 0	0 176 1,363 0 0 0 1,465 0 0	0 50,018 102 808 0 0 0 913 0 0	0 363 130 421 6 0 0 557 557 0	0 263 346 2 0 0 0 471 0	0 281 167 381 0 0 0 548 0	0 317 200 407 0 0 0 0 607 607	0 350 223 858 0 0 0 1,081 0 0	0 438 238 690 0 0 0 929 929 0	0 624 191 604 0 0 0 796 0 0	746 43,168 0 0 0 43,914 0 204	411 1,572 0 0 0 1,983 0 1,983
	Streetlights Total Number of customers enrolling in new hardship protections or M Y and S protections during the period Residential Low Income Residential Small C&I Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	0 255 1,148 0 0 0 1,273 0 57 0	0 176 1,363 0 0 0 1,465 0 80 0 0	0 50,018 102 808 0 0 0 913 0 108 0	0 363 130 421 6 0 0 557 0 190 0 0	0 263 346 2 0 0 471 0 471 0 194 0	0 281 167 381 0 0 0 548 0 158 0	0 317 200 407 0 0 0 607 607 196 0	0 350 223 858 0 0 0 1,081 	0 438 238 690 0 0 0 929 929 0 264 0	0 624 191 604 0 0 0 796 0 343 0	555 746 43,168 0 0 0 43,914 0 204 0	411 1,572 0 0 0 1,983 0 148 0

Image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, seconding in a AMP argenm during the period image of customer, be actioned class, secon	Feb Mar Apr May Jun Jul Aug Sep Oct Nov 0	0 0 513 559 0 0
Image Image <th< th=""><th>655 1,055 2,185 2,697 2,526 2,136 2,921 2,619 1,930 1 0</th><th>513 559 0 0</th></th<>	655 1,055 2,185 2,697 2,526 2,136 2,921 2,619 1,930 1 0	513 559 0 0
Image Image <th< td=""><td>655 1,055 2,185 2,697 2,526 2,136 2,921 2,619 1,930 1 0</td><td>513 559 0 0</td></th<>	655 1,055 2,185 2,697 2,526 2,136 2,921 2,619 1,930 1 0	513 559 0 0
Image: Section of the sectin of the section of the section	0 0	0 0
Image: Section (section (0 0 0 0 0 0 0 0 0 0 0	
Product O O O O <td></td> <td></td>		
Fed Set 2.00 2		0 0
Image: Image: Instance, buckneer, base meeting in an AMP program during the period Image: Image	655 1 055 2 185 2 697 2 526 2 136 2 921 2 619 1 930 1	513 559
Image Image <th< td=""><td></td><td>515 555</td></th<>		515 555
Inc (2) Inc (2) <t< td=""><td>2 2 4 2 7 8 14 9 7</td><td>5 4</td></t<>	2 2 4 2 7 8 14 9 7	5 4
Image claim Component of the control Component of the control <thcontro< th=""> <thcontrol< th=""> Control</thcontrol<></thcontro<>	227 429 549 459 607 475 1,170 1,002 841	751 248
No Second s		177 180
Teal Teal <th< td=""><td></td><td>0 0</td></th<>		0 0
Image Image <th< td=""><td></td><td>0 0 933 432</td></th<>		0 0 933 432
Image Image <th< td=""><td>000 838 000 043 843 032 1,332 1,188 1,002</td><td>555 452</td></th<>	000 838 000 043 843 032 1,332 1,188 1,002	555 452
Image Image <th< td=""><td></td><td>0 0</td></th<>		0 0
Image Call Lingui C		989 2,238
Interefigits Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period Inter of automes readers in the low-income diacount rate program during the period	0 0 0 0 0 0 0 0 0 0 0 0	0 0
Tat Tota Tota Author of caloners enclosed and the bow-income discount net program during the period Image: Caloners enclosed and the bow-income discount net program during the period Image: Caloners enclosed and the bow-income discount net program during the period Image: Caloners enclosed and the bow-income discount net program during the period Image: Caloners enclosed and the bow-income discount net period Image: Caloners enclosed and the bow-income discount net period Image: Caloners enclosed and the bow-income discount net period Image: Caloners enclosed and the bow-income discount net period Image: Caloners enclosed and the p		0 0
Image of contioner second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income discount rate program during the period Image of continuer second field we income d		0 0
Problem Second all O O O O O O O O O O O Iow income Residential 00 00 0	459 482 404 499 645 1,090 1,195 1,236	
Image Unicome Residential Openation		0 0
Small Cal Col C		263 92,469
Indian (large & Al) Indian (large & Al) <thindian &="" (large="" al)<="" th=""> Indian (large & Al)</thindian>		0 0
Total Total 95,293 95,887 97,124 97,226 98,872 97,326 98,253 97,726 98 0 Number of customer shouling off the low-income discount rate program during the period Image of customer shouling off the low-income discount rate program during the period Image of customer shouling of the low-income discount rate program during the period Image of customer shouling of the low-income discount rate program during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the period Image of customer shouling of the low-income during the low-income during the period Image of customer shouling of the low-income during th		0 0
10 Number of customers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off the low-income discount rate program during the period Image of automers drogping off		0 0
Precision Residential Image	<u>95,857</u> <u>97,164</u> <u>97,219</u> <u>97,427</u> <u>98,552</u> <u>98,847</u> <u>97,326</u> <u>98,255</u> <u>97,752</u> <u>98</u>	263 92,469
Involucione Residential Involucione Residential Involucione Residential Involucione Residential Involucióne Re		
Small CA Small CA Image CA		
Medium / Large C&I Medium / Large C Medium / Large		
Strettlights Strettlights Image Image <td></td> <td></td>		
Immee of customers, by customer class, with required deposits with the company at the beginning of the period Residential Image of customers, by customer class, with required deposits with the company at the beginning of the period Residential Image of customers, by customer class, with required deposits with the company at the beginning of the period Residential Image of customers, by customer class, with required deposits with the company at the beginning of the period Small C&I Image of customers, by customer class, with required deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, required to submit new deposits or increased deposits during the Residential Image of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Image of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Image of customer, by customer class, whose required deposits were reduced in part or foregone during the Residential Image c		
Residential 0 0 0 0 0 0 0 0 Low income Residential 0.0 <t< td=""><td></td><td></td></t<>		
Residential 0 0 0 0 0 0 0 0 Low income Residential 0.0 <t< td=""><td></td><td></td></t<>		
Low income Residential 0		0 0
Small Câl 2,508 2,485 2,459 2,452 2,431 2,401 2,357 2,365 2,362 2,350 2,365 Medium / Large Câl 56 56 54 50 49 46 47 48 48 48 Streetlights 2		0 0
Streetlights C <t< td=""><td></td><td>349 2,337</td></t<>		349 2,337
Total Construction 2,566 2,533 2,515 2,504 2,482 2,449 2,406 2,415 2,410	56 54 50 49 46 47 48 48 48	47 40
Number of customers, by customer class, required to submit new deposits or increased deposits during the period Line Line <thline< th=""> Lin</thline<>		2 2
22 period om	2,543 2,515 2,504 2,482 2,449 2,406 2,415 2,412 2,400 2,400	398 2,379
Residential 0 <th< td=""><td></td><td></td></th<>		
Low Income Residential O		0 0
Small C&il 30 47 57 73 62 35 62 92 70 90 Medium / Large C&il 1 3 0 0 2 0 2 2 1 1 Streetlights 0		0 0
Medium / Large C&i Medium /		97 59
Total Total Sto St	3 0 0 2 0 2 1 1	1 0
Number of customer, by customer class, whose required deposits were reduced in part or foregone during the period Image: Class of the period		0 0
23 period C </td <td>50 57 73 64 35 64 94 71 91</td> <td>98 59</td>	50 57 73 64 35 64 94 71 91	98 59
Residential Image: CAL Image:		
Low Income Residential Image: C&I		
Small C&l Image: C		
Medium / Large C&I Image: C&I <th< td=""><td></td><td></td></th<>		
Streetlights		
Total		
24 Number of customers, by customer class, whose deposits were returned in full during the period		
Residential 0 <th< td=""><td></td><td>0 0</td></th<>		0 0
Low Income Residential 0		0 0 98 71
SindlCdi 94 70 65 61 63 91 100 64 73 102 Medium/Large C&i 4 3 2 4 3 4 1 1 1 1		2 7
Inclusion / Log Color Implementation / Log Color Impl		0 0
		100 78

							2020)					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	153,378
	Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	Small C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	21,932
	Medium / Large C&I	1,232	1,224	1,223	1,189	1,186	1,207	1,200	1,195	1,222	1,230	1,220	1,228
	Streetlights Total	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	4,516
		217,575	217,292	216,978	217,717	217,558	217,677	218,086	218,005	217,122	221,217	221,282	221,474
2	Number of customers, by customer class, disconnected during the period Residential	605	668	322	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	008	26	0	0	0	0	0	0	0	0	0
	Small C&I	15	10	5	0	0	0	0	0	0	0	27	7
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	620	678	353	0	0	0	0	0	0	0	27	7
3	Number of customers, by customer class, receiving disconnection notices during the period												
	Residential	8,020	7,920	4,415	0	0	0	0	0	0	1,709	108	0
	Low Income Residential	767	553	338	0	0	0	0	0	0	65	3	0
	Small C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	974
	Medium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	60
	Streetlights Total	91 10,267	84 9,749	57 5,553	0	0	0	0	0	15 238	50 2,476	28 648	51 1,085
4	Number of customers, by customer class, reconnected during the period	10,207	5,749	5,555	1	0	U	0	U	238	2,4/6	048	1,085
4	Residential	370	449	259	8	6	7	1	1	0	1	1	0
	Low Income Residential	102	71	43	0	2	0	1	0	1	2	0	0
	Small C&I	33	29	23	3	1	0	1	0	0	0	12	5
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights	2	0	0	0	0	0	0	0	0	0	1	0
	Total	507	549	326	11	9	7	3	1	1	3	14	5
5	Number of customers, by customer class, assessed reconnection fees or charges during the period												
	Residential	367	437	259	5	7	4	2	0	0	0	0	0
	Low Income Residential	102	71	42	0	2	0	0	0	0	0	0	0
	Small C&I	35	30	22	2	1	0	1	0	0	0	11	4
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights Total	2 506	0 538	0 324	0 7	0	0	0 3	0	0	0	0	0
6	Number of customers, by customer class, assessed credit card fees or charges during the period	506	530	524	/	10	4	3	0	U	U	11	4
0	Residential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	3,949
	Low Income Residential	2,618	2,773	2,755	3,033	3,032	3,143	3,219	2,816	3,037	2,772	2,538	2,423
	Small C&I	321	351	294	194	186	188	205	189	199	186	165	225
	Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	11
	Streetlights	20	15	15	10	11	16	13	12	13	13	12	16
	Total	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	6,986	6,671	6,624
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	7	9	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Streetlights	97 239	101 235	58 158	0	0	0	0	0	0	0	0	0
	Total	239	235	1,887	0	0	0	0	0	0	0	0	0
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	2,005	2,555	1,007	J	•	•	J	0		0	J	0
8	payment arrangements												
-	Residential	761	796	788	843	637	573	615	668	784	940	970	1,350
	Low Income Residential	383	299	288	285	232	186	201	188	236	268	196	208
	Small C&I	18	32	17	19	24	27	47	35	43	73	104	174
	Medium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	9
	Streetlights	2	0	0	1	7	5	8	5	2	5	15	24
	Total	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	1,765
9	Number of customers by customer class, completing deferred payment arrangements during the period	4 4 5 -		1.0/2		225	105					45-	
	Residential	1,158 245	1,493 294	1,042 223	276 109	233 142	195 83	182 86	153 52	140 61	139 60	153 38	143 45
		245	294	223	103	142	83	86			60	38	
	Low Income Residential			161	11	10	12	24	10	10	26	71	
	Small C&I	257	241	161 7	11	12	12	24	13	10	26	71	73
				161 7 4	11 1 0	12 0 1	12 0	24 0 2	13 0 1	10 1 1	5	71 3 4	73 4 6

							20	20					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	1 5 0 7	1,841	1 402	473	200	437	477		707	689	1,039	535
	Residential Low Income Residential	1,587 344	1,841 398	1,492 369	4/3	366 212	437	477	551 178	237	159	1,039	135
	Small C&I	284	242	169	28	21	39	35	36	60	94	192	167
	Medium / Large C&I	8	8	9	0	1	4	0	0	0	9	11	7
	Streetlights	11	12	6	5	0	4	3	0	5	12	13	8
	Total	2,234	2,501	2,045	693	600	661	691	765	1,009	963	1,379	852
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	56	79	61	21	16	12	10	21	27	34	47	63
	Low Income Residential	17	30	31	14	11	8	3	7	6	9	6	4
	Small C&I	7	4	6	2	0	0	0	0	0	0	0	5
	Medium / Large C&I Streetlights	0	0	1	0	0	0	0	0	0	0	0	0
	Total	80	113	99	37	27	20	14	28	34	43	55	72
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	2,750	3,198	3,344	3,527	3,580	3,594	3,628	3,701	3,738	3,800	1,738	1,742
	Low Income Residential Small C&I	34,568 0	36,655 0	36,941 0	37,372 0	38,565 0	38,721	38,893 0	40,845 0	41,235	41,886 0	39,062 0	39,872
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,318	39,853	40,285	40,899	42,145	42,315	42,521	44,546	44,973	45,686	40,800	41,614
13	Number of customers completing hardship protections during the period												
	Residential Low Income Residential	16 45	158 199	23 23	27	27 64	6	4	24 64	12	3,820 42,517	79 100	1,001 796
	Small C&I	45	199	23	0	04	0	0	04	0	42,517	001	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	61	357	46	32	91	7	12	88	25	46,337	179	1,797
14	Number of customers enrolling in new hardship protections during the period	465	205	204	00	27	20	02	60	74	42	1 002	00
	Residential Low Income Residential	465 2,112	305 512	204 449	80 1,197	37 213	39 171	83 1,977	60 455	71 650	638	1,803 39,917	86 804
	Small C&I	0	0	0	0	0	0	0	0	0.50	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
15	Total	2,577	817	653	1,277	250	210	2,060	515	721	680	41,720	890
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	55	41	42	53	66	100	62	55	51	32	45	14
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0	0 41	0 42	0	0 66	0	0 62	0	0 51	0	0 45	0
16	Number of customers, by customer class, enrolling in an AMP program during the period		41	46	55	00	100	02		51	52	43	14
	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 Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	138	168	184	261	368	231	249	317	281	235	161	143
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	10	5	7	13 0	12 0	7	5	7	10	9	15 0	10
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	10	5	7	13	12	7	5	7	10	9	15	10
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I (Total C&I)	453 0	265 0	122 0	167 0	130 0	98 0	179	213 0	222	190 0	168 0	323
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	453	265	122	167	130	98	179	213	222	190	168	323

							2020)					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	120	122	11	47	7	10	18	26	97	72	468	782
	Low Income Residential	102	111	11	49	20	9	28	52	51	63	382	342
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	222	233	22	96	27	19	46	78	148	135	850	1,124
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												<u> </u>
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	-
	Small C&I	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 Total	1	1	2	1 39	1 35	0 28	4 37	1	2	0	2	30
		58	51	35	39	35	28	37	32	24	21	36	30
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	-
	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	10	1	2	25	5	
	Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
	Total	47	38	40	16	15	38	19	22	37	28	40	33
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the									•			
23	period												
-	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	3	3	8	5	2	1	2	3	14	2	3	4
	Medium / Large C&I	0	0	1	0	0	0	0	1	0	2	1	0
	Streetlights	1	0	0	1	0	0	1	0	0	0	0	0
	Total	4	3	9	6	2	1	3	4	14	4	4	4
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	48	26	42	15	17	21	27	16	413	33	21	25
	Medium / Large C&I	1	0	2	1	2	1	0	2	11	2	1	1
	Streetlights	1	0	0	0	3	1	0	0	25	3	0	3
	Total	50	26	44	16	22	23	27	18	449	38	22	29

							202	1					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class					-			-				
	Residential	153,559	152,872	152,090	155,961	154,817	154,429	154,482	154,193	153,869	153,810	153,808	154,723
Ī	ow 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
Ī	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
Ī	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
Ī	Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493	4,474	4,564	4,541
	Total	221,767	221,842	221,150	222,112	222,056	222,445	222,470	223,044	222,210	222,634	222,781	222,951
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	271	632	1,843	784	506	292
	ow 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
	Total	36	30	14	27	7	16	287	651	1,862	797	515	321
3	Number of customers, by customer class, receiving disconnection notices during the period												
	Residential	0	0	0	0	0	1,244	2,667	6,335	6,955	5,301	7,060	10,052
	ow 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
ļ	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
	Total	1,164	443	1,011	746	702	2,085	4,697	11,269	10,620	8,323	9,069	11,579
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	0	0	0	70	182	706	378	295	209
	ow 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
	Fotal	17	21	11	23	10	12	88	316	1,262	677	454	283
5	Number of customers, by customer class, assessed reconnection fees or charges during the period												
	Residential	0	0	0	0	0	0	65	150	691	378	288	226
	ow 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
	Total	16	6	10	23	9	13	88	311	1,244	668	445	281
6	Number of customers, by customer class, assessed credit card fees or charges during the period	4,194	4,019	4,748	4,179	4,002	4,264	4.646	5.160	5 700	6,093	6,081	5,852
	Residential							4,616	5,169	5,769			
	ow 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 11	208	303 26	361
	Medium / Large C&I	10	10	12	11	12 12	13	13 18	11	11			29
	Streetlights Fotal	13 7,425	17 6,941	11	12								
, I		7,425					17		17	15	22	25	20
	Number of customers, by customer class, assessed late payment fees or charges during the period			8,257	7,347	6,939	17 7,469	7,981					20 9,349
					7,347	6,939	7,469	7,981	17 8,842	15 9,896	22 10,364	25 10,258	9,349
	Residential	0	0	0	7,347 0	6,939 0	7,469 0	7,981 0	17 8,842 0	15 9,896 0	22 10,364 0	25 10,258 0	9,349 0
	Residential .ow Income Residential	0	0	0	7,347 0 0	6,939 0 0	7,469 0 0	7,981 0 0	17 8,842 0 0	15 9,896 0 0	22 10,364 0 0	25 10,258 0 0	9,349 0 0
	Residential .ow Income Residential Small C&I	0	0 0 0	0 0 0	7,347 0 0 0	6,939 0 0	7,469 0 0 0	7,981 0 0 0 0	17 8,842 0 0 0	15 9,896 0 0 0	22 10,364 0 0 0	25 10,258 0 0 0	9,349 0 0 831
	Residential .ow Income Residential .mail C&I Medium / Large C&I	0 0 0	0 0 0 0	0 0 0 0	7,347 0 0 0 0	6,939 0 0 0 0	7,469 0 0 0 0	7,981 0 0 0 0	17 8,842 0 0 0 0 0	15 9,896 0 0 0 0	22 10,364 0 0 0 0 0	25 10,258 0 0 0 0 0	9,349 0 0 831 30
	Residential .ow Income Residential ismall C&I Vedium / Large C&I istreetlights	0 0 0	0 0 0 0 0	0 0 0 0 0	7,347 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0	15 9,896 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0	25 10,258 0 0 0 0 0 0 0	9,349 0 0 831 30 61
	Residential .ow income Residential Simall C&I Medium / Large C&I Trotal	0 0 0	0 0 0 0	0 0 0 0	7,347 0 0 0 0	6,939 0 0 0 0	7,469 0 0 0 0	7,981 0 0 0 0	17 8,842 0 0 0 0 0	15 9,896 0 0 0 0	22 10,364 0 0 0 0 0	25 10,258 0 0 0 0 0	9,349 0 0 831 30
	Residential cow Income Residential mail C&I Vedium / Large C&I Streetlights Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	0 0 0	0 0 0 0 0	0 0 0 0 0	7,347 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0	15 9,896 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0	25 10,258 0 0 0 0 0 0 0	9,349 0 0 831 30 61
	Residential cow Income Residential cow Income Residential mail C&I Medium / Large C&I Streetlights Frotal Wumber of customers, by customer class, taking service at the beginning of the period under existing deferred bayment arrangements	0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0	7,347 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0 0 0 0	15 9,896 0 0 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0 0 0	25 10,258 0 0 0 0 0 0 0 0 0 0	9,349 0 0 831 30 61 922
	Residential .cow income Reside	0 0 0 0 0 864	0 0 0 0 0 0 675	0 0 0 0 0 0 0 481	7,347 0 0 0 0 0 0 0 817	6,939 0 0 0 0 0 0 0 695	7,459 0 0 0 0 0 0 720	7,981 0 0 0 0 0 0 0 1,372	17 8,842 0 0 0 0 0 0 0 0 0 1,473	15 9,896 0 0 0 0 0 0 0 0 1,811	22 10,364 0 0 0 0 0 0 0 0 0 0 3,184	25 10,258 0 0 0 0 0 0 0 0 0 2,915	9,349 0 0 831 30 61 922 2,359
	Residential Cow Income Residential Come Come Come Come Come Come Come Come	0 0 0 0 864 163	0 0 0 0 0 0 0 675 135	0 0 0 0 0 0 0 481 116	7,347 0 0 0 0 0 0 0 817 191	6,939 0 0 0 0 0 0 0 695 172	7,469 0 0 0 0 0 0 0 0 0 0 214	7,981 0 0 0 0 0 0 0 0 1,372 334	17 8,842 0 0 0 0 0 0 0 1,473 330	15 9,896 0 0 0 0 0 0 0 0 1,811 450	22 10,364 0 0 0 0 0 0 0 0 3,184 588	25 10,258 0 0 0 0 0 0 0 0 0 2,915 607	9,349 0 0 831 30 61 922 2,359 452
8	Residential cow Income Residential mail C&I Small C&I Sm	0 0 0 0 864 163 149	0 0 0 0 0 0 0 675 135 159	0 0 0 0 0 0 0 481 116 131	7,347 0 0 0 0 0 0 0 817 191 177	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 172 140	7,469 0 0 0 0 0 0 0 0 720 214 114	7,981 0 0 0 0 0 0 0 0 1,372 334 88	17 8,842 0 0 0 0 0 0 0 1,473 330 72	15 9,896 0 0 0 0 0 0 1,811 450 62	22 10,364 0 0 0 0 0 0 3,184 588 106	25 10,258 0 0 0 0 0 0 0 0 0 0 2,915 607 100	9,349 0 0 831 30 61 922 2,359 452 88
8	Residential cow Income Residential cow Income Residential come Residential come Residential Vedium / Large C&I Streetlights Total Vumber of customers, by customer class, taking service at the beginning of the period under existing deferred ayament arrangements Residential cow Income Residential cow Income Residential com ResidentiaL com ResidentiaL com ResidentiaL	0 0 0 0 864 163 149 6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 135 159 9 9	0 0 0 0 0 0 481 116 131 7	7,347 0 0 0 0 0 0 8 17 191 177 8	6,939 0 0 0 0 0 0 695 172 140 5	7,469 0 0 0 0 0 0 720 214 114 7	7,981 0 0 0 0 0 0 1,372 334 88 2	17 8,842 0 0 0 0 0 0 1,473 330 72 4	15 9,896 0 0 0 0 0 0 0 1,811 450 62 2	22 10,364 0 0 0 0 0 0 3,184 588 106 0	25 10,258 0 0 0 0 0 0 2,915 607 100 0	9,349 0 0 831 30 61 922 2,359 452 88 88 3 3
8	Residential Cow Income Residential Come Residential Come Residential Come Residential Cost Cost Cost Cost Cost Cost Cost Cost	0 0 0 0 864 163 149 6 20	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,347 0 0 0 0 0 0 817 191 177 177 8 27	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 720 214 114 7 17	7,981 0 0 0 0 0 0 0 0 1,372 334 88 8 2 10	17 8,842 0 0 0 0 0 0 0 0 0 1,473 330 72 4 8	15 9,896 0 0 0 0 0 0 0 0 0 1,811 450 62 2 5	22 10,364 0 0 0 0 0 0 3,184 588 106 0 8	25 10,258 0 0 0 0 0 0 0 0 0 0 2,915 607 100 0 9	9,349 0 0 831 30 61 922 2,359 452 88 8 8 3 7
8	Residential cow Income Residential cow Income Residential come Residential come Residential Vedium / Large C&I Streetlights Total Vumber of customers, by customer class, taking service at the beginning of the period under existing deferred ayament arrangements Residential cow Income Residential cow Income Residential com ResidentiaL com ResidentiaL com ResidentiaL	0 0 0 0 864 163 149 6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 135 159 9 9	0 0 0 0 0 0 481 116 131 7	7,347 0 0 0 0 0 0 8 17 191 177 8	6,939 0 0 0 0 0 0 695 172 140 5	7,469 0 0 0 0 0 0 720 214 114 7	7,981 0 0 0 0 0 0 1,372 334 88 2	17 8,842 0 0 0 0 0 0 1,473 330 72 4	15 9,896 0 0 0 0 0 0 0 1,811 450 62 2	22 10,364 0 0 0 0 0 0 3,184 588 106 0	25 10,258 0 0 0 0 0 0 2,915 607 100 0	9,349 0 0 831 30 61 922 2,359 452 88 3 3
8	Residential cow Income Residential cow Income Residential com Income Residential medium / Large C&I Treatlights Trotal Wumber of customers, by customer class, taking service at the beginning of the period under existing deferred bayment arrangements Residential cow Income Residential com Income Re	0 0 0 0 864 163 149 6 20	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,347 0 0 0 0 0 0 817 191 177 177 8 27	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 720 214 114 7 17	7,981 0 0 0 0 0 0 0 0 1,372 334 88 8 2 10	17 8,842 0 0 0 0 0 0 0 0 0 1,473 330 72 4 8	15 9,896 0 0 0 0 0 0 0 0 0 1,811 450 62 2 5	22 10,364 0 0 0 0 0 0 3,184 588 106 0 8	25 10,258 0 0 0 0 0 0 0 0 0 2,915 607 100 0 9	9,349 0 0 831 30 61 922 2,359 452 888 3 7
8	Residential Cov Income	0 0 0 0 0 864 163 149 6 20 1,202	0 0 0 0 675 135 159 9 17 995	0 0 0 0 0 481 116 131 7 11 746	7,347 0 0 0 0 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 214 114 114 7 1,072	7,981 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0 1,473 330 72 4 8 1,887	15 9,896 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 2 2 2	22 10,364 0 0 0 0 0 0 0 3,184 588 106 0 8 3,886	25 10,258 0 0 0 0 0 0 0 2,915 607 100 0 9 3,631	9,349 0 0 831 30 61 922 922 452 88 83 3 7 7 2,909
8	Residential Cow Income Residential Small C&I CARL CARL CARL CARL CARL CARL CARL CARL	0 0 0 0 0 0 0 0 0 0 163 149 6 20 1,202 1,202	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,347 0 0 0 0 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0 1,473 330 72 4 8 1,887 3364	15 9,896 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0 0 0 3,184 588 106 0 8 3,886 8 3,886 8 4 7	25 10,258 0 0 0 0 0 0 0 2,915 607 100 0 9 9 3,631 704	9,349 0 0 831 300 61 922 2,359 455 455 455 455 2,359 92 2,909 2,909 900
8	Residential Cow Income Residentia Cow Income Resident	0 0 0 0 0 0 0 0 0 0 0 163 149 6 20 1,202 1,202 160 72	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 481 116 131 7 11 746 186 103	7,347 0 0 0 0 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0 0 0 0 0 0 0	15 9,896 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0 0 0 0 3,184 588 106 0 8 3,886 847 277	25 10,258 0 0 0 0 0 0 0 0 2,915 607 100 0 9 9 3,631 704 704	9,349 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential .cow Income Residential mail C&I Videous J. Large C&I Streetlights Total Switch Streetlights Concernst, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential .cow Income Residential mail C&I Veetium / Large C&I Streetlights Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential .cow Income Residential .cow Income Residential	0 0 0 0 0 0 0 0 0 0 0 160 1,202 1,202 160 72 142	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 135 135 159 9 9 17 7 995 134 45 100	0 0 0 0 0 481 116 131 7 11 746 186 103 78	7,347 0 0 0 0 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0 0 1,473 330 72 4 8 1,887 364 102 133	15 9,896 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0 0 0 3,184 588 106 0 8 3,886 0 8 3,886 277 127	25 10,258 0 0 0 0 0 0 0 2,915 607 100 0 9 3,631 704 704 187 704	9,349 0 0 831 30 6 15 922 2,359 452 452 88 3 3 7 7 2,909 900 116 16 1124
8	Residential cow Income Residential cow Income Residential com Income Residential cow Income	0 0 0 0 0 0 0 0 0 0 163 149 6 20 1,202 1,202 1,202 1,202 1,202 1,202 1,202 1,202 1,202 8	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 131 131	7,347 0 0 0 0 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 1,372 334 88 2 2 10 0 1,806 244 64 4 114 2	17 8,842 0 0 0 0 0 0 0 1,473 330 72 4 8 1,887 364 102 133 4	15 9,896 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0 0 3,184 588 106 0 8 3,886 2847 2777 127 4	25 10,258 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 9 3,631 704 187 704 187 221	9,349 0 0 831 300 61 922 922 888 3 7 2,359 452 888 3 7 2,909 900 116 124 6 1
	Residential .cow Income Residential mail C&I Videous J. Large C&I Streetlights Total Switch Streetlights Concernst, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential .cow Income Residential mail C&I Veetium / Large C&I Streetlights Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential .cow Income Residential .cow Income Residential	0 0 0 0 0 0 0 0 0 0 0 160 1,202 1,202 160 72 142	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 135 135 159 9 9 17 7 995 134 45 100	0 0 0 0 0 481 116 131 7 11 746 186 103 78	7,347 0 0 0 0 0 0 0 0 0 0 0 0 0	6,939 0 0 0 0 0 0 0 0 0 0 0 0 0	7,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,981 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	17 8,842 0 0 0 0 0 0 0 0 1,473 330 72 4 8 1,887 364 102 133	15 9,896 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	22 10,364 0 0 0 0 0 0 0 0 3,184 588 106 0 8 3,886 0 8 3,886 277 127	25 10,258 0 0 0 0 0 0 0 2,915 607 100 0 9 3,631 704 704 187 704	9,349 0 C C C C C C C C C C C C C C C C C C C

	1						20	21					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period		450	604	400	700	4 400	4 979	2.540	2 222	2.400	2.407	2.242
	Residential Low Income Residential	481 166	452 141	684 181	489 158	733 229	1,488 572	1,272 275	2,510 503	3,299 1,303	2,400 701	2,187 536	2,313 276
	Small C&I	239	141	187	135	119	145	162	165	1,505	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
	Total	911	800	1,065	848	1,097	2,228	1,727	3,193	4,783	3,287	2,916	2,780
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	29	11	15	18	22	48	12	80	191	133	149	134
	Low Income Residential	5	3	5	7	6		5	10	72	43	45	26
	Small C&I	3	7	3	1	2		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	1	0	0	0	0
	Total	37	21	25	27	32	68	20	97	269	176	200	165
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	825	2,591	2,573	8,756	7,382	7,739	2,062	1,990	2,110	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 Total	0 40,696	0 42,224	0 43,019	0 49,562	0 46,177	0 49,895	0 43,344	0 44,063	0 44,885	0 45,678	0 40,886	0 41,385
13	Number of customers completing hardship protections during the period	40,090	42,224	45,019	49,302	40,177	49,095	43,344	44,005	44,005	45,076	40,000	41,303
10	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 5,156	0	0	0	0	0	0	0 629	0 1,439
14	Total Number of customers enrolling in new hardship protections during the period	52	152	1,091	5,150	347	869	12	34	8	46,733	629	1,439
14	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
	Total	1,559	932	949	1,790	4,045	965	1,109	948	970	1,069	35,133	829
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	46	32	47	39	5		70	69	81	68	73	66
	Small C&I	0	0	0	0	0		0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0		0	0	0	0	0	0
	Streetlights	0	0	0	0	0		0	0	0	0	0	0
	Total	46	32	47	39	5	13	70	69	81	68	73	66
16	Number of customers, by customer class, enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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
	Streetlights	0	0	0	0	0		0	0	0	0	0	0
	Total	270	176	386	321	435	1,283	771	1,598	1,225	815	576	443
17	Number of customers, by customer class, re-enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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
10	Total	145	22	37	26	42	72	106	233	257	147	141	153
18	Number of customers, by customer class, dropping off an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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	0.2
	Medium & Large C&I (not available)	0	0	0	0	0		0	0	0	0	0	0
	Streetlights	0	0	0	0	0		0	0	0	0	0	0
	Total	259	117	172	189	201	223	274	208	490	531	509	842

							2021						
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	94	60	1,505	627	459	542	74	103	155	177	1,066	911
	Low Income Residential	95	314	3	478	193	177	78	44	45	144	196	76
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	189	374	1,508	1,105	652	719	152	147	200	321	1,262	987
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	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
	Total	28	28	26	23	32	30	30	39	36	32	29	46
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	25	15	36	34	29	32	0 46	29	43	36	35	42
	Medium / Large C&I	23	15	50	54	0	4	40	29	43	2	0	42
	Streetlights	1	1	4	1	2	4	7	0	4	7	2	2
	Total	26	17	46	36	31	37	59	31	48	45	37	45
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	20	17	40	30	51	37	33	51	40	45	37	43
23	period												
25	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
	Total	13	23	31	6	2	3	8	5	10	8	12	5
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	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
	Total	34	29	40	32	38	16	62	34	28	28	43	42

							20	20					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,376	240,752	243,424
	Low Income Residential Small C&I	29,036 24,802	29,560 24,719	29,801 24,746	30,012 24,642	29,948 24,619	30,099 24,514	29,967 24,508	30,820 24,425	30,531 24,421	30,987 24,477	29,748 24,389	30,378 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
	Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	302,791
2	Number of customers, by customer class, disconnected during the period												
	Residential 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
	Total	29	86	38	0	0	0	0	0	0	0	3	49
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	1710	5.640	1.051									0
	Residential Low Income Residential	4,749	5,648 24	4,251 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
	Total	5,858	6,869	4,814	0	0	0	0	0	598	277	365	1,216
2.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
5.2	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 Total	79 3,270	79 3,928	51 2,061	0	0	0	0	0	0	98 533	9	40
4	Total Number of customers, by customer class, reconnected during the period	3,270	3,928	2,061	0	U	0	0	U	U	533	165	415
-	Residential	0	0	0	10	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	10	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 Total	0	2	0 26	0 22	0	0	0	0	0	0		0
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	11	57	26	22	0	0	0	0	0	0	1	29
5	completed during the same period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	11	47	24 0	0	0	0	0	0	0	0	1	26
	Medium / Large C&I Total	11	49	24	0	0	0	0	0	0	0	1	26
6	Number of customers, by customer class, assessed credit card fees or charges during the period				-	-	-	-	-	-	-	_	
	Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	4,715
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Residential Low Income Residential Small C&L	0 197	0 274	0 201	0 154	0 110	0 140	0 101	0 80	0 72	0 95	0 81	0 130
	Residential Low Income Residential Small C& Medium / Large C&I	0 197 35	0 274 30	0 201 28	0 154 20	0 110 19	0 140 16	0 101 6	0 80 6	0 72 9	0 95 13	0 81 16	0 130 22
7	Residential Low Income Residential Small C&L	0 197	0 274	0 201	0 154	0 110	0 140	0 101	0 80	0 72	0 95	0 81	0 130
7	Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	0 197 35 5,709 0	0 274 30 6,061 0	0 201 28 5,869 0	0 154 20 5,943 0	0 110 19 5,775 0	0 140 16 5,478 0	0 101 6 5,153 0	0 80 6 4,465	0 72 9 4,722 0	0 95 13 4,709 0	0 81 16 4,408 0	0 130 22 4,867 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	0 197 35 5,709 0 3	0 274 30 6,061 0 7	0 201 28 5,869 0 5	0 154 20 5,943 0 0	0 110 19 5,775 0 0	0 140 16 5,478 0 0	0 101 6 5,153 0 0	0 80 6 4,465 0 0	0 72 9 4,722 0 0	0 95 13 4,709 0 0	0 81 16 4,408 0 0	0 130 22 4,867 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I	0 197 35 5,709 0 3 4,378	0 274 30 6,061 0 7 4,458	0 201 28 5,869 0 5 2,280	0 154 20 5,943 0 0 0	0 110 19 5,775 0 0 0	0 140 16 5,478 0 0 0 0	0 101 6 5,153 0 0 0	0 80 6 4,465 0 0 0	0 72 9 4,722 0 0 0	0 95 13 4,709 0 0 0	0 81 16 4,408 0 0 0 0	0 130 22 4,867 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	0 197 35 5,709 0 3	0 274 30 6,061 0 7	0 201 28 5,869 0 5	0 154 20 5,943 0 0	0 110 19 5,775 0 0	0 140 16 5,478 0 0	0 101 6 5,153 0 0	0 80 6 4,465 0 0	0 72 9 4,722 0 0	0 95 13 4,709 0 0	0 81 16 4,408 0 0	0 130 22 4,867 0 0
7	Residential Low Income Residential Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	0 197 35 5,709 0 3 4,378 599	0 274 30 6,061 0 7 4,458 636	0 201 28 5,869 0 5 2,280 258	0 154 20 5,943 0 0 0 0	0 110 19 5,775 0 0 0 0	0 140 16 5,478 0 0 0 0	0 101 6 5,153 0 0 0 0	0 80 6 4,465 0 0 0 0	0 72 9 4,722 0 0 0 0	0 95 13 4,709 0 0 0 0	0 81 16 4,408 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0
7	Residential Low Income Residential Small C&I Small C&I Small C&I Small C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arangements (excluding Newstart and Covid AMP)	0 197 35 5,709 0 3 4,378 599 4,980	0 274 30 6,061 0 7 4,458 636 5,101	0 201 28 5,869 0 5 2,280 258 2,283 258	0 154 20 5,943 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0	0 95 13 4,709 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 0
	Residential Low Income Residential Small C&I Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential	0 197 35 5,709 0 3 4,378 599 4,980 514	0 274 30 6,061 0 7 4,458 636 5,101 490	0 201 28 5,869 0 5 2,280 258 2,543 687	0 154 20 5,943 0 0 0 0 0 878	0 110 19 5,775 0 0 0 0 0 0 0 886	0 140 16 5,478 0 0 0 0 0 0 0 968	0 101 6 5,153 0 0 0 0 0 0 855	0 80 6 4,465 0 0 0 0 0 0 0 774	0 72 9 4,722 0 0 0 0 0 0 0 0 567	0 95 13 4,709 0 0 0 0 0 575	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 733
	Residential Low Income Residential Small C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential	0 197 35 5,709 0 3 4,378 599 4,980 514 108	0 274 30 6,061 0 7 4,458 636 5,101 490 69	0 201 28 5,869 0 5 2,280 258 2,543 2,543 687 72	0 154 20 5,943 0 0 0 0 0 0 0 878 80	0 110 19 5,775 0 0 0 0 0 886 95	0 140 16 5,478 0 0 0 0 0 0 968 127	0 101 6 5,153 0 0 0 0 0 0 855 113	0 80 6 4,465 0 0 0 0 0 0 774 97	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 567 69	0 95 13 4,709 0 0 0 0 0 575 68	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 688 68	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
	Residential Low Income Residential Small C&I Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential	0 197 35 5,709 0 3 4,378 599 4,980 514	0 274 30 6,061 0 7 4,458 636 5,101 490	0 201 28 5,869 0 5 2,280 258 2,543 687	0 154 20 5,943 0 0 0 0 0 0 0 878 80 6 1	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 968	0 101 6 5,153 0 0 0 0 0 0 855	0 80 6 4,465 0 0 0 0 0 0 0 774	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 567 69 0 2	0 95 13 4,709 0 0 0 0 0 575 68 4 4	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 733
	Residential Low Income Residential Small C&I Cost Income Residential Small C&I Cost Income Residential Low Income Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total	0 197 355 5,709 0 3 4,378 599 4,980 514 108 2	0 274 30 6,061 0 7 4,458 636 5,101 490 69 2	0 201 28 5,869 0 5 2,280 2,280 2,583 2,543 687 72 9	0 154 20 5,943 0 0 0 0 0 0 0 878 80 6	0 110 19 5,775 0 0 0 0 0 0 886 95 5	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 127 13	0 101 6 5,153 0 0 0 0 0 0 0 855 113 12	0 80 6 4,465 0 0 0 0 0 0 0 774 97 10	0 72 9 4,722 0 0 0 0 0 0 0 567 69 0	0 95 13 4,709 0 0 0 0 0 575 68 4	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 733 62 1
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Cow Income Residential Medium / Large C&I Medium / Large C&I Total Residential Residential Residential Residential Residential Residential Cow Income Residential Residential Residential Residential Cow Income Residential Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Number of customers by customer class, completing deferred payment arrangements during the	0 197 35 5,709 0 3 4,378 599 4,980 514 108 2 1	0 274 30 6,061 0 7 4,458 636 5,101 490 69 2 0	0 201 28 5,869 0 5 2,280 258 2,543 687 72 9 1	0 154 20 5,943 0 0 0 0 0 0 0 878 80 6 1	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 113 12 1 1	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 774 97 10 2	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 567 69 0 2	0 95 13 4,709 0 0 0 0 0 575 68 4 4	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
	Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Come Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Come Residentia Com	0 197 355 5,709 0 3 4,378 559 4,980 514 108 2 1 625	0 274 30 6,061 0 7 4,458 636 5,101 490 69 2 0 561 561	0 201 288 5,869 0 5 2,280 2,583 2,543 687 72 9 1 769	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 886 95 5 2 988	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 113 12 11 981	0 80 6 4,465 0 0 0 0 0 0 0 774 97 774 97 10 2 2 883	0 72 9 4,722 0 0 0 0 0 0 0 567 69 0 2 2 638	0 95 13 4,709 0 0 0 0 0 0 575 68 68 4 4 4 651	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Small C&I Comparison	0 197 355 5,709 0 3 4,378 599 4,980 514 108 2 1 625 40	0 274 30 6,061 0 7 4,458 636 5,101 490 69 2 0	0 201 28 5,869 0 5 2,280 258 2,543 687 72 9 1	0 154 20 5,943 0 0 0 0 0 0 0 878 80 6 1	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 968 127 13 2 2 1,110 1 1,110	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 7774 97 7 7 10 2 883 883 883	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Come Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Come Residentia Com	0 197 35 5,709 0 3 4,378 599 4,980 4,980 2 1 625 40 10 0 0 0 0	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 551 551 561 51 6 1	0 201 28 5,869 0 5,280 2,280 2,543 687 72 9 1 769 1 769 1 1 769 0 0 0 0 0 0 0 0 0 0 0 0 0	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 10 2 883 883 118 18 4	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 2 567 69 0 2 2 638 638 132 132 132	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 688 688 11 10 767 755	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Usw Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Mumber of customers, by customer class, assessed late payment fees or charges during the period Residential Mumber of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Cow Income Residential Small C&I Medium / Large C&I Cost Residential Cow Income Re	0 197 35 5,709 0 3 4,378 599 4,380 514 108 2 1 625 40 10 0 0 0 0 0 0 0 0 0 0 0 0 0	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 561 561 561 6 1 0 561 561	0 201 28 5,869 0 5,280 2,280 2,543 2,543 687 72 9 1 769 1 769 1 14 3 0 0 0	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 8 8 3 774 97 10 0 2 2 883 118 8 8 3 4 0	0 72 9 4,722 0 0 0 0 0 0 0 0 2 567 69 0 0 2 2 688 8 3 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1300 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Generation Small C&I	0 197 35 5,709 0 3 4,378 599 4,980 4,980 2 1 625 40 10 0 0 0 0	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 551 551 561 51 6 1	0 201 28 5,869 0 5,280 2,280 2,543 687 72 9 1 769 1 769 1 1 4 3 0	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 10 2 883 883 118 18 4	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 2 567 69 0 2 2 638 638 132 132 132	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Residential Small C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Resid	0 197 35 5,709 0 3 4,378 599 4,380 514 108 2 1 625 40 10 0 0 0 0 0 0 0 0 0 0 0 0 0	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 561 561 561 6 1 0 561 561	0 201 28 5,869 0 5,280 2,280 2,543 2,543 687 72 9 1 769 1 769 1 14 3 0 0 0	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 8 8 3 774 97 10 0 2 2 883 118 8 8 3 4 0	0 72 9 4,722 0 0 0 0 0 0 0 0 2 567 69 0 0 2 2 688 8 3 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1300 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Gestion Conserver Class, assessed late payment fees or charges during the period Residential Low Income Residential C&I Medium / Large C&I CAL Medium / Large C&I	0 197 35 5,709 0 3 4,378 599 4,980 514 108 2 1 625 40 0 0 0 0 50 50 50 50 50 50 5	0 274 30 6,061 0 7 4,458 636 5,101 490 69 2 0 561 5,101 6 1 0 2 2 0 561 1 0 2 2 0 5,061 1 2 2 0 5,061 1 2 2 0 5,061 1 5,061 1 5,061 1 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,061 5,001	0 201 28 5,869 0 5 2,280 2,583 2,543 687 72 9 1 769 1 769 1 4 3 0 0 17 17	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 140 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 567 69 0 0 2 2 638 638 132 132 132 132 1356	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 575 68 4 4 4 651 651 92 14 3 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 130 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Residential Small C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Resid	0 197 35 5,709 0 3 4,378 599 4,380 514 108 2 1 625 40 10 0 0 0 0 0 0 0 0 0 0 0 0 0	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 561 561 6 5 1 0 561 5 1 6 5 1 1 6 1 1 1 1 1 1 1 1 1 1	0 201 28 5,869 0 5,280 2,280 2,543 2,543 687 72 9 1 769 1 769 1 14 3 0 0 17 713	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 883 883 1118 118 118 118 118 128 140 140 140	0 72 9 4,722 0 0 0 0 0 0 0 0 2 567 69 0 0 2 2 638 639 0 2 2 638 639 132 132 132 132 1357 465	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1300 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Low income Residential Small C&I Medium / Large C&I Total Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Number of customers, by customer class, enrolling in new deferred payment arrangements during the p	0 197 35 5,709 0 3 4,378 599 4,380 4,378 2 1 625 625 625 60 10 0 0 50 60 50 0 371 18 0 0 0 18 18 18 18 18 18 18 18 18 18	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 5,511 5,61 1 0 28 8 2 1 0 5,517 38 11	0 201 28 5,869 0 5 2,280 2,58 2,583 2,583 687 72 9 1 769 1 769 1 769 1 769 1 769 2 8 8 7 7 8 7 8 8 8 7 8 8 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 2 567 69 9 0 2 567 89 9 0 2 567 89 9 0 2 567 89 9 0 2 567 89 9 0 2 557 89 9 0 2 557 89 80 80 80 80 80 80 80 80 80 80 80 80 80	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 575 668 4 4 4 6 51 14 3 0 109 92 114 3 109	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1300 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred Payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total	0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 625 4,380 0 0 0 0 0 50 371 18 0 0 0 0 0 0 0 0 0 0 0 0 0	0 274 30 6,061 0 7 7 7 4,458 636 5,101 490 69 2 0 561 5,101 2 2 1 6 1 1 0 28 5 5 17 38 12 2 12 12 12 12 12 12 12 12	0 201 28 5,869 0 5 2,280 2,583 2,583 687 72 9 1 769 1 769 1 1 769 1 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 772 8 769 1 769 1 769 1 769 1 772 769 1 772 769 1 772 769 1 772 772 772 775 775 775 775 775	0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 2 567 69 0 0 2 568 69 0 2 568 69 0 2 568 69 0 2 538 69 0 2 538 69 7 46 7 2 4 54 7 2 5 67 69 7 8 8 8 8 8 7 8 7 8 8 8 8 8 8 8 8 8 8	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential	0 197 35 5,709 0 3 4,378 599 4,380 4,378 2 1 625 625 625 60 10 0 0 50 60 50 0 371 18 0 0 0 18 18 18 18 18 18 18 18 18 18	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 5,511 5,61 1 0 28 8 2 1 0 5,517 38 11	0 201 28 5,869 0 5 2,280 2,58 2,583 2,583 687 72 9 1 769 1 769 1 769 1 769 1 769 2 8 8 7 7 8 7 8 8 8 7 8 8 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8	0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 2 567 69 9 0 2 567 89 9 0 2 567 89 9 0 2 567 89 9 0 2 567 89 9 0 2 557 89 9 0 2 557 89 80 80 80 80 80 80 80 80 80 80 80 80 80	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 575 668 4 4 4 6 51 4 1 4 92 14 3 0 0 92 92 14 3 575 5 1	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
8 9 10	Residential Low Income Residential Small C&I Geta Income Residential Small C&I Income Residential Income R	0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 625 4,380 0 0 0 0 0 50 371 18 0 0 0 0 0 0 0 0 0 0 0 0 0	0 274 30 6,061 0 7 7 7 4,458 636 5,101 490 69 2 0 561 5,101 2 2 1 6 1 1 0 28 5 5 17 38 12 2 12 12 12 12 12 12 12 12	0 201 28 5,869 0 5 2,280 2,583 2,583 687 72 9 1 769 1 769 1 1 769 1 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 772 8 769 1 769 1 769 1 769 1 772 769 1 772 769 1 772 769 1 772 772 772 775 775 775 775 775	0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 2 567 69 0 0 2 568 69 0 2 568 69 0 2 568 69 0 2 538 69 0 2 538 69 7 46 7 2 4 54 7 2 5 67 69 7 8 8 8 8 8 7 8 7 8 8 8 8 8 8 8 8 8 8	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP) Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential	0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 625 4,380 0 0 0 0 0 50 371 18 0 0 0 0 0 0 0 0 0 0 0 0 0	0 274 30 6,061 0 7 7 7 4,458 636 5,101 490 69 2 0 561 5,101 2 2 1 6 1 1 0 28 5 5 17 38 12 2 12 12 12 12 12 12 12 12	0 201 28 5,869 0 5 2,280 2,583 2,583 687 72 9 1 769 1 769 1 1 769 1 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 769 1 772 8 769 1 769 1 769 1 769 1 772 769 1 772 769 1 772 769 1 772 772 772 775 775 775 775 775	0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 0 0 2 567 69 0 0 2 568 69 0 2 568 69 0 2 568 69 0 2 538 69 0 2 538 69 7 46 7 2 4 54 7 2 5 67 69 7 8 8 8 8 8 7 8 7 8 8 8 8 8 8 8 8 8 8	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
8 9 10	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Contine Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Cow Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low income Residential <td>0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 108 2 1 625 4,980 0 0 0 0 0 3 8 9 9 9 9 9 9 9 9 9 9 9 9 9</td> <td>0 274 300 6,061 0 7 7 4,458 636 5,101 490 69 2 0 561 561 2 2 1 0 2 2 3 8 11 2 5 5 5 0 0 5 5 0 5 0 5 0 5 0 5 0 5 5 0 5 0 5 5 0 5 5 0 5 5 5 0 5 5 5 5 5 5 5 5 5 5 5 5 5</td> <td>0 201 28 5,869 0 5 2,280 258 2,583 687 72 9 1 769 1 769 1 769 1 769 1 769 2 8 0 0 0 773 72 8 0 0 1 7 1 7 0 0 1 7 7 1 7 7 7 7 7 7 7 7 7 7 7 7 7</td> <td>0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 1400 16 5,478 0 0 0 0 0 968 127 133 2 1,110 82 15 6 1 104 82 15 6 1 104 82 15 276 42 9 2 329 7 0 0 15 15 10 10 15 15 15 15 15 15 15 15 15 15</td> <td>0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 72 9 4,722 0 0 0 0 0 0 0 0 2 638 638 638 638 638 638 638 638 638 638</td> <td>0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td>	0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 108 2 1 625 4,980 0 0 0 0 0 3 8 9 9 9 9 9 9 9 9 9 9 9 9 9	0 274 300 6,061 0 7 7 4,458 636 5,101 490 69 2 0 561 561 2 2 1 0 2 2 3 8 11 2 5 5 5 0 0 5 5 0 5 0 5 0 5 0 5 0 5 5 0 5 0 5 5 0 5 5 0 5 5 5 0 5 5 5 5 5 5 5 5 5 5 5 5 5	0 201 28 5,869 0 5 2,280 258 2,583 687 72 9 1 769 1 769 1 769 1 769 1 769 2 8 0 0 0 773 72 8 0 0 1 7 1 7 0 0 1 7 7 1 7 7 7 7 7 7 7 7 7 7 7 7 7	0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 968 127 133 2 1,110 82 15 6 1 104 82 15 6 1 104 82 15 276 42 9 2 329 7 0 0 15 15 10 10 15 15 15 15 15 15 15 15 15 15	0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 2 638 638 638 638 638 638 638 638 638 638	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
8 9 10	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, cupiteling deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Cow Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)	0 197 35 5,709 0 3 4,378 599 4,380 4,378 2 1 625 625 625 625 625 625 625 625	0 274 30 6,061 0 7 7 4,458 636 5,101 490 69 2 2 0 5,61 5,101 5,61 5,61 1 2 2 3 8 11 2 2 5,17 3 8 11 2 5,57 3 8 11 2 5,58 5 0 0 0 0 0 0 0 1 0 7 7 7 7 7 7 7 7 7 7 7	0 201 28 5,869 0 5 2,280 2,543 2,543 2,543 687 72 2,543 1 769 1 769 769 1 769 769 773 70 773 773 773 773 773 773	0 0 1544 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 0 0 0 0 0 0 0 0	0 101 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 0 0 2 567 638 638 132 132 132 132 135 638 4 4 2 567 7 4 4 357 4 6 9 9 2 2 567 7 2 2 357 4 8 2 357 2 357 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1300 22 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0
8 9 10	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Contine Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP) Residential Cow Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period(Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP) Residential Low income Residential <td>0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 108 2 1 625 4,980 0 0 0 0 0 3 8 9 9 9 9 9 9 9 9 9 9 9 9 9</td> <td>0 274 300 6,061 0 7 7 4,458 636 5,101 490 69 2 0 561 561 2 2 1 0 2 2 3 8 11 2 5 5 5 0 0 5 5 0 5 0 5 0 5 0 5 0 5 5 0 5 0 5 5 0 5 5 0 5 5 5 0 5 5 5 5 5 5 5 5 5 5 5 5 5</td> <td>0 201 28 5,869 0 5 2,280 258 2,583 687 72 9 1 769 1 769 1 769 1 769 1 769 2 8 0 0 0 773 72 8 0 0 1 7 1 7 0 0 1 7 7 1 7 7 7 7 7 7 7 7 7 7 7 7 7</td> <td>0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 1400 16 5,478 0 0 0 0 0 968 127 133 2 1,110 82 15 6 1 104 82 15 6 1 104 82 15 276 42 9 2 329 7 0 0 15 15 10 10 15 15 15 15 15 15 15 15 15 15</td> <td>0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 72 9 4,722 0 0 0 0 0 0 0 0 2 638 638 638 638 638 638 638 638 638 638</td> <td>0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>0 0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td>	0 197 35 5,709 0 3 4,378 599 4,380 4,380 2 1 108 2 1 625 4,980 0 0 0 0 0 3 8 9 9 9 9 9 9 9 9 9 9 9 9 9	0 274 300 6,061 0 7 7 4,458 636 5,101 490 69 2 0 561 561 2 2 1 0 2 2 3 8 11 2 5 5 5 0 0 5 5 0 5 0 5 0 5 0 5 0 5 5 0 5 0 5 5 0 5 5 0 5 5 5 0 5 5 5 5 5 5 5 5 5 5 5 5 5	0 201 28 5,869 0 5 2,280 258 2,583 687 72 9 1 769 1 769 1 769 1 769 1 769 2 8 0 0 0 773 72 8 0 0 1 7 1 7 0 0 1 7 7 1 7 7 7 7 7 7 7 7 7 7 7 7 7	0 0 154 20 5,943 0 0 0 0 0 0 0 0 0 0 0 0 0	0 110 19 5,775 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1400 16 5,478 0 0 0 0 0 968 127 133 2 1,110 82 15 6 1 104 82 15 6 1 104 82 15 276 42 9 2 329 7 0 0 15 15 10 10 15 15 15 15 15 15 15 15 15 15	0 1011 6 5,153 0 0 0 0 0 0 0 0 0 0 0 0 0	0 80 6 4,465 0 0 0 0 0 0 0 0 0 0 0 0 0	0 72 9 4,722 0 0 0 0 0 0 0 0 2 638 638 638 638 638 638 638 638 638 638	0 95 13 4,709 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 81 16 4,408 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 1300 222 4,867 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

ISTAR Gas Company	lan	Feb	Mar	Apr	May	20: Jun	20 u	Aua	Sep	Oct	Nov	D
	Jan	reb	mar	Apr	мау	Jun	Jul	AUğ	зер	UCT	NOV	D
lumber of customers taking service at the beginning of the period under existing hardship protections (O												
xceptions with expiry March 31) or M , Y and S protections	L											
sidential	3,209	3,238	3,430	3,515	2,586	2,698	2,688	2,650	2,649	2,613	2,812	
w Income Residential	15,459	16,294	17,109	17,615	1,761	1,711	1,678	1,643	1,623	1,573	17,728	
nall C&I	0		0	0	0	0	0	0	0	0	0	
ledium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
otal	18,668	19,532	20,539	21,130	4,347	4,409	4,366	4,293	4,272	4,186	20,540	
lumber of customers completing hardship protections or M Y and S protections during the period												
tesidential	46	39	1,367	31	18	18	9	11	19	12	11	
ow Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	
mall C&I	0	0	0	0	0	0	0	0	0	0	0	
Nedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
otal	249	224	18,124	320	204	87	65	71	101	134	84	
lumber of customers enrolling in new hardship protections or M Y and S protections during the period												
esidential	196	146	173	18	16	18	10	9	14	271	39	
ow Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	
mall C&I	0	0	0	0	0	0	0	0	0	0	0	
Aedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
otal	1,079	980	753	131	96	78	58	51	68	1,389	292	
lumber of customers, by customer class, completing an AMP program during the period												
lesidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	6		23	39	51	46	36	26	31	23	6	
mall C&I	0		0	0	0	0	0	0	0	0	0	
ledium / Large C&I	0		0	0	0	0	0	0	0	0	0	
otal	6		23	39	51	46	36	26	31	23	6	
lumber of customers, by customer class, enrolling in an AMP program during the period	t	1									5	-
esidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	33	95	128	218	239	216	163	212	281	219	206	
mall C&I	0		128	0	0	0	103	0	0	0	200	
Aedium / Large C&I	0		0	0	0	0	0	0	0	0	0	
otal	33		128	218	239	216	163	212	281	219	206	
	33	55	120	210	235	210	105	212	201	215	200	
umber of customers, by customer class, re-enrolling in an AMP program during the period	0	2	2	2	1	3	0	0	2	3	4	
esidential	27											
ow Income Residential	2/	72	113	176	174	161 5	130	140	175 55	127 93	97 50	
mall C&I	-	-	2	-	5		12	27				
Aedium / Large C&I	0		0	0	0	0	0	0	0	0	0	
	27	74	117	180	180	169	142	167	232	223	151	
lumber of customers, by customer class, dropping off an AMP program during the period												
lesidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	315	157	93	90	113	84	90	121	132	133	183	
mall C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
/ledium & Large C&I	0		0	0	0	0	0	0	0	0	0	
	315	157	93	90	113	84	90	121	132	133	183	
lumber of customers enrolling in the low-income discount rate program during the period												
tesidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	
mall C&I	0	-	0	0	0	0	0	0	0	0	0	
Aedium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
otal	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	
lumber of customers dropping off the low-income discount rate program during the period												
esidential	Unable to Obt	tain Data										
ow Income Residential	I											
mall C&I												
/ledium / Large C&I												
otal												
lumber of customers, by customer class, with required deposits with the company at the beginning of the												
eriod												
esidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	
mall C&I	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	
1edium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	
otal	1,488	1,497	1,479	1,447	1,421	1,394	1,377	1,358	1,018	994	977	
umber of customers, by customer class, required to submit new deposits or increased deposits during the												
eriod	I	1								.		
esidential	0	0	0	0	0	0	0	0	0	0	0	
ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	
nall C&I	0		0	1	6	9	13	7	9	20	7	
ledium / Large C&I	0		0	1	2	1	5	0	3	1	3	
	0		0	2	8	10	18	7	12	21	10	
			0	4	°	13	10		2		10	-
otal		1										
'otal Jumber of customers, by customer class, whose required deposits were reduced in part or foregone during the										+		
otal lumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod	Linable to Cl.	tain Dat-										
otal fumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod tesidential	Unable to Obt	tain Data										
otal umber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow income Residential	Unable to Obt	tain Data										
otal Jumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod escidential ow Income Residential mall C&I	Unable to Obt	tain Data										
otal lumber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential wo income Residential mall C&J fedium / Large C&I	Unable to Obt	tain Data										
otal umber of customers, by customer class, whose required deposits were reduced in part or foregone during the eriod esidential ow income Residential	Unable to Obt	tain Data										

						20	20					
NSTAR Gas Company	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
Total	0	77	54	33	34	37	35	26	352	45	27	31

							2021						
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class Residential	242,553	242,635	242,201	242,260	241,781	241,375	241,124	240,015	240,601	239,761	244,178	243,374
	Kesidential Low Income Residential	242,553 30,336	242,635 30,706	31,070	242,260 31,316	241,781 31,504	241,375 31,713	241,124 31,876	240,015 31,917	240,601 31,978	239,761 30,935	30,932	243,374 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
2	Total Number of customers, by customer class, disconnected during the period	301,744	302,425	302,015	302,433	301,991	301,852	301,666	300,475	301,183	299,175	303,737	303,110
2	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 Total	0	0	0	0 93	0	0	0 320	0	0 287	0	0 49	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	50			55			520	555	207	100	45	
	Residential	0	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	3
	Low Income Residential Small C&I	0	0	0	8,319 1,217	4,177 909	30 847	1,107 569	2,627 467	3,080 425	2,156 427	478 423	0
	Medium / Large C&I	1,192	1,381	1,571	1,217	909 104	124	168	467	425	427	423	186
	Total	1,363	1,546	1,753	32,105	17,086	2,568	3,910	10,044	10,930	7,906	2,172	976
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	0	0	0	0	0	0	1,580	2,152	5,639	4,245	3,761	158
	Low Income Residential	0	0	0	0	0	0	53	1,121	2,262	1,758	730	2
	Small C&I	423	581	735	685	530	543	480	313	324	251	330	312
	Medium / Large C&I Total	56 479	59 640	73 808	57 742	51 581	57 600	81 2,194	44 3,630	70 8,295	67 6,321	76 4,897	79 551
4	Iotal Number of customers, by customer class, reconnected during the period	4/9	640	808	/42	581	600	2,194	3,630	8,295	0,321	4,897	551
•	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 Medium / Large C&I	24	25	31	27	10	18	16 0	8	2	6	5	4
	Total	26	28	33	29	11	20	90	108	151	96	45	11
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period							62		07		22	
	Residential Low Income Residential	0	0	0	0	0	0	62 2	66 33	97 51	66 21	23 17	4
	Small C&I	23	24	29	27	10	18	15	7	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
6	Total	25	27	31	29	11	20	79	106	150	93	45	10
0	Number of customers, by customer class, assessed credit card fees or charges during the period Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	6,210
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	189	186	230	191	128	119	109	82	75	90	104	140
	Medium / Large C&I Total	15 6,039	18 5,573	20 31	18 6,057	25 6.243	24 6,015	8 6,092	11 5.958	6.705	11 6,871	17 6,355	36 6,386
7	Number of customers, by customer class, assessed late payment fees or charges during the period	0,035	5,575	51	0,037	0,240	0,015	0,052	5,550	0,705	0,071	0,000	0,000
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	0	0	0	0	0	0	0	0	0	0	0	2,670
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	420
	Total	0	0	0	0	0	0	0	0	0	0	0	3,090
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP) Residential	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	1,548	2,370	296	2,538	3,134	446	374
	Small C&I	1	0	0	0	0	0	0	1	2	4	5	4
	Medium / Large C&I Total	29	26	28	24	24	24	21	21	20	14	10	11
	Iotal Number of customers by customer class, completing deferred payment arrangements during the	1,006	820	818	854	1,063	1,722	2,630	3,323	3,258	3,461	4,310	3,870
9	period(excluding Newstart and Covid AMP)												
	Residential	24	18	34	26	38	53	76	135	149	213	234	131
	Low Income Residential Small C&I	6	0	7	7	1	13	16 0	28	29	34 0	106	15
	Medium / Large C&I	1	3	2	0	3	3	3	1	4	4	1	1
	Total	32	21	43	33	42	69	95	164	183	251	341	147
40	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period						T	T		Т			
10	(excluding Newstart and Covid AMP) 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 Total	5 252	6 310	6 408	7 524	5 1,105	6 1,795	5 1,680	5 1,375	3 1,880	2 2,738	2 1,746	0
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	232	310	400	524	1,105	1,755	1,000	1,375	1,000	2,730	1,740	1,334
11	(excluding Newstart and Covid AMP)												
	Residential	2	4	5	12	7	23	11	31	27	21	22	4
	Low Income Residential Small C&I	0	1	0	1	4	0	3	1	3	4	3	0
	Medium / Large C&I	0	0	0	0	0	1	0	0	0	0	0	0
	Total	2	5	5	13	11	24	15	32	30	25	25	4

						202	1					
NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers taking service at the beginning of the period under existing hardship protections (O	-											
exceptions with expiry March 31) or M, Y and S protections												
Residential	3,714	3,795	3,800	2,378	2,366	2,465	2,411	2,368	2,331	2,311	2,404	2,89
Low Income Residential Small C&I	16,995 0	17,520 0	18,190	1,313	1,378	1,459 0	1,498 0	1,545	1,665	1,682	1,793 0	17,25
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	20,709	21,315	21,990	3,691	3,744	3,924	3,909	3,913	3,996	3,993	4,197	20,14
Number of customers completing hardship protections or M Y and S protections during the period												
Residential	5	5	1,377	19	39	39	40	43	44	43	31	2
Low Income Residential	41	31	18,561	81	59	51	47	37	71	129	126	9
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I Total	0 46	0 36	0 19,940	0	0 98	0 90	0 87	0	0	0 172	0	12
	40		15,540	100	56	50	87	00	115	172	157	14
Number of customers enrolling in new hardship protections or M Y and S protections during the period												
Residential	50	61	40	37	57	50	65	52	69	47	445	9
Low Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	5:
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	852	910	470	170	171	161	174	232	237	196	17,958	6
Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Kesidential Low Income Residential	14	0	0 25	37	66	39	30	53	43	42	29	
Small C&I	0	0	0	0	0	0	0	0	43	42	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	14	9	25	37	66	39	30	53	43	42	29	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	125	134	296	758	972	842	466	854	1,024	673	316	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I Total	0	0 134	0 296	0 758	0 972	0 842	0	0 854	0 1,024	0 673	0 316	
Number of customers, by customer class, re-enrolling in an AMP program during the period	123	134	290	758	372	042	400	034	1,024	673	510	
Residential	0	1	1	3	0	1	3	5	3	3	2	
Low Income Residential	63	39	94	154	145	147	119	242	343	242	198	
Small C&I	85	61	77	44	40	37	33	14	20	26	23	
Medium / Large C&I	0	0	0	0	1	1	1	1	0	1	0	
Total	148	101	172	201	186	186	156	262	366	272	223	
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential Small C&I (Total C&I)	174 0	112 0	95 0	100	114 0	192 0	370 0	360 0	437 0	639 0	736 0	8
Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	174	112	95	100	114	192	370	360	437	639	736	8
Number of customers enrolling in the low-income discount rate program during the period	1											
Residential	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	29,9
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I Total	0	0 31.061	0	31.559	0	0	0	0	0	0	0	29.9
	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,9
Number of customers dropping off the low-income discount rate program during the period												
Residential Low Income Residential	1											
Small C&I	1											
Medium / Large C&I	1											
Total												
Number of customers, by customer class, with required deposits with the company at the beginning of the												
period	-						1					
Residential	0	0	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	-
Residential Low Income Residential Small C&I	0 794	0 793	0 779	0 761	0 740	0 720	0 699	0 703	0 698	0 716	0 738	
Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential Small C&I Medium / Large C&I	0 794 141	0 793 140	0 779 135	0 761 128	0 740 121	0 720 117	0 699 110	0 703 108	0 698 107	0 716 103	0 738 100	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the	0 794 141	0 793 140 933	0 779 135 914	0 761 128 889	0 740 121 861	0 720 117 837	0 699 110	0 703 108	0 698 107 805	0 716 103 819	0 738 100 838	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential	0 794 141 935 0	0 793 140 933 0	0 779 135 914 0	0 761 128 889 0	0 740 121 861 0	0 720 117 837 0	0 699 110 809 0	0 703 108 811 0	0 698 107 805 0	0 716 103 819 0	0 738 100 838 0	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential	0 794 141 935 0 0	0 793 140 933 0 0	0 779 135 914 0 0	0 761 128 889 0 0	0 740 121 861 0 0	0 720 117 837 0 0	0 699 110 809 0 0	0 703 108 811 0 0 0	0 698 107 805 0 0	0 716 103 819 0 0	0 738 100 838 0 0	£
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I	0 794 141 935 0 0 0	0 793 140 933 0 0 0 13	0 779 135 914 0 0 0 13	0 761 128 889 0 0 0 19	0 740 121 861 0 0 14	0 720 117 837 0 0 0 9	0 699 110 809 0 0 11	0 703 108 811 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 0 40	0 738 100 838 0 0 0 52	8
Residential Low Income Residential Smail C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Smail C&I Medium / Large C&I	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	0 794 141 935 0 0 0	0 793 140 933 0 0 0 13	0 779 135 914 0 0 0 13	0 761 128 889 0 0 0 19	0 740 121 861 0 0 14	0 720 117 837 0 0 0 9	0 699 110 809 0 0 11	0 703 108 811 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 0 40	0 738 100 838 0 0 0 52	8
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Low income Residential Small C&I Medium / Large C&I	0 794 141 935 0 0 0 10 10	0 793 140 933 0 0 0 13 2	0 779 135 914 0 0 13 1	0 761 128 889 0 0 0 19 2	0 740 121 861 0 0 14 2	0 720 117 837 0 0 0 9 1	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25 0	0 698 107 805 0 0 18 1	0 716 103 819 0 0 0 40 2	0 738 100 838 0 0 0 52 0	8

						20	21					
NSTAR Gas Company	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
Total	28	17	33	46	44	41	41	23	25	28	33	28

						202						
Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class												
Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,123
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 Total	0	0	0	0	0	0	0	0	0	0	0	(
	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
Number of customers, by customer class, disconnected during the period	10									-		
Residential	16	6	2	0	0	0	0	0	0	0	0	(
Low Income Residential	0	0 58	0	0	0	0	0	0	0	0	0	
Small C&I Medium / Large C&I	32	3	1	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	51	67	25	0	0	0	0	0	0	0	0	
Number of customers, by customer class receiving a 1st notice of disconnect during the period	51	07	25	0	U	0	0	0	0	0	U	
	22,253	20,990	10,177	0	0	0	0	0	0	0	0	
Residential Low Income Residential	22,255	20,990	10,177	0	0	0	0	0	0	0	0	
Small C&I	1,243	1,266	601	0	0	0	0	436	35	387	0	
Medium / Large C&I	350	396	214	0	0	0	0	450	11	184	0	
Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	
	20,040	22,032	23,332	v	J		v	307	47	3/1	J	
2 Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	
Low Income Residential	10,085	13,509	5,404	0	0	0	0	0	0	0	0	
Small C&I	748	726	488	0	0	0	0	2	0	0	0	
Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	
Total	17,632	14,484	10,002	0	0	0	0	3	0	0	0	
Number of customers, by customer class, reconnected during the period		,			-	-			-	-	-	
Residential	13	6	7	2	9	4	2	0	2	3	4	
Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	(
Small C&I	16	19	18	0	1	1	1	0	1	2	5	
Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	
Total	45	35	25	3	12	5	4	1	5	8	13	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
completed during the same period												
Residential	12	6	7	2	8	5	2	0	2	2	5	4
Low Income Residential	12	8	0	1	2	0	1	1	2	2	4	(
Small C&I	15	19	17	0	1	1	1	0	1	2	5	
Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	(
Total	44	35	24	3	11	6	4	1	5	7	14	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	9,314	9,069	8,619	8,201	7,704	7,374	7,712	7,591	7,885	8,044	7,734	9,63
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	2,19
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	2
Total	12,509	12,278	11,708	11,603	10,925	10,528	10,725	10,289	10,703	10,849	10,138	12,19
Number of customers, by customer class, assessed late payment fees or charges during the period												
	0	0	0	0	0	0	0	0	0	0	0	(
Residential	0	0	0	0				0	0	0	0	
Residential Low Income Residential	0	0	0	0	0	0	0				-	
Low Income Residential Small C&I	0 5,511	0 5,602	0 2,293	0 64	0	0	0	0	0	0	0	
Low Income Residential Small C&I Medium / Large C&I	0 5,511 1,485	0 5,602 1,701	0 2,293 735	0 64 20	0 0 0	0	0	0 0	0	0	0	
Low Income Residential Small C&I	0 5,511	0 5,602	0 2,293	0 64	0	0	0	0				
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	0 5,511 1,485	0 5,602 1,701	0 2,293 735	0 64 20	0 0 0	0	0	0 0	0	0	0	
Low Income Residential Small C&I Medium / Large C&I Total	0 5,511 1,485 6,996	0 5,602 1,701 7,303	0 2,293 735 3,028	0 64 20 84	0 0 0	0 0 0	0 0 0	0 0 0	0	0 0	0 0	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential	0 5,511 1,485 6,996 1,653	0 5,602 1,701 7,303 2,552	0 2,293 735 3,028 3,505	0 64 20 84 4,049	0 0 0 0 3,958	0 0 0 3,974	0 0 0 3,152	0 0 0 1,976	0 0 1,451	0 0 1,098	0 0 913	80
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	0 5,511 1,485 6,996 1,653 336	0 5,602 1,701 7,303 2,552 370	0 2,293 735 3,028 3,505 398	0 64 20 84 4,049 455	0 0 0 3,958 550	0 0 0 3,974 644	0 0 0 3,152 687	0 0 0 1,976 659	0 0 1,451 542	0 0 1,098 413	0 0 913 306	<u>80</u> 6
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I	0 5,511 1,485 6,996 1,653 336 41	0 5,602 1,701 7,303 2,552 370 61	0 2,293 735 3,028 3,505 398 71	0 64 20 84 4,049 455 81	0 0 0 3,958 550 77	0 0 3,974 644 58	0 0 3,152 687 43	0 0 1,976 659 27	0 0 1,451 542 31	0 0 1,098 413 52	0 0 913 306 23	80 6 2
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I	0 5,511 1,485 6,996 1,653 336 41 23	0 5,602 1,701 7,303 2,552 370 61 27	0 2,293 735 3,028 3,505 398 71 38	0 64 20 84 4,049 455 81 41	0 0 0 3,958 550 77 30	0 0 3,974 644 58 19	0 0 3,152 687 43 19	0 0 1,976 659 27 20	0 0 1,451 542 31 26	0 0 1,098 413 52 38	0 0 913 306 23 36	80
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I	0 5,511 1,485 6,996 1,653 336 41	0 5,602 1,701 7,303 2,552 370 61	0 2,293 735 3,028 3,505 398 71	0 64 20 84 4,049 455 81	0 0 0 3,958 550 77	0 0 3,974 644 58	0 0 3,152 687 43	0 0 1,976 659 27	0 0 1,451 542 31	0 0 1,098 413 52	0 0 913 306 23	80
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total	0 5,511 1,485 6,996 1,653 336 41 23	0 5,602 1,701 7,303 2,552 370 61 27	0 2,293 735 3,028 3,505 398 71 38	0 64 20 84 4,049 455 81 41	0 0 0 3,958 550 77 30	0 0 3,974 644 58 19	0 0 3,152 687 43 19	0 0 1,976 659 27 20	0 0 1,451 542 31 26	0 0 1,098 413 52 38	0 0 913 306 23 36	80
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I	0 5,511 1,485 6,996 1,653 336 41 23 2,053	0 5,602 1,701 7,303 2,552 370 61 27 3,010	0 2,293 735 3,028 3,505 398 71 38 4,012	0 64 20 84 4,049 455 81 41 4,626	0 0 0 3,958 550 77 30 4,615	0 0 3,974 644 58 19 4,695	0 0 3,152 687 43 19 3,901	0 0 1,976 659 27 20 2,682	0 0 1,451 542 31 26 2,050	0 0 1,098 413 52 38 1,601	0 0 913 306 23 36 1,278	80
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total	0 5,511 1,485 6,996 1,653 336 41 23	0 5,602 1,701 7,303 2,552 370 61 27	0 2,293 735 3,028 3,505 398 71 38	0 64 20 84 4,049 455 81 41 41 4,626 147	0 0 0 3,958 550 77 30	0 0 3,974 644 58 19	0 0 3,152 687 43 19	0 0 1,976 659 27 20	0 0 1,451 542 31 26	0 0 1,098 413 52 38 1,601 92	0 0 913 306 23 36	8(2 3 93
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period	0 5,511 1,485 6,996 1,653 336 41 23 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,054 2,054 2,055	0 5,602 1,701 7,303 2,552 370 61 27 3,010 135 24	0 2,293 735 3,028 3,505 398 71 38 4,012 163 38	0 64 20 84 4,049 455 81 41 4,626 41 4,626 147 55	0 0 0 3,958 550 77 30 4,615 202 52	0 0 3,974 644 58 19 4,695 197 46	0 0 0 3,152 687 43 19 3,901 193 40	0 0 1,976 659 27 20 2,682 132 33	0 0 1,451 542 31 26 2,050 91 40	0 0 1,098 413 52 38 1,601 92 32	0 913 306 23 36 1,278 61 78	80 2 3 93 93
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential	0 5,511 1,485 6,996 1,653 336 41 23 2,053 133	0 5,602 1,701 7,303 2,552 370 61 27 3,010 135	0 2,293 3,028 3,505 398 71 38 4,012 163 38 6	0 64 20 84 4,049 455 81 41 41 4,626 147	0 0 0 3,958 550 77 30 4,615	0 0 3,974 644 58 19 4,695 197	0 0 3,152 687 43 19 3,901 9 3,901 9 40 5	0 0 0 1,976 659 27 20 2,682 132 132 33 3	0 0 1,451 542 31 26 2,050 91	0 0 1,098 413 52 38 1,601 92	0 913 306 23 36 1,278 61 78 4	80 2 3 93 93
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential	0 5,511 1,485 6,996 1,653 336 41 23 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,053 2,054 2,054 2,055	0 5,602 1,701 7,303 2,552 370 61 27 3,010 135 24	0 2,293 735 3,028 3,505 398 71 38 4,012 163 38	0 64 20 84 4,049 455 81 41 4,626 41 4,626 147 55	0 0 0 3,958 550 77 30 4,615 202 52	0 0 3,974 644 58 19 4,695 197 46	0 0 0 3,152 687 43 19 3,901 193 40	0 0 1,976 659 27 20 2,682 132 33	0 0 1,451 542 31 26 2,050 91 40	0 0 1,098 413 52 38 1,601 92 32	0 913 306 23 36 1,278 61 78	80

							20	20					
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential	1,714	1,832	1,523	364	631	314	253	219	196	160	200	153
	Low Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11	Number of sustainers, by sustainer class, representiating deferred normant errors amonts during the naviad												
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	65	65	68	25	63	50	37	17	18	9	15	6
	Low Income Residential	11	11	9	9	7	6	4	2	10	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	Total	78	77	78	35	73	58	41	19	21	17	16	7
12	Number of customers taking service at the beginning of the period under existing hardship protections												
12	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
	Low Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,684	31,728	27,357	8,015	7,727	7,484	7,261	7,101	6,932	6,785	24,741	32,586
13	Number of customers completing hardship protections during the period			2.245		107	10-						
	Residential	518 916	660	3,240	216 321	190 234	137 239	161 194	172 208	152	114 159	155	173 594
	Low Income Residential Small C&I	916	887 0	5,651 0	321	234	239	194	208	193 0	159	293 0	594
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,434	1,547	8,891	537	424	376	355	380	345	273	448	767
14	Number of customers enrolling in new hardship protections during the period												
	Residential	754	650	459	52	41	41	89	101	36	40	57	35
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0 1,436	0 1,268	0 952	0 149	0 142	0 145	0 202	0 199	0	0 125	0 10,448	0 342
15	Number of customers, by customer class, completing an AMP program during the period	1,430	1,208	552	149	142	143	202	135	133	125	10,448	342
15	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	8	24	41	67	56	20	26	21	15	610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period	0	0	0	0	0	0	0	0	0	0	0	
	Residential Low Income Residential	25	0 40	49	46	126	136	144	139	136	111	0 49	24
	Small C&I	0	40	49	40	0	0	0	0	0	0	49	24
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	1	0	2
	Total	0	0	0	0	3	0	1	0	0	1	1	-
18	Number of customers, by customer class, dropping off an AMP program during the period										-	-	-
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	167	106	115	88	110	95	80	91	96	100	24	26
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
19	Total Number of customers enrolling in the low-income discount rate program during the period	167	106	115	88	110	95	80	91	96	100	24	26
19	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0 2,674	0 46	0 482	0	0	0 23	0	0	0	0 48
	Low Income Residential Small C&I	36 0	283 0	2,674	46 0	482	197	19 0	23	24 0	20 0	25 0	48
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0

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

							202	21					
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	254,978
	Low Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	46,362	46,910	47,539	48,063
	Small C&I Medium / Large C&I	24,152 7,518	24,128 7,539	24,120 7,559	24,050 7,549	23,954 7,548	23,869 7,535	23,741 7,525	23,486 7,500	23,389 7,493	23,694 7,282	23,997 7,332	24,155 7,356
	Streetlights	7,518	7,539	0	0	7,548	0	7,525	0	7,453	0	7,332	0
	Total	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	332,420	332,771	333,831	334,552
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	0	0	10	477	314	3
	Low Income Residential	0	0	0	0	0	0	0	0	0	75	39	0
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	237 10	89 3	43	49 0	28
	Streetlights	0	0	0	0	0	0	0	10	0	0	0	0
	Total	0	0	0	0		0	0	247	102	597	402	32
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	127
	Low Income Residential	0	0	0	0	1	5	2	0	1,190	4,136	134	0
	Small C&I	0	0	0	0	32	310	1,203	626	390	463	442	644
	Medium / Large C&I Total	0	0	0	0	10 43	104 420	329 1,536	242 869	214 7,500	230 12,516	201 6,461	193 964
		U	J	U	J	45	420	1,550	009	7,500	12,510	0,401	904
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	0	0	0	0	0	1	2	3	1,228	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 Total	0	0	0	0	0	24	139	148	123	101	92	103
4	Number of customers, by customer class, reconnected during the period	0	0	0	0	0	99	601	779	1,906	6,252	3,064	533
4	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
	Total	4	1	0	0	0	2	11	36	30	303	352	63
-	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period Residential	0	0	0	0	0	0	0	0	0	177	199	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	3
	Small C&I	0	0	0	0	0	0	0	0	0	46	96	38
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	5
	Total	0	0	0	0	0	0	0	0	0	280	358	64
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	11,573 2,740	11,356 2,557	12,779 3,252	14,798 3,788	13,529 3,423	12,621 3,286	11,721 3,470	11,711 3,386	11,481 3,206	8,885 2,859	8,822 2,889	8,267 2,661
	Low Income Residential Small C&I	434	420	458	5,788	634	5,280	5,470	5,580 810	663	330	382	448
	Medium / Large C&I	18	16	22	33	25	37	43	50	49	17	21	19
	Total	14,765	14,349	16,511	19,412	17,611	16,548	15,896	15,957	15,399	12,091	12,114	11,395
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	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 Medium / Large C&I	0	0	0	0	0	0	0	0	1	0	2	1,228
	Total	0	0	0	0	0	0	0	0	1	0	2	1,518
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	-		-						-	-		_,
8	payment arrangements												
	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 Medium / Large C&I	29 32	27 29	35 37	40 36	82 54	84 60	86 67	193 81	293 93	177 57	146 42	120 35
	Total	879	1,038	1,384	1,975	2,516	2,954	3,646	4,170	4,427	3,187	3,899	3,276
			2,000	1,001	1,575	2,510	2,554	0,010	-,2.0	.,	-,	3,033	5,2,5
			1										
9	Number of customers by customer class, completing deferred payment arrangements during the period												
9	Residential	32	40	44	40	39	65	94	125	107	112	129	90
9	Residential Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	26
9	Residential Low Income Residential Small C&I	7	12 1	14 0	36 2	34 2	39 3	54 7	69 13	40 7	38 8	14 11	26 4
9	Residential Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	26

		2021											
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of sustainers, by sustainer class, any oligatic neurodestand recomment even some during the neurod												
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential	323	428	651	534	558	790	798	670	1,332	1,798	1,418	330
	Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	83
	Small C&I	7	8	13	52	8	14	137	144	45	44	45	31
	Medium / Large C&I Total	1 427	10	11	29	8	16	27	35	12	14 2,222	11	12 456
	iotai	427	622	990	825	724	1,054	1,155	1,024	1,620	2,222	1,706	456
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	27	27	56	35	57	84	107	126	36	41	48	13
	Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	1
	Small C&I Medium / Large C&I	0	0	2	1	1	3	12	5	2	3	1	0
	Total	30	30	69	44	65	108	3 143	156	45	52	54	15
		50	50			00	100	110	100	-15	52	54	
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	3,803
	Low Income Residential	28,369 0	28,717 0	24,857 0	2,048 0	2,079 0	2,102	2,113 0	2,122 0	2,107	2,085 0	24,827 0	27,708
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	32,371	32,705	33,041	6,070	6,027	6,008	5,966	5,926	5,875	5,811	28,560	31,513
13	Number of customers completing hardship protections during the period												
	Residential	169	206	252	116	96	101	109	142	120	213	3,270	516
	Low Income Residential	472	455	560	170	131	125	149	170	163	225 0	10,040	778
	Small C&I Medium / Large C&I	0	0	2	0	0	0	0	0	0	0	2	0
	Total	641	661	817	286	227	226	258	312	283	438	13,312	1,294
14	Number of customers enrolling in new hardship protections during the period												
	Residential	89	97	118	59	57	68	89	76	103	329	416	215
	Low Income Residential	459	472	606	104	109	106	107	119	109	280	4,776	461
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	2	1
	Total	548	569	724	163	166	174	196	195	212	609	5,194	677
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	6
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	3	22	3	1	2	4	6	5	2	
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	34 0	52 0	151 0	142 0	172 0	300 0	277 0	245 0	439 0	875 0	499 0	152
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	34	52	151	142	172	300	277	245	439	875	499	152
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	1	0	0	0	0	0	103	0	0	0
	Low Income Residential Small C&I	1	1	3	1	3	6 4	10 0	12 0	109	11 0	12 0	10
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Total	2	4	5	6		10	10	12	212	11	12	
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I (Total C&I)	28	12 0	26 0	2	50 0	73 0	93 0	157 0	192 0	205 0	356 0	575
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	28	12	26	2	50	73	93	157	192	205	356	575
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0 45,095	0 45,722	0 46,374	0 43,510	0 44,492	0 45,149	0 45,900	0 46,101	0 46,349	0 46,901	0 47,535	0 48,059
	Low Income Residential Small C&I	45,095	45,722	46,374	43,510	44,492	45,149	45,900 0	46,101	46,349	46,901	47,535	48,059
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential Low Income Residential	0	0 62	0 4,015	0 204	0 66	0 62	0 62	0 51	0 53	0 61	0 76	0 71
	Small C&I	52	0	4,015	204	0	0	0	51	53	0	76	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
			-	-	-			2	~ 1	-		-	

		2021											
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Total	52	62	4,015	204	66	62	62	51	53	61	76	71
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,404	2,387	2,121	2,168	2,176	2,170	2,158	2,145	2,118	2,115	2,145	2,192
	Medium / Large C&I	594	584	585	569	562	569	568	583	579	577	542	544
	Total	2,998	2,971	2,706	2,737	2,738	2,739	2,726	2,728	2,697	2,692	2,687	2,736
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	107	71	0	52	50	35	36	56	64	70	108	71
	Medium / Large C&I	30	32	13	9	13	5	18	11	12	13	20	22
	Total	137	103	13	61	63	40	54	67	76	83	128	93
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	73	104	58	40	25	35	58	122	51	44	60	72
	Medium / Large C&I	11	29	14	40	9	7	5	19	14	7	13	8
	Total	84	133	72	80	34	42	63	141	65	51	73	80
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	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
	Total	131	129	86	68	56	50	40	85	65	85	86	76