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

Eversource Energy as of June 30, 2023

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.

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

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

NSTAR Electric												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	256,240,325	274,732,929	242,835,883	218,727,887	208,224,364	249,944,956	320,189,260	374,292,850	325,817,748	242,029,505	228,986,333	260,766,407
Accounts Receivable	299,257,202	353,023,941	322,769,944	253,143,442	253,545,720	309,271,256	333,435,168	344,119,653	369,644,635	268,436,974	248,812,941	322,943,622
Gross A/R Write-Offs	3,680,909	2,386,057	1,922,646	1,932,504	1,686,434	1,985,761	2,614,694	3,115,940	3,485,126	2,716,132	2,652,612	2,605,650
A/R Recoveries	443,551	566,142	566,862	566,661	408,879	405,305	423,311	318,059	352,074	398,921	389,681	282,120
NSTAR Gas												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	95,973,860	115,810,429	89,434,232	62,910,611	41,333,220	21,930,630	18,868,111	17,059,241	18,362,513	28,051,046	82,289,026	93,771,654
Accounts Receivable	107,188,399	144,272,243	125,161,528	102,098,674	85,551,441	72,315,331	56,617,360	46,818,842	52,984,147	44,579,990	57,961,509	106,739,186
Gross A/R Write-Offs	1,028,522	738,906	482,075	633,475	587,920	626,623	857,113	810,037	955,708	1,263,067	1,051,835	858,305
A/R Recoveries	128,317	114,285	130,213	135,956	109,625	93,400	122,505	86,752	105,088	122,315	128,526	110,010
EGMA												
Description	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Reported Revenues	113,084,947	113,792,605	100,376,266	65,897,131	43,841,916	22,318,884	18,794,455	17,556,079	19,747,875	34,065,699	60,584,536	99,697,626
Accounts Receivable	107,972,190	144,323,731	148,357,261	112,923,108	118,867,614	103,746,228	90,161,689	69,111,575	83,796,453	59,570,003	76,178,528	132,976,902
Gross A/R Write-Offs	2,102,310	1,118,785	1,144,204	-	700,206	1,078,499	1,019,136	1,002,716	608,772	884,446	786,011	1,128,781
A/R Recoveries	78,093	30,366	42,684	-	63,980	47,847	47,032	34,354	274,391	168,813	130,984	98,987

NSTAR Electric												
Description	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Reported Revenues	302,508,957	299,484,724	281,539,967	254,551,034	237,668,647	256,328,322						
Accounts Receivable	317,947,413	349,103,654	351,997,925	299,864,200	250,688,812	310,390,692						
Gross A/R Write-Offs	3,306,055	2,654,398	1,867,249	1,911,103	1,901,290	2,331,679						
A/R Recoveries	284,486	349,873	457,533	(330,010)	(227,559)	(240,608)						
NSTAR Gas												
Description	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Reported Revenues	124,216,262	107,472,799	96,040,456	68,281,074	37,023,774	20,141,709						
Accounts Receivable	126,758,698	140,862,679	133,237,421	115,652,394	80,904,693	69,127,408						
Gross A/R Write-Offs	1,006,757	765,489	568,184	844,038	659,054	643,495						
A/R Recoveries	73,668	78,998	136,567	(94,846)	(72,079)	(76,318)						
EGMA												
Description	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Reported Revenues	128,274,262	110,503,982	96,600,277	49,542,880	34,059,801	19,227,731						
Accounts Receivable	146,854,079	165,311,511	172,703,575	145,240,142	120,637,484	116,411,150						
Gross A/R Write-Offs	485,212	656,534	159,234	342,041	121,835	449,719						
A/R Recoveries	99,169	66,810	112,975	62,936	73,946	82,832						

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

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

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

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

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

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

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

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

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

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

		NSTAR Elect	ric Company	
2022	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None		Yes	None
February	None		Yes	None
March	None	\$71,900,000	Yes	None
April	None		Yes	None
May	None		Yes	None
June	None	\$71,900,000	Yes	None
July	None		Yes	None
August	None		Yes	None
September	None	\$71,900,000	Yes	None
October	None		Yes	None
November	None		Yes	None
December	None	\$71,900,000	Yes	None
Total 2022		\$287,600,000		

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
	\$50,000,000		

	Eversource Gas	Company of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$6,500,000	Yes	None
	\$26,000,000		

D.P.U. 20-58-D Data Collection Requirements (B) Financial Health Information - 2023

		NSTAR Elect	ric Company	
2023	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None	_	Yes	None
February	None		Yes	None
March	None	\$327,400,000	Yes	None
April	None		Yes	None
May	None		Yes	None
June	None		Yes	None
July				
August				
September				
October				
November				
December				
Total 2022		\$327,400,000		

	NSTAR Ga	s Company	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$14,200,000	Yes	None
None		Yes	None
None		Yes	None
None	\$14,200,000	Yes	None
	\$28,400,000		

	Eversource Gas	Company of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None	_	Yes	None
None	\$5,300,000	Yes	None
None		Yes	None
None	I	Yes	None
None	\$5,300,000	Yes	None
	\$10,600,000		

		ĺ					202	20					
E	MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
F	Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,005
L	ow Income Residential	89,743	90,679	91,284	91,213	90,805	91,025	91,260	92,556	93,314	95,036	91,752	94,327
5	Small C&I	160,051	161,208	160,466	159,553	160,711	160,474	159,829	158,618	158,925	163,750	155,461	165,204
r	Medium / Large C&I	4,883	4,930	4,937	4,983	4,929	4,908	4,908	4,978	4,971	4,895	4,908	4,939
	Streetlights	13,251	13,287	13,237	13,240	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,300
	Total	1,232,340	1,237,033	1,234,993	1,234,138	1,233,828	1,234,111	1,231,564	1,220,591	1,224,030	1,240,572	1,205,581	1,254,775
2	Number of customers, by customer class, disconnected during the period												
	Residential	893	1,062	489	0	0	0	0	0	0	0	0	0
	ow 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	28	77
	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	1,020	1,147	538	0		0	0	0	0	0	28	77
	Number of customers, by customer class receiving a 1st notice of disconnect during the period	-,	_,		-	-	-	-	-		-		
	Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	2
	ow Income Residential	129	118	53	0	0	0	0	0	0	13	1,345	0
	Small C&I	4,712	4,681	2.384	0	0	0	0	0	2,408	3.944	4,893	6,580
-	Medium / Large C&I	4,712	4,081	2,364	0	0	0	0	0	2,408	0	4,853	0,380
	Streetlights	11	14	8	0		0	0	0	4	5	8	10
	Fotal	44.223	44.443	21,663	0		0	0	0	2,412	11,965	6.465	6,592
F		44,223	44,443	21,003	0	U	•	•	•	2,412	11,505	0,403	0,332
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	24.597	22.805	12.235	0	0	0	0	0	0	1	1	1
	ow Income Residential	121	124	37	0	0	0	0	0	0	0	0	0
-	Small C&I	2,850	2,546	1,664	0		0	0	0	0	2,777	1,620	3,342
	Medium / Large C&I	2,830	2,546	1,004	0	0	0	0	0	0	2,777	1,620	3,342
		9	8	2	0		0	0	0	0	4	3	- 0
	Streetlights Fotal	27,577	25,483	13,938	0		0	0	0	0	2,782	1,624	3,348
-		21,311	25,465	13,930	U	U	U	U	U	U	2,762	1,024	3,340
	Number of customers, by customer class, reconnected during the period	587	738	246	11	1	0		0			1	
	Residential .ow Income Residential	18	18	346 13	3		0	0	0	0	0	0	0
	Small C&I	88	81	53	0		0	0	0	0	0	17	37
		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
	Fotal	693	837	412	14	1	0	0	0	0	0	18	37
-		093	837	412	14	1	U	U	U	U	U	16	3/
	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	1	0
	.ow Income Residential	18	16	13	0	0	0	0	0	0	0	0	0
	imall C&I	86	80	51	0		0	0	0	0	0	17 0	37 0
	Medium / Large C&I												0
	Streetlights Fotal	0	0	0	0	0	0	0	0	0	0	0	
-		683	824	407	0	0	0	0	0	0	0	18	37
	Number of customers, by customer class, assessed credit card fees or charges during the period												
		27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,924
-	Residential										0	0	0
L	ow Income Residential	0	0	0	0	0	0	0	0	0			
L	ow Income Residential	1,304	1,240	1,013	774	715	729	745	715	704	870	837	1,025
L S	ow Income Residential Grall C&I Medium / Large C&I	1,304 20	1,240 21	1,013 20	774 25	715 18	729 19	745 24	715 21	704 23	870 29	32	1,025
S N	ow Income Residential mall C&I Medium / Large C&I treetlights	1,304 20 6	1,240 21 5	1,013 20 7	774 25 2	715 18 2	729 19 3	745 24 5	715 21 1	704 23 3	870 29 4	32 3	38 5
L S N S	ow Income Residential imall C&I dedium / Large C&I streetlights fotal	1,304 20	1,240 21	1,013 20	774 25	715 18	729 19	745 24	715 21	704 23	870 29	32	
1 7	ow income Residential imall C&I Medium / Large C&I Streetlights footal understands when the second s	1,304 20 6 28,504	1,240 21 5 28,253	1,013 20 7 27,123	774 25 2 25,806	715 18 2 25,682	729 19 3 25,358	745 24 5 26,186	715 21 1 25,523	704 23 3 26,274	870 29 4 26,318	32 3 23,129	38 5 24,992
7 M	ow Income Residential small C&I wedium / Large C&I streetlights Otal wumber of customers, by customer class, assessed late payment fees or charges during the period Residential	1,304 20 6 28,504	1,240 21 5 28,253	1,013 20 7 27,123	774 25 2 25,806	715 18 2 25,682	729 19 3 25,358	745 24 5 26,186	715 21 1 25,523	704 23 3 26,274	870 29 4 26,318	32 3 23,129 0	38 5 24,992 0
L S N S T T F L	ow Income Residential mall C&I Medium / Large C&I streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Ow Income Residential	1,304 20 6 28,504 0	1,240 21 5 28,253 0 14	1,013 20 7 27,123	774 25 2 25,806 0	715 18 2 25,682 0	729 19 3 25,358 0	745 24 5 26,186 0	715 21 1 25,523 0	704 23 3 26,274 0	870 29 4 26,318 0	32 3 23,129 0 0	38 5 24,992 0 0
7 M 5	ow Income Residential mail C&I Wedium / Large C&I streetlights Total Wumber of customers, by customer class, assessed late payment fees or charges during the period Residential ow Income Residential mail C&I	1,304 20 6 28,504 0 16 25,728	1,240 21 5 28,253 0 14 25,117	1,013 20 7 27,123 0 8 12,303	774 25 2 25,806 0 0	715 18 2 25,682 0 0	729 19 3 25,358 0 0	745 24 5 26,186 0 0	715 21 1 25,523 0 0	704 23 3 26,274 0 0	870 29 4 26,318 0 0	32 3 23,129 0 0	38 5 24,992 0 0
7 N 5 1 7 S 1 8	ow Income Residential small C&I wedium / Large C&I streetlights total Wumber of customers, by customer class, assessed late payment fees or charges during the period Residential ow Income Residential imall C&I wedium / Large C&I	1,304 20 6 28,504 0 16 25,728 564	1,240 21 5 28,253 0 14 25,117 445	1,013 20 7 27,123 0 8 12,303 272	774 25 2 25,806 0 0 0	715 18 2 25,682 0 0 0	729 19 3 25,358 0 0 0	745 24 5 26,186 0 0 0	715 21 1 25,523 0 0 0 0	704 23 3 26,274 0 0 0	870 29 4 26,318 0 0 0	32 3 23,129 0 0 0 0	38 5 24,992 0 0 0
7 M S 1 7 M S N S N S N S N S N S N S N S N S N S	ow Income Residential mail C&I Wedium / Large C&I streetlights Total Wumber of customers, by customer class, assessed late payment fees or charges during the period Residential ow Income Residential mail C&I	1,304 20 6 28,504 0 16 25,728	1,240 21 5 28,253 0 14 25,117	1,013 20 7 27,123 0 8 12,303	774 25 2 25,806 0 0	715 18 2 25,682 0 0 0 0	729 19 3 25,358 0 0	745 24 5 26,186 0 0	715 21 1 25,523 0 0	704 23 3 26,274 0 0	870 29 4 26,318 0 0	32 3 23,129 0 0	38 5 24,992 0 0

							202	20					
	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	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	3,136
	Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	507
	Small C&I	42	59	53	45	36	46	50	41	1	5	6	6
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3,826	3,337	3,348	2,830	2,266	2,107	1,855	1,984	1,882	2,511	3,404	3,649
	Number of customers by customer class, completing deferred payment arrangements during the												
9	period(excluding Newstart and Covid AMP)	222	240	245	254	224	24.4	422	117	112	445	115	457
	Residential Low Income Residential	223 97	78	245 79	254 55	231 63	214 45	132 55	50	36	115 31	25	157 23
	Small C&I	7	0	4	2	12	14	10	4	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	327	318	328	311	306	273	197	171	148	146	140	180
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	1,865	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	3,249
	Low Income Residential	120	140	136	249	295	146	170	166	278	385	157	185
	Small C&I	74	52	54	78	50	52	61	31	5	2	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 2,059	0	0 2,107	0 2,199	0	0	0 1,142	0 1,135	0 1,693	0 2,651	0 1,779	3,434
		2,059	2,020	2,107	2,199	1,208	729	1,142	1,135	1,693	2,651	1,779	3,434
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)												
11	Residential	20	19	34	44	9	15	19	17	34	37	58	28
	Low Income Residential	1	0	4	9	2	3	1	5	1	3	1	2
	Small C&I	1	1	1	3	1	1	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	22	20	39	56	12	19	21	22	35	40	59	30
	Number of customers taking service at the beginning of the period under existing hardship protections (O												
12	exceptions with expiry March 31) or M , Y and S protections												
	Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	9,256
	Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833 0	5,747	5,604	45,646	46,619
	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	49,230	50,241	51,907	52,657	14,183	14,099	13,841	13,730	13,597	13,358	54,535	55,875
13	Number of customers completing hardship protections or M Y and S protections during the period	43,230	50,241	32,307	32,037	14,100	24,033	10,041	10,750	10,007	15,550	54,555	33,073
	Residential	161	168	2,857	122	87	61	66	52	64	42	64	41
	Low Income Residential	794	732	41,465	1,156	686	287	260	257	326	535	321	220
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	955	900	44,322	1,278	773	348	326	309	390	577	385	261
	No. 1. Annual Control of the Control												
14	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	156
	Residential Low Income Residential	1,093	1,474	1,173	44	337	226	234	184	260	4,297	1,087	1,408
	Small C&I	1,093	1,474	0	0	0	0	0	0	0	4,297	1,087	1,408
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,576	1,902	1,547	522	394	279	292	224	324	5,521	1,222	1,564
15	Number of customers, by customer class, completing an AMP program during the period												
15		0	0	0	0	0	0	0	0	0	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period	0 57	0 85	0 142	0 280	0 205	0 87	0 97	0 83	0 74	0 69	0 48	0 40
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	57 0	85 0	142 0	280 0	205 0	87 0	97 0	83 0	74 0	69 0	48 0	40
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I Medium / Large C&I	57 0 0	85 0 0	142 0 0	280 0 0	205 0 0	87 0 0	97 0 0	83 0 0	74 0 0	69 0 0	48 0 0	40 0 0
15	Number of customers, by customer class, completing an AMP program during the period Residential Low Income Residential Small C&I	57 0	85 0	142 0	280 0	205 0	87 0	97 0	83 0	74 0	69 0	48 0	40

							202	20					
Ī	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	478
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 197	0 386	0 422	7 67	833	724	0 686	746	0 1,105	977	0 1,029	478
	Number of customers, by customer class, re-enrolling in an AMP program during the period	197	300	422	707	655	724	000	740	1,105	5//	1,025	4/8
1	Residential	5	8	6	5	8	8	6	5	8	9	17	4
	Low Income Residential	132	265	358	543	596	540	503	444	664	515	447	197
Ī	Small C&I	0	0	2	3	21	27	69	190	285	707	427	485
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total (Control of the Control of the	137	273	366	551	625	575	578	639	957	1,231	891	686
18	Number of customers, by customer class, dropping off an AMP program during the period	0	0	0	0	0	0	0	0	0	0	0	0
	Residential Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	813
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
j	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	958	463	357	459	433	232	292	356	400	464	613	813
19	Number of customers enrolling in the low-income discount rate program during the period												
ļ	Residential	01 272	01 247	01 153	0 578	01.736	01 427	0 4 460	0 02 257	02.555	0	02.000	0 01 201
	Low Income Residential Small C&I	91,272	91,347 0	91,152	92,578 0	91,736 0	91,437	94,469	93,257	93,565	94,500	93,900	94,394
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
20	Number of customers dropping off the low-income discount rate program during the period												
Ī	Residential	Unable to Obtain	n Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I Streetlights												
ŀ	Total												
ľ													
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,729	4,696	4,661	4,602	4,537	4,443	4,384	4,325	2,754	2,682	2,629	2,572
	Medium / Large C&I	81	80 2	78 2	79 2	78 2	76 2	75 2	75 2	62	63	60	59
ŀ	Streetlights Total	4,812	4,778								2	2	
ŀ	Number of customers, by customer class, required to submit new deposits or increased deposits during the	4,012	7,770		4 683			-		2 212	2 747	2 691	2 633
22				4,741	4,683	4,617	4,521	4,461	4,402	2 2,818	2 2,747	2 2,691	2,633
j	period			4,741	4,683			-				-	2,633
	Residential	0	0	0	0	4,617	4,521	4,461	4,402	2,818	2,747	2,691	0
į	Residential Low Income Residential	0	0	0	0	4,617 0 0	4,521 0 0	4,461 0 0	4,402 0 0	2,818 0 0	0 0	2,691 0 0	0
	Residential Low Income Residential Small C&I	0	0 262	0 0 0	0 0 25	0 0 44	0 0 35	0 0 0 54	0 0 30	0 0 47	0 0 48	2,691 0 0	0 0 37
	Residential Low Income Residential Small C&I Medium / Large C&I	0 0	0 262 6	0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54	0 0 0 30	0 0 47 2	0 0 48 2	2,691 0 0 17 7	0 0 37 3
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 0 0	0 262 6 0	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total	0 0	0 262 6	0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54	0 0 0 30	0 0 47 2	0 0 48 2	2,691 0 0 17 7	0 0 37 3
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the	0 0 0	0 262 6 0	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Small C&I Sma	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Streetlights	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1	0 0 44 6	0 0 0 35 9	0 0 0 54 1	4,402 0 0 0 30 0	0 0 47 2	0 0 48 2 0	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period	0 0 0 0 0	0 262 6 0 268	0 0 0 0 0 0	0 0 25 1 0 26	4,617 0 0 44 6 0 50	4,521 0 0 0 35 9 0 44	4,461 0 0 0 54 1 0 55	4,402 0 0 0 30 0 0 30 30	2,818 0 0 0 47 2 0 49	2,747 0 0 48 2 0 50	2,691 0 0 17 7 7 0 24	0 0 37 3
23	Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 0 0 0	0 262 6 0 268	0 0 0 0	0 0 25 1 0 26	4,617 0 0 0 44 45 0 50	0 0 0 35 9	4,461 0 0 0 54 1 0 55	4,402 0 0 0 30 0	0 0 47 2	2,747 0 0 0 48 2 0 50	2,691 0 0 17 7 0	0 0 37 3
23	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period	0 0 0 0 0 Unable to Obtain	0 262 6 0 268	0 0 0 0 0 0	0 0 25 1 0 26	4,617 0 0 44 6 0 50	4,521 0 0 0 0 35 9 0 44	4,461 0 0 0 54 1 0 55	4,402 0 0 0 30 0 0 30 0	2,818 0 0 47 2 0 49	2,747 0 0 48 2 0 50	2,691 0 0 0 17 7 0 24	0 0 37 3 0 40
23	Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were reduced in part or foregone during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low income Residential	Unable to Obtain	0 262 6 0 268 1 Data 0 0 0 0 291	0 0 0 0 0 0 0	0 0 25 1 1 0 26	4,617 0 0 44 6 0 50	4,521 0 0 0 3 35 9 0 0 44	4,461 0 0 5 54 1 0 0 5 5 5 6 0 0 0 0 0 0 0 0 0 0 0 0 0	4,402 0 0 30 0 30 30 0 0 0 0	2,818 0 0 47 2 0 49	2,747 0 0 48 2 0 50	2,691 0 0 17 7 0 24	0 0 37 3 3 0 40
23	Residential Small C&I Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I Small	Unable to Obtain	0 262 6 0 268 1 Data 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 0 25 1 0 26	4,617 0 0 44 6 0 50 0 0 0 0 109	0 0 0 3 35 9 0 44 44	0 0 0 54 1 1 0 55 55	0 0 0 30 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0	2,818 0 0 47 2 0 49 49 0 0 1,618	2,747 0 0 48 2 0 50 0 0 120	2,691 0 0 0 17 7 0 24 0 0 0 0 0 0 0 0 17 17 7 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 37 3 0 40

							20	21					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,506
	Low Income Residential	94,295	95,430	96,547	97,375	97,808	97,685	97,848	97,759	98,064	95,841	98,617	97,338
	Small C&I	161,273	161,043	161,814	161,787	162,053	162,634	161,049	160,873	161,690	158,349	164,778	160,692
	Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998	4,986	4,950	4,990
	Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	13,069
	Total	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227	1,239,102	1,232,786	1,244,097	1,213,878	1,268,616	1,238,596
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	369
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	162	82	124	96	90	84	76	70	73	41	78	44
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	162	82	124	96	90	84	675	1,527	2.251	1,260	863	413
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period								_,	_,	-,		
3.1	Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	45,751
	Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507	6,640	2,959	142
	Small C&I	5,585	5,567	6.080	4,687	3,817	4.099	5,421	5,486	5.808	4,640	4.957	5,558
	Medium / Large C&I	0	0	0,080	4,087	3,817	4,033	0	3,480	0	4,040	4,937	0
	Streetlights	9	12	12	33	12	12	39	38	41	28	10	32
	Total	5,594	5,579	6.094	88,703	44.584	7,738	23,535	38.824	49,643	41,670	46,849	51,483
	TOTAL	3,334	3,373	0,034	00,703	44,304	7,730	23,333	30,024	45,043	41,070	40,043	31,403
2.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
3.2	Residential	0	0	1	2	0	1	3,220	11.891	15.519	14.538	15,142	25.197
	Low Income Residential	0	0	0	0	0	0	3,220	5.255	4,608	3,792	2.012	25,197
	Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,694	2,635
		3,008	2,041	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,094	2,033
	Medium / Large C&I		-		13	9	9	30		34		-	
	Streetlights Total	7 3,015	2, 649	10 2,992	2,400	1,850	2,217	5,741	16 19,317	23,033	18 20,863	19 19,867	27,969
		3,015	2,049	2,992	2,400	1,650	2,217	5,741	19,517	23,033	20,803	19,007	27,969
4	Number of customers, by customer class, reconnected during the period Residential			0	0	0	0	466	779	1,389	876	551	429
	Low Income Residential	0	0	0	0	0	0	26	424	659	367	163	14
	Small C&I	77	65	90	66	51		40	35	26	16	51	34
		0			00		0	0	0	20	10		
	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	0 77	-							-		0	
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders		0	0	0	0	0	0	0	0	0	0	0
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period	77	0 65	90	0 66	0 51	53	0 532	0 1,238	0 2,074	0 1,259	0 0 765	0 477
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential	77	0 65	0 90	0 66	0 51	0 53	0 532 367	0 1,238 649	0 2,074 1,186	0 1,259 765	0 0 765 479	0 477 357
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential	0 0	0 65 0	0 90 0	0 66 0	0 51 0	0 53 0 0	367 24	0 1,238 649 361	0 2,074 1,186 576	765 312	0 0 765 479 129	357 12
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential	0 0 71	0 65 0 0 65	0 90 0 0 85	0 66 0 0 61	0 51 0 0 0 50	0 53 0 0 51	367 24 38	0 1,238 649 361 34	0 2,074 1,186 576 25	765 312	0 0 765 479 129 48	357 12 34
	Total Number of ustomers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 71	0 65 0 0 65 0	0 90 0 0 0 85	0 66 0 0 61	0 51 0 0 0 50	0 53 0 0 51	367 24 38	0 1,238 649 361 34	0 2,074 1,186 576 25 0	765 312 16	0 0 765 479 129 48	357 12 34
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 0 0 71 0	0 65 0 0 65 0	0 90 0 0 85 0	0 66 0 0 61 0	0 51 0 0 0 50 0	0 53 0 0 0 51 0	367 24 38 0	0 1,238 649 361 34 0	0 2,074 1,186 576 25 0	765 312 16 0	0 0 765 479 129 48 0	357 12 34 0
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 0 71	0 65 0 0 65 0	0 90 0 0 0 85	0 66 0 0 61	0 51 0 0 0 50	0 53 0 0 51	367 24 38	0 1,238 649 361 34	0 2,074 1,186 576 25 0	765 312 16	0 0 765 479 129 48	357 12 34
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period	77 0 0 71 0 0 71	0 65 0 0 65 0 0	0 90 0 0 85 0 0	0 66 0 0 61 0 0	0 51 0 0 0 50 0 0	0 53 0 0 0 51 0 0	367 24 38 0 0	0 1,238 649 361 34 0 0	0 2,074 1,186 576 25 0 0 1,787	765 312 16 0 0 1,093	0 0 765 479 129 48 0 0	357 12 34 0 0 403
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential	77 0 0 71 0 0 71 25,606	0 65 0 0 65 0 0 65	0 90 0 0 85 0 0 85	0 66 0 0 61 0 61 0 25,848	0 51 0 0 0 50 0 0 50	0 53 0 0 51 0 51 26,768	367 24 38 0 0 429	0 1,238 649 361 34 0 0 1,044	0 2,074 1,186 576 25 0 0 1,787	0 1,259 765 312 16 0 0 1,093	0 0 765 479 129 48 0 0 656	357 12 34 0
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	77 0 0 71 0 0 0 71 25,606	0 65 0 0 65 0 0 65 23,539	0 90 0 0 85 0 0 85	0 66 0 0 61 0 0 61 25,848	0 0 0 0 50 0 0 0 50 50 50 50 26,013 0	0 0 0 0 51 0 51 26,768	367 24 38 0 0 429 28,866	0 1,238 649 361 34 0 0 1,044 31,502	1,186 576 25 0 0 1,787	0 1,259 765 312 16 0 0 1,093 35,995	0 0 765 479 129 48 0 0 0 656	357 12 34 0 0 0 403 34,063
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Small C	77 0 0 71 0 0 71 25,606 0 1,110	0 65 0 0 65 0 0 65 23,539 0	0 90 0 0 85 0 85 27,361 0	0 66 0 0 61 0 0 61 25,848 0 974	0 51 0 0 0 50 0 0 50 50 26,013	0 0 0 0 51 0 0 51 26,768	367 24 38 0 0 429 28,866 0 978	0 1,238 649 361 34 0 0 1,044 31,502 0 959	1,186 576 25 0 1,787 34,184 0	765 312 16 0 0 1,093 35,995 0	0 0 765 479 129 48 0 0 0 656 33,691	357 12 34 0 0 403 34,063 0
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I	77 0 0 0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 0 0 65 23,539 0 924 39	0 90 0 0 85 0 0 85 27,361 0 1,123	0 66 0 0 61 0 0 61 25,848 0 974 40	0 51 0 0 0 50 0 0 50 50 26,013 0 913	0 53 0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	0 1,238 649 361 34 0 0 1,044 31,502 959 32	0 2,074 1,186 576 25 0 1,787 34,184 0 970 31	765 312 16 0 0 1,093 35,995 0 1,139 66	0 0 765 479 129 48 0 0 656 33,691 0	357 12 34 0 0 0 403 34,063
	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Streetlights	0 0 0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 0 65 0 0 65 23,539 0 924 39	0 90 0 0 85 0 0 27,361 0 1,123 46	0 66 0 0 61 0 0 61 25,848 0 974 40	0 51 0 0 0 50 0 0 50 26,013 0 913 37 8	0 53 0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	0 1,238 649 361 34 0 0 1,044 31,502 0 959 32	0 2,074 1,186 576 25 0 0 1,787 34,184 0 970 31 8	0 1,259 765 312 16 0 0 1,093 35,995 0 1,139 66	0 0 765 479 129 48 0 0 656 33,691 0 1,066 75	357 12 34 0 0 403 34,063 0 1,151 86 8
6	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential 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	77 0 0 0 71 0 0 71 25,606 0 1,110 46	0 65 0 0 65 0 0 65 23,539 0 924 39	0 90 0 0 85 0 0 85 27,361 0 1,123	0 66 0 0 61 0 0 61 25,848 0 974 40	0 51 0 0 0 50 0 0 50 50 26,013 0 913	0 53 0 0 51 0 0 51 26,768 0 952 34	367 24 38 0 0 429 28,866 0 978 27	0 1,238 649 361 34 0 0 1,044 31,502 959 32	0 2,074 1,186 576 25 0 1,787 34,184 0 970 31	765 312 16 0 0 1,093 35,995 0 1,139 66	0 0 765 479 129 48 0 0 656 33,691 0	357 12 34 0 0 403 34,063 0
6	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period 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	0 0 0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 90 0 0 0 0 85 27,361 0 1,123 46 4 4 28,534	0 66 0 0 0 0 61 0 0 0 61 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 53 0 0 0 0 51 0 0 51 26,768 0 952 34 8 22,762	0 532 367 24 38 0 0 429 28,866 0 978 27 7	0 1,238 649 361 34 0 0 1,044 31,502 959 32 5 5	0 2,074 1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193	0 1,259 765 312 16 0 0 1,093 35,995 0 1,139 66 66 6	0 0 765 479 129 48 0 0 656 33,691 0 1,066 75 6	357 12 34 0 0 403 34,063 0 1,151 86 8
6	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Small C&I Small C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Small C&I Streetlights Total	77 0 0 71 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 0 65 0 0 0 65 0 0 0 0 0 0 0 0 0	0 90 0 0 85 0 0 0 5 85 27,361 0 1,123 46 4 4 4 28,534	0 66 0 0 61 0 0 0 51 51 25,848 0 974 40 975	0 0 0 0 50 50 50 50 50 913 37 7 8 26,971 0	0 0 0 0 0 51 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 532 367 24 38 0 0 9 429 28,866 0 978 27,7 7 29,878	0 1,238 649 361 34 0 0 1,044 31,502 0 959 32,2498 0 0	0 2,074 1,186 576 25 0 0 1,787 34,184 0 970 31 1 8 35,193	765 312 16 0 1,093 35,995 0 1,139 66 66 37,206	0 0 765 479 129 48 0 0 656 33,691 0 1,066 75 6	357 12 34 0 0 403 34,063 0 1,151 86 8 8 8 8
6	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Medium / Large C&I Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	77 0 0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 0 0 65 23,539 0 924 39 1 24,503 0 0 0	0 90 0 0 85 0 0 0 27,361 0 1,123 46 4 28,534	0 0 66 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 50 50 50 50 50 50 50 50 50 50	0 0 0 0 0 51 51 51 51 51 51 51 51 51 51 51 51 51	0 532 367 24 38 0 0 429 28,866 0 978 27 7 29,878 0 0	0 1,238 649 361 34 0 0 1,044 31,502 0 959 32 5 32,498	0 2,074 1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193 0 0	0 1,259 765 312 16 0 0 1,093 35,995 0 1,139 66 6 6 37,206	0 0 765 479 129 48 0 0 656 33,691 0 1,066 75 6 34,838	357 12 34 0 0 403 34,063 0 1,1551 86 8 8 35,308
6	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment 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	77 0 0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 0 0 65 23,539 0 924 39 1 1 24,503 0 0 0 0 0	0 90 0 0 0 85 0 0 27,361 0 1,123 46 4 4 28,534	0 0 66 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 51 1 0 0 0 0 0 0 0 0 0 0 0 0	0 532 367 367 367 367 367 367 367 367 367 367	0 1,238 649 361 34 0 1,044 31,502 959 32 5 32,498 0 0	0 2,074 1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193	312 16 0 0 1,259 16 0 1,093 35,995 0 1,139 66 6 37,206 0 0	0 0 765 479 129 48 0 0 656 556 33,691 0 1,066 75 6 34,838	357 12 34 0 0 403 34,063 0 1,151 86 8 8 35,308
6	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I 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 Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	77 0 0 71 0 0 71 25,606 0 1,110 46 5 26,767 0 0 0	0 65 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 90 0 0 0 85 0 0 0 0 27,361 0 1,123 46 4 4 28,534	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 532 367 367 367 367 367 367 367 367 367 367	0 1,238 649 361 34 0 0 0 1,044 31,502 0 9 59 32 2 5 8 32,498 0 0 0 0 0 0 0 0 0	0 2,074 1,186 576 25 0 0 0 1,787 34,184 0 0 970 31 8 35,193	0 1,259 765 312 16 0 0 1,093 35,995 0 66 6 37,206	0 0 765 479 129 48 0 0 656 33,691 0 1,066 75 6 34,838	357 12 34 0 0 0 403 34,063 0 1,151 86 8 8 35,308
6	Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment 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	77 0 0 71 0 0 71 25,606 0 1,110 46 5 26,767	0 65 0 0 65 0 0 65 23,539 0 924 39 1 1 24,503 0 0 0 0 0	0 90 0 0 0 85 0 0 27,361 0 1,123 46 4 4 28,534	0 0 66 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 51 1 0 0 0 0 0 0 0 0 0 0 0 0	0 532 367 367 367 367 367 367 367 367 367 367	0 1,238 649 361 34 0 1,044 31,502 959 32 5 32,498 0 0	0 2,074 1,186 576 25 0 0 1,787 34,184 0 970 31 8 35,193	312 16 0 0 1,259 16 0 1,093 35,995 0 1,139 66 6 37,206 0 0	0 0 765 479 129 48 0 0 656 556 33,691 0 1,066 75 6 34,838	357 12 34 0 0 403 34,063 0 1,151 86 8 8 35,308

							20	21					
	EMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	4,219	3,230	2,955	2,593	2,594	3,650	5,295	7,119	7,414	9,532	10,413	10,817
	Low Income Residential	480	388	355	323	312	420	626	880	801	1,012	1,473	1,640
	Small C&I Medium / Large C&I	0	0	0	0	0	6	8	11 0	7 0	15 0	18 0	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	1,7:00	5,222	5,522	_,	_,	1,010	0,010	2,020		20,000		
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	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0	0 142	0 250	0 212	0 189	0 299	249	300	309	0 338	510	0 560
		202	142	250	212	189	299	249	300	309	338	510	560
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)												
10	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)	16	0	20	16	27		58	00	0.5	00		
	Residential Low Income Residential	16 2	8	20	16	27	66		90	95 17	88 22	69 7	41
	Small C&I	0	0	0	0	5 1	7	6	7 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	10,337	10,463	10,587	7,184	6,828	7,420	7,187	7,353	7,110	6,982	7,105	8,254
	Low Income Residential	44,746	45,112	46,111	4,790	4,685	5,098	5,171	5,497	5,965	6,179	6,391	45,268
	Small C&I	0	0	0	0	0	9	0	0	0	1 0	0	0
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	55,083	55,575	56.698	11.975	11,518	12,527	12,358	12.850	13,076	13,162	13.496	53.522
13	Number of customers completing hardship protections or M Y and S protections during the period	55,555	20,212				,					20,100	55,522
	Residential	34	16	3,303	67	78	107	135	135	149	149	158	167
	Low Income Residential	221	160	46,697	295	185	174	182	215	287	475	397	364
	Small C&I	0	0	0	1	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	255	176	50,000	363	263	281	317	350	436	624	555	531
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
14	Residential	125	102	102	130	123	167	200	223	238	191	746	411
	Low Income Residential	1,148	1,363	808	421	346	381	407	858	690	604	43,168	1,572
	Small C&I	0	0	0	6	2	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,273	1,465	910	557	471	548	607	1,081	928	795	43,914	1,983
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	57 0	80	108	190	194	158 0	196 0	256 0	264	343 0	204	148
	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	57	80	108	190	194	158	196	256	264	343	204	148
		3/	OU	108	150	174	138	130	230	204	343	204	140

							202	21					
	EMA Electric	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513 0	559 0
	Small C&I Medium / Large 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	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513	559
17	Number of customers, by customer class, re-enrolling in an AMP program during the period			-,		_,	2,020	_,	_,	_,	_,	_,	
	Residential	1	2	2	4	2	7	8	14	9	7	5	4
	Low Income Residential	286	227	429	549	459	607	475	1,170	1,002	841	751	248
	Small C&I	536	377	427	253	184	229	209	148	177	154	177	180
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0 823	606	0 858	0 806	0 645	0 843	692	0 1,332	0 1,188	1,002	933	0 432
18	Number of customers, by customer class, dropping off an AMP program during the period	823	000	030	800	043	843	032	1,332	1,100	1,002	333	432
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
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	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255	97,752	98,263	92,469
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255	97,752	98,263	92,469
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential Low Income Residential												
	Low income Residential Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period									_		0	
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,508	2,485	2,459	2,452	2,431	2,401	2,357	2,365	2,362	2,350	2,349	2,337
	Medium / Large C&I	56	56	54	50	49	46	47	48	48	48	47	40
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	Total	2,566	2,543	2,515	2,504	2,482	2,449	2,406	2,415	2,412	2,400	2,398	2,379
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period Particular Control Cont			_	_				_				
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	30	47	57	73	62	35	62	92	70	90	97	59
	Medium / Large C&I	1	3	0	0	2	0	2	2	1	1	1	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31	50	57	73	64	35	64	94	71	91	98	59
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential												
	Low Income Residential Small C&I												
	Medium / Large C&I												
	Streetlights												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	94	70	83 2	81 4	83	91 4	106	84	73 1	102	98 2	71 7
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	98	73	85	85	86	95	107	85	74	103	100	78

EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	E
	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	L
Number of customers, by customer class										ļ		
Residential	973,956	960,324	974,815	968,249	958,556	975,991	967,924	968,890	967,991	969,642	972,729	
Low Income Residential	98,610	99,208	100,920	101,047	100,732	103,952	102,454	102,129	102,442	102,103	102,071	
Small C&I	162,661	159,991	163,800	161,698	158,596	164,174	161,642	162,149	162,232	161,251	162,996	
Medium / Large C&I	5,045	4,838	4,918	4,965	5,005	5,123	5,005	4,962	5,000	5,017	5,008	
Streetlights	13,072	12,984	13,043	13,006	12,949	13,095	12,998	12,982	12,999	12,984	12,960	
Total	1,253,344	1,237,346	1,257,495	1,248,966	1,235,837	1,262,334	1,250,024	1,251,111	1,250,664	1,250,996	1,255,764	
Number of customers, by customer class, disconnected during the period									•			_
Residential	206	468	1,377	1,545	2,189	2,108	2,085	3,121	3,238	3,128	1,437	
Low Income Residential	0	0	0	0	0	0	0	0	0		0	
Small C&I	64	67	111	56	30	65	46	53	32		-	+-
Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	1
	0	0	0	0	0	0	0	0	0			+
Streetlights												-
Total	270	535	1,488	1,601	2,219	2,173	2,131	3,174	3,270	3,170	1,543	
Number of customers, by customer class receiving a 1st notice of disconnect during the period										ļ		
Residential	41,709	36,250	53,731	10,889	10,336	45,037	33,304	47,003	46,395	44,613	40,141	
Low Income Residential	0	0	0	10,415	3,998	12,602	8,270	10,906	11,001	10,955	4,510	L
Small C&I	5,507	4,825	6,900	4,673	4,597	5,294	4,664	6,002	5,721	5,966	5,216	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	35	30	54	35	10	23	27	42	37	33	34	
Total	47.251	41.105	60.685	26.012	18.941	62,956	46,265	63,953	63,154	61,567	49,901	
			•			•		-	•			
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	18,839	19,552	26,179	18,875	8,513	10,398	20,317	20,785	21,770	23,136	22,707	1
Residential												+
Low Income Residential	0	0	0	3,841	4,515	4,235	6,661	6,026	6,095	6,420	2,815	-
Small C&I	2,438	2,087	3,102	2,827	2,543	2,232	2,280	2,934	2,798	3,064	2,840	-
Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
Streetlights	19	11	35	21	19	10	12	40	24		28	
Total	21,296	21,650	29,316	25,564	15,590	16,875	29,270	29,785	30,687	32,647	28,390	
Number of customers, by customer class, reconnected during the period		1										
Residential	164	360	1,120	1,396	866	1,161	1,123	1,799	2,065	1,936	975	
Low Income Residential	0	0	0	22	1,253	597	494	751	838	842	388	
Small C&I	41	39	59	36	21	49	32	35	18	29	60	
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	205	399	1,179	1,454	2,140	1,807	1,649	2,585	2,921		1,423	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	203	- 555	2,273	2,454	2,240	2,007	2,043	2,505	2,522	2,007	2,423	_
completed during the same period	159	349	1,007	1,206	715	1,109	1,074	1,702	2,011	1,869	942	+
Residential												1
Low Income Residential	0	0	0	18	1,083	571	451	708	801	817	371	1
Small C&I	40	39	57	34	19	48	30	34	17		57	1
Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
Streetlights	0	0	0	0	0	0	0	0	0			_
Total	199	388	1,064	1,258	1,817	1,728	1,555	2,444	2,829	2,714	1,370	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	30,962	29,840	33,466	35,598	35,043	36,661	40,826	42,623	44,754	45,071	40,289	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	994	1,017	1,206	1,370	1,173	1,305	1,282	1,460	1,523	1,556	1,456	T
Medium / Large C&I	53	58	50	87	78	94	47	76	45	88	45	t
Streetlights	5	8	6	6	9	8	8	6	8		11	1
Streetiignts Total		30,923	34,728		36,303	38,068		44,165	46,330		41,801	
	32,014	30,923	34,728	37,061	36,303	38,068	42,163	44,165	46,330	46,729	41,801	۰
Number of customers, by customer class, assessed late payment fees or charges during the period												1
Residential	0	0	0	0	0	0	0	0	0		0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	L
C II CO.	31,045	29,858	33,502	10,394	12,367	13,165	10,866	13,179	14,592	11,865	13,206	l T
Small C&I												
Small C&I Medium / Large C&I	734	760	804	203	204	243	191	290	329	276	271	
		760 823	804 876	203 487	204 476	243 487	191 398	502	329 549	276 489	271 567	<u> </u>

							20	22					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	10,412	8,711	9,603	9,386	10,578	8,797	7,084	8,378	8,193	8,120	7,929	8,558
	Low Income Residential	1,342	852	798	756	937	952	1,012	1,590	2,200	2,382	2,534	2,918
	Small C&I	28	33	45	44	54	59	49	50	40	36	32	44
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total Total	11,782	9,596	10,446	10,186	11,569	9,808	8,145	10,018	10,433	10,538	10,495	11,520
	Number of customers by customer class, completing deferred payment arrangements during the	11,702	3,330	10,440	10,100	11,303	3,000	0,143	10,010	10,433	10,550	10,433	11,520
9	period(excluding Newstart and Covid AMP)												
	Residential	326	297	420	419	448	484	396	392	282	367	415	390
	Low Income Residential	123	46	56	55	69	78	77	198	138	121	147	77
	Small C&I	1	2	7	9	5	7	2	8	3	3	8	3
	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	450	345	483	483	522	569	475	598	423	491	570	470
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)												
10	Residential	4,728	3,869	5,465	5,273	3,931	3,630	4,821	5,963	4,851	5,615	5,955	5,383
	Low Income Residential	242	158	331	502	570	1,079	1,173	2,231	1,742	2,045	2,162	1,183
	Small C&I	23	27	33	30	38	29	31	28	25	26	47	50
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4,993	4,054	5,829	5,805	4,539	4,738	6,025	8,222	6,618	7,686	8,164	6,616
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	18	14	32	32	33	37	61	88	81	86	101	64
	Low Income Residential	2	1	3	8	9	13	33	43	40	36	30	5
	Small C&I Medium / Large C&I	0	0	0	1 0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	20	15	35	41	42	50	94	132	122	122	131	69
	Number of customers taking service at the beginning of the period under existing hardship protections (O												
12	exceptions with expiry March 31) or M , Y and S protections												
	Residential	9,108	7,920	9,114	6,695	6,950	7,018	6,515	7,234	6,921	7,229	7,133	8,055
	Low Income Residential	43,944	41,966	47,364	5,169	5,557	6,494	6,456	7,379	7,540	7,921	8,481	46,812
	Small C&I	0	0	6	2	0	3	4	5	4	7	5	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	0	0	0 56.484	0	0	0	0	0	14.465	0	0 15.619	54.872
		53,052	49,886	56,484	11,866	12,507	13,515	12,975	14,618	14,465	15,157	15,619	54,872
13	Number of customers completing hardship protections or M Y and S protections during the period Residential	131	128	153	2,487	177	129	169	172	187	227	243	147
	Low Income Residential	405	578	587	46,595	432	253	299	400	592	811	1,000	664
	Small C&I	0	0	0	40,393	0	233	2 2 2	1	0	0	1,000	004
	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	536	706	740	49,097	609	384	470	573	779	1,038	1,243	811
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	420	413	540	251	230	235	239	297	274	299	1,161	472
	Low Income Residential	1,410	1,422	2,041	703	1,237	829	688	879	910	1,145	48,006	1,960
	Small C&I Medium / Large C&I	0	0	15 0	1 0	0	4 0	0	0	3	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,830	1,835	2,596	955	1,467	1,068	928	1,177	1,187	1,444	49,167	2,432
15	Number of customers, by customer class, completing an AMP program during the period	2,000	2,000	2,000	333	2,107	2,000	J20	2,2	2,207	2,	35,201	2)***2
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	190	292	364	426	451	430	379	268	244	202	150	133
	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	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	190	292	364	426	451	430	379	268	244	202	150	133

	1						20	22					
ſ	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,190	540
	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 Total	282	0 10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,190	540
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	202	10,024	330	2,505	5,030	2,507	2,201	2,540	2,520	1,557	2,250	3-10
	Residential	106	1	6	6	21	7	7	13	10	12	11	2
	Low Income Residential	4,716	133	466	1,242	2,411	1,197	966	1,069	905	958	526	167
	Small C&I	147	145	122	125	0	130	82	99	90	115	91	90
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0		0
	Streetlights Total	4,969	0 279	0 594	1,373	2,432	1,334	1,055	1,181	1,005	1,085	628	259
18	Number of customers, by customer class, dropping off an AMP program during the period	4,505	273	354	1,373	2,432	1,554	1,033	1,101	1,003	1,003	020	233
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	1,762	1,468	1,972
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0		0
•	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0		0
•	Streetlights Total	0 2,158	0 1,303	7,846	0 1,283	0 1,391	0 1,439	0 2,154	0 1,631	0 1,637	1,762	0 1,468	0 1,972
19	Number of customers enrolling in the low-income discount rate program during the period	2,130	1,303	7,040	1,203	1,371	1,433	2,134	1,031	1,037	1,702	1,400	1,712
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886	102,532	103,639	104,193
	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 Total	98,476	99,695	0 101,418	0 102,445	102,422	0 103,551	0 102,759	101,843	0 102,886	102,532	0 103,639	104,193
20	Number of customers dropping off the low-income discount rate program during the period	38,470	33,033	101,418	102,443	102,422	103,331	102,733	101,043	102,880	102,552	103,039	104,155
20	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights Total												
	1000												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0		0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0		0
	Small C&I Medium / Large C&I	2,333 44	2,333 41	2,328 42	2,354 41	2,350 42	2,321 42	2,335 44	2,352 43	2,406 46	2,419 47	2,429 49	2,476
	Medium / Large C&i Streetlights	2	2	42	41	3	42	2	43	2	2	2	42
	Total	2,379	2,376	2,372	2,398	2,395	2,365	2,381	2,397	2,454	2,468	2,480	2,520
	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
•	Low Income Residential Small C&I	0 87	0	0 77	0 109	71	0	0 111	0	0	0	0 62	102
	Small C&I Medium / Large C&I	4	91 0	1	109	3	63 0	3	66	110	80	2	102
	Streetlights	0	0	0	1	0	0	0	0	0	0		0
	Total	91	91	78	110	74	63	114	66	113	82	64	107
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential												
<u> </u>	Low Income Residential												
	Low Income Residential Small C&I												
	Low Income Residential Small C&I Medium / Large C&I Streetlights												
	Low Income Residential Small C&I Medium / Large C&i Struetlights Total												
24	Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period												
24	Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0	0	0	0	0	0	0	0	0	0		0
24	Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
24	Low income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low income Residential	0 91	0 91	0 99	0 83	0 75	0 92	0 97	0 49	0 56	0 67	0 52	0 45
24	Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0 52 0	0

							20	23					
	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	974,106	969,552	970,684	970,484	967,053	973,759						
	Low Income Residential	104,173	104,869	106,468	107,602	108,687	109,393						
	Small C&I	164,163	163,302	162,623	162,412	162,403	163,498						
	Medium / Large C&I	4,384	4,387	4,440	4,373	4,459	4,428						
	Streetlights	12,896	12,309	12,335	12,345	12,316	12,293						
	Total	1,259,722	1,254,419	1,256,549	1,257,216	1,254,919	1,263,372	0	0	0	0	0	0
2	Number of customers, by customer class, disconnected during the period												
	Residential	272	488	890	1,563	2,026	1,485						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	80	63	78	70	68	61						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	352	551	968	1,633	2,094	1,546	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	16,577	25,094	39,099	25,232	44,827	41,981						
	Low Income Residential	90	69	174	14,879	11,064	10,885						
	Small C&I	5,412	4,856	6,592	5,058	6,235	6,204						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	52	32	47	25	43	69				_		
	Total	22,131	30,051	45,912	45,194	62,169	59,139	0	0	0	0	0	0
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	7,711	9,311	21,333	14,128	20,373	22,035						
	Low Income Residential	71 2,466	71 2,262	114 3,246	2,506 2,700	9,724 3,206	7,141						
	Small C&I	-		3,240			3,476						
	Medium / Large C&I	0	0		0	0	0						
				4.0	10	17							
	Streetlights Total	23 10 271	22 11 666	46 24 739	19 19 353	17 33 320	34 32 686	0	0	0	0	0	0
4	Total	10,271	11,666	46 24,739	19 19,353	33,320	34 32,686	0	0	0	0	0	0
4	Total Number of customers, by customer class, reconnected during the period	10,271	11,666	24,739	19,353	33,320	32,686	0	0	0	0	0	0
4	Total	10,271 237			19,353 1,145			0	0	0	0	0	0
4	Total Number of customers, by customer class, reconnected during the period Residential Low Income Residential	10,271 237 6	11,666 349 10	24,739 741 12	19,353 1,145 22	916 829	32,686 836 530	0	0	0	0	0	0
4	Total Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I	237 6 50	11,666 349 10 63	741 12 41	19,353 1,145 22 41	33,320 916	32,686 836	0	0	0	0	0	0
4	Total Number of customers, by customer class, reconnected during the period Residential Low Income Residential	10,271 237 6	11,666 349 10	24,739 741 12	19,353 1,145 22	916 829 44	836 530 32	0	0	0	0	0	0
4	Total Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I	237 6 50	11,666 349 10 63 0	741 12 41 0	19,353 1,145 22 41 0	916 829 44 0	836 530 32 0	0	0	0	0	0	0
4	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	237 6 50 0	349 10 63 0	741 12 41 0	19,353 1,145 22 41 0	916 829 44 0	836 530 32 0						0
	Total Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	237 6 50 0 293	349 10 63 0 422	741 12 41 0 0 794	19,353 1,145 22 41 0 1 1,209	916 829 44 0 0	836 530 32 0 0 1,398						0
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	237 6 50 0	349 10 63 0	741 12 41 0	19,353 1,145 22 41 0	916 829 44 0	836 530 32 0						0
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period	237 6 50 0 293 227 4	11,666 349 10 63 0 0 422 337 10	741 12 41 0 0 794	19,353 1,145 22 41 0 1 1,209	916 829 44 0 0	836 530 32 0 0 1,398						0
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I S	10,271 237 6 50 0 293 227 4 50	11,666 349 10 63 0 0 422 337 10 60	741 12 41 0 0 794 708 12 39	19,353 1,145 22 41 0 1 1,209 1,092 21 41	916 829 44 0 0 1,789	32,686 836 530 32 0 0 1,398 797 493						0
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	10,271 237 6 50 0 0 293 227 4 50	11,666 349 10 63 0 0 422 337 10 60 0	741 12 41 0 0 794 708 12 39	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0	33,320 916 829 44 0 0 1,789 849 724 41 0	32,686 836 530 32 0 0 1,398 797 493 29 0						0
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Small C&I Streetlights	237 6 50 0 293 293 227 4 50 0	11,666 349 10 63 0 0 422 337 10 60 0	741 12 41 0 0 794 708 12 39 0	19,353 1,145 22 41 0 1,1209 1,092 21 41 0 0 1	916 829 44 0 0 1,789 849 724 41 0	32,686 836 530 32 0 1,398 797 493 29 0	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	10,271 237 6 50 0 0 293 227 4 50	11,666 349 10 63 0 0 422 337 10 60 0	741 12 41 0 0 794 708 12 39	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0	33,320 916 829 44 0 0 1,789 849 724 41 0	32,686 836 530 32 0 0 1,398 797 493 29 0						0
	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Small C&I Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period	237 6 50 0 293 227 4 50 0 0	349 10 63 0 0 422 337 10 60 0 0	741 12 41 0 0 794 708 12 39 0 0 759	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 1 1,155	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,614	32,686 836 530 32 0 0 1,398 797 493 29 0 0 1,319	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential	237 6 50 0 0 293 227 4 50 0 0 2281	349 10 63 0 0 422 337 10 60 0 0 47 10 35,114	741 12 41 0 0 794 708 12 39 0 0 0 0 41,470	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 1 1,155	33,320 916 829 44 0 0 1,789 849 724 41 0 0 0	32,686 836 530 0 0 1,398 797 493 29 0 1,319	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	237 6 50 0 0 293 227 4 50 0 0 281 35,501	349 10 63 0 0 422 337 10 60 0 0 47 47 35,114	741 12 41 0 0 794 708 708 122 39 0 0 0 41,470	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 0 1,155 213 0	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,614	32,686 836 530 0 0 1,398 797 493 29 0 1,319	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495	349 10 63 0 0 422 337 10 60 0 407 35,114 0 1,536	24,739 741 12 41 0 0 794 708 12 39 0 0 41,470 0 1,704	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 0 1 1,155 213 0 1,598	33,320 916 829 44 0 0 1,789 724 41 0 0 1,614	32,686 836 530 0 0 1,398 797 493 29 0 0 1,319 0 0 1,319	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential 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 credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495	349 10 63 0 0 422 337 10 60 0 0 407 35,114 0 1,536	741 12 41 0 0 794 78 12 39 0 0 0 759 41,470 0 1,704	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 1,155 213 0 1,598 1,058	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,514	32,686 836 530 0 0 1,398 797 493 29 0 1,319 0 1,319	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential 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 Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights	237 6 50 0 0 293 227 4 4 50 0 0 281 35,501 1,495 83	349 10 63 0 0 0 422 337 10 60 0 0 407 35,114 0 1,536 55	741 12 41 0 0 794 708 12 39 0 0 0 759 41,470 41,470 48	19,353 1,145 22 41 0 1,129 1,092 21 41 41 0 0 1,209 1,092 21 41 0 0 1,155 213 0 0 1,598 105	33,320 916 829 44 0 0 1,789 724 41 0 0 1,614 0 1,651 78	32,686 836 530 0 0 1,398 797 493 29 0 0 1,319 0 0 1,319 11941 127	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Mumber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Mumber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Medium / Large C&I Streetlights Total	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495	349 10 63 0 0 422 337 10 60 0 0 407 35,114 0 1,536	741 12 41 0 0 794 78 12 39 0 0 0 759 41,470 0 1,704	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 1,155 213 0 1,598 1,058	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,514	32,686 836 530 0 0 1,398 797 493 29 0 1,319 0 1,319	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Mumber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495 83 11 37,090	349 10 63 0 0 422 337 10 60 0 0 47 10 60 0 1,536 55 12 36,717	24,739 741 12 41 0 0 794 708 12 39 0 0 759 41,470 41,470 48 48 43,236	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 1 1,155 213 0 1,598 105 8 1,924	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,614 0 1,733	32,686 836 530 0 0 1,398 797 493 29 0 1,319 0 1,941 127 144 2,082	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period 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	237 6 50 0 0 293 227 4 50 0 0 281 35,501 1,495 83 11 37,090	349 10 63 0 0 422 337 10 60 0 0 47 35,114 0 1,536 55 12 36,717	741 12 41 0 0 794 708 12 39 0 0 759 41,470 48 43,236	19,353 1,145 22 41 0 1,129 1,092 21 41 1,155 1,155 1,1598 105 8 1,924	33,320 916 829 44 0 0 1,789 724 41 0 0 1,614 0 0 1,733	32,686 836 530 0 0 1,398 797 493 29 0 0 1,319 0 1,941 127 14 2,082	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495 83 11 37,090	349 10 63 0 0 422 337 10 60 0 407 35,114 0 1,536 55 12 36,717 0 0	741 12 41 0 0 794 78 12 39 0 0 0 0 78 12 39 0 0 0 0 41,470 0 41,470 0 1,704 48 14 43,236	19,353 1,145 22 41 0 1 1,209 1,092 21 41 0 1 1,155 213 0 1,1598 105 8 1,924	33,320 916 829 44 0 0 1,789 724 41 0 0 1,614 0 1,733	32,686 836 530 0 0 1,398 797 493 29 0 0 1,319 0 0 1,319 27 14 2,082	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495 83 11 37,090	349 10 63 0 0 422 337 10 60 0 422 35,114 0 1,536 55 12 36,717 0 0 14,005	24,739 741 12 41 0 0 794 708 12 39 0 0 1,704 41,470 0 1,704 43,236	19,353 1,145 22 41 0 1,129 1,092 21 41 0 1,1505 1,598 1,924 0 0 11,506	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,651 1,651 788 4 1,733	32,686 836 530 0 0 1,398 797 493 90 0 1,319 0 0 1,319 14 2,082	0	0	0	0	0	0
5	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed credit card fees or charges during the period 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 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	237 6 50 0 0 293 227 4 50 0 0 281 35,501 1,495 83 11 37,090 0 0	349 10 63 0 0 422 337 10 60 0 407 35,114 5,55 12 36,717 0 0 14,105 243	24,739 741 12 41 0 0 794 708 12 39 0 0 1,704 48 48 43,236 0 0 1,704 48 20,7	19,353 1,145 22 41 0 1,1209 1,092 21 41 1,155 213 0 0 1,598 1,598 1,598 0 0 1,506 1,506 1,506 1,506 1,506	33,320 916 829 44 0 0 1,789 724 41 0 0 1,614 0 0 1,651 78 4 1,733	32,686 836 530 0 0 1,398 797 493 29 0 1,319 0 1,1941 127 144 2,082	0	0	0	0	0	0
5 6	Number of customers, by customer class, reconnected during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	237 6 50 0 0 293 227 4 50 0 0 281 35,501 0 1,495 83 11 37,090	349 10 63 0 0 422 337 10 60 0 422 35,114 0 1,536 55 12 36,717 0 0 14,005	24,739 741 12 41 0 0 794 708 12 39 0 0 1,704 41,470 0 1,704 43,236	19,353 1,145 22 41 0 1,129 1,092 21 41 0 1,1505 1,598 1,924 0 0 11,506	33,320 916 829 44 0 0 1,789 849 724 41 0 0 1,651 1,651 788 4 1,733	32,686 836 530 0 0 1,398 797 493 0 0 1,319 0 0 1,319 1 2,082	0	0	0	0	0	0

							20	23					
	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	8,470	6,408	7,035	6,615	8,227	8,471						
	Low Income Residential	2,302	1,419	1,310	933	1,050	1,534						ļ
	Small C&I	56 0	32	45	41	42	53						ļļ
	Medium / Large C&I Streetlights	0	0	0	0	0	0						
	Total	10,828	7,859	8,390	7,589	9,319	10,058	0	0	0	0	0	0
	Number of customers by customer class, completing deferred payment arrangements during the	10,020	7,033	0,330	7,303	3,313	10,030	•					
9	period(excluding Newstart and Covid AMP)												
,	Residential	314	242	398	273	443	440						
	Low Income Residential	87	61	113	67	137	150						
	Small C&I	12	4	6	6	3	17						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	413	307	517	346	583	607	0	0	0	0	0	0
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												ļ , , , , ,
10	(excluding Newstart and Covid AMP)												ļ
	Residential	3,478	3,146	5,425	5,532	5,498	5,531		-		1		ļ/
	Low Income Residential Small C&I	177 41	168 43	179 55	258 47	1,101 62	1,880 54				-		
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	3,696	3.357	5,659	5.837	6,661	7,465	0	0	0	0	0	0
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	3,050	3,337	3,033	3,037	0,001	7,403	•					
11	(excluding Newstart and Covid AMP)												
	Residential	44	45	84	61	66	61						
	Low Income Residential	3	1	2	8	37	30						
	Small C&I	4	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	51	46	86	69	103	91	0	0	0	0	0	0
	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	8,594	8,537	9,586	6,320	6,903	6,811						
	Low Income Residential	48,209	45,581	50,903	5,773	6,107	7,070						
	Small C&I	6	7	8	5	8	8						ļ
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights Total	56,809	54,125	60,497	0 12,098	0 13,018	13,889	0	0	0	0	0	
13	Number of customers completing hardship protections or M Y and S protections during the period	30,803	34,123	00,437	12,056	13,018	13,003		0				
13	Residential	96	136	180	2,947	211	191						—
	Low Income Residential	566	531	775	47,164	782	436		+		1		
	Small C&I	0	1	1	8	3	1						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	662	668	956	50,119	996	628	0	0	0	0	0	0
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period										1		
	Residential	449	478	701	211	271	268						
	Low Income Residential	1,756	1,778	2,180	638	1,648	1,052				1		ļ/
	Small C&I	2	0	6	4	3	1		-		-		Ļ——/
	Medium / Large C&I	0	0	0	0	0	0				1		├── /
	Streetlights Total	0 2,207	0 2,256	0 2,887	0 853	0 1,922	0 1,321	0	0	0	0	0	
15		2,207	2,256	2,887	853	1,922	1,321	0	0	0	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0		+		1		
	Low Income Residential	321	160	163	280	190	189		+		1		ļ —
	Small C&I	0	0	0	0	190	0		+		1		
	Medium / Large C&I	0	0	0	0	0	0		+		1		
	Streetlights	0	0	0	0	0	0						
	Total	321	160	163	280	190	189	0	0	0	0	0	0
		721	200	200	_30	250	200		•				

							20	123					
ſ	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	2,153	14,518	410	2,424	4,009	1,803						
	Small C&I	0	0	0	0	0	0						
. ,	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0					-	
	Total	2,153	14,518	410	2,424	4,009	1,803	0	0	0	0	0	0
17	Number of customers, by customer class, re-enrolling in an AMP program during the period Residential	5	101	4	8	18	20						
	Low Income Residential	1,629	8,051	96	678	3,039	1,224						
	Small C&I	96	84	111	59	82	83						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	1,730	8,236	211	745	3,139	1,327	0	0	0	0	0	0
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	1,363	895	819	9,558	1,795	2,051						
J	Small C&I (Total C&I)	0	0	0	0	0	0						
J	Medium & Large C&I	0	0	0	0	0	0						
J	Streetlights Total	0 1,363	0 895	0 819	9,558	0 1,795	0 2,051	0	0	0	0	0	•
19	Number of customers enrolling in the low-income discount rate program during the period	1,303	032	019	2,338	1,795	2,031	U	U	- 0	U	U	U
15	Residential	0	0	0	0	0	0						
- 1	Low Income Residential	104,434	106,355	107,458	108,828	109,446	109,492						
- 1	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	104,434	106,355	107,458	108,828	109,446	109,492	0	0	0	0	0	0
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I Streetlights												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	2,524	2,580	2,578	2,600	2,601	2,634						
	Medium / Large C&I	42	41	41	42	42	44						
. ,	Streetlights Total	2	2	2	2	2	2						
		2,568	2,623	2,621	2,644	2,645	2,680	0	0	0	0	0	0
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period Residential	0	0	0	0	0	0						
J	Low Income Residential	0	0	0	0	0	0						
J	Small C&I	98	120	73	115	60	108						
- 1	Medium / Large C&I	1	1	0	1	1	2						
	Streetlights	0	0	0	0	0	0						
	Total	99	121	73	116	61	110	0	0	0	0	0	0
ı	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential												
J	Low Income Residential												
J	Small C&I												
J	Medium / Large C&I												
į,	Streetlights Total												
24	Total			1								l l	
24	Total Number of customers, by customer class, whose deposits were returned in full during the period	0	0	0	0	n	0						
24	Total	0	0	0	0	0	0						
24	Total Number of customers, by customer class, whose deposits were returned in full during the period Residential												
	Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0	0	0 93 0	0 59 1	0						
	Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I	0 48	0 64	0 75	0 93	0 59	0 75	0	0	0	0	0	0

	Ī						20	20					
Ī	NMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	lumber 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
	ow Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	mall C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	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
L	treetlights	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	4,516
L	otal	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	lumber of customers, by customer class, disconnected during the period												
I	tesidential	605	668	322	0	0	0	0	0	0	0	0	0
L	ow Income Residential	0	0	26	0	0	0	0	0	0	0	0	0
ŀ	mall 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
	itreetlights Total	620	678	0 353	0	0	0 0	0	0 0	0	0	0 27	0 7
		620	6/8	353	U	U	U	U	U	U	U	21	/
	Number of customers, by customer class, receiving disconnection notices during the period Residential	8,020	7,920	4,415	0	0	0	0	0	1	1,709	108	0
H	ow Income Residential	767	553	338	0	0	0	0	0	0	65	3	0
ŀ	imall C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	974
ľ	Medium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	60
ŀ	treetlights	91	84	57	0	0	0	0	0	15	50	28	51
	otal	10,267	9,749	5,553	1	0	0	0	0	239	2,476	648	1,085
4	lumber of customers, by customer class, reconnected during the period												
	Residential	370	449	259	8	6	7	1	1	0	1	1	0
	ow Income Residential	102	71	43	0	2	0	1	0	1	2	0	0
	mall 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
	treetlights	2	0	0	0	0	0	0	0	0	0	1	0
	otal	507	549	326	11	9	7	3	1	1	3	14	5
	lumber of customers, by customer class, assessed reconnection fees or charges during the period												
ı	tesidential	367	437	259	5	7	4	2	0	1	0	1	0
I	ow Income Residential	102	71	42	0	2	0	0	0	0	2	0	3
	imall 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
	itreetlights Total	506	538	0 324	0 7	0 10	0 4	0 3	0 0	0 1	0 2		0 7
	Number of customers, by customer class, assessed credit card fees or charges during the period	306	536	324	,	10	4	3	U	1		12	
٥	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
ŀ	ow Income Residential	2,618	2,773	2,755	3,033	3,032	3,143	3,219	2,816	3,037	2,772	2,538	2,423
	mall C&I	321	351	294	194	186	188	205	189	199	186	165	225
Ī	Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	11
	treetlights	20	15	15	10	11	16	13	12	13	13	12	16
	otal	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	lumber 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
L	ow Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	imall C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	0
L	Medium / Large C&I	97	101	58	0	0	0	0	0	0	0	0	0
L	itreetlights Total	239	235	158	0	0	0	0	0	0	0	0	0
	···	2,869	2,933	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												
	ayment arrangements Residential	761	796	788	843	637	573	615	668	784	940	970	1,350
	ow Income Residential	383	299	288	285	232	186	201	188	236	268	196	208
	imall 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
	irreetlights	2	0	0	1	7	5	8	5	2	5	15	24
	otal	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	1,765
ľ													
9	lumber of customers by customer class, completing deferred payment arrangements during the period												
Ī	Residential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	143
Ī	ow Income Residential	245	294	223	109	142	83	86	52	61	60	38	45
	mall C&I	257	241	161	11	12	12	24	13	10	26	71	73
	Medium / Large C&I	9	8	7	1	0	0	0	0	1	5	3	4
	treetlights	11	12	4	0	1	0	2	1	1	1	4	6
	otal	1,680	2,048	1,437	397	388	290	294	219	213	231	269	271

						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												
Residential	1,587 344	1,841	1,492	473 187	366 212	437 177	477 176	551 178	707 237	689 159	1,039 124	535 135
Low Income Residential Small C&I	284	398 242	369 169	28		39	35	36	60	94	192	167
Medium / Large C&I	8	8	9	0		4	0	0	0	9	11	7
Streetlights	11	12	6	5		4	3	0	5	12	13	. 8
Total	2,234	2,501	2,045	693		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		8	3	7	6	9	6	4
Small C&I	7	4	6	2		0	0	0	0	0	0	5
Medium / Large C&I	0	0	0	0		0	0	0	0	0	0	0
Streetlights Total	80	113	99	37		20	14	28	34	43	55	72
1000	80	113	33	37	Li	20	14	28	34	43	33	12
12 Number of customers taking service at the beginning of the period under existing hardship protections												
Residential	2,750	3,198	3,344	3,527	3,580	3,594	3,628	3,701	3,738	3,800	1,738	1,742
Low Income Residential	34,568	36,655	36,941	37,372	38,565	38,721	38,893	40,845	41,235	41,886	39,062	39,872
Small C&I	0	0	0	0		0	0	0	0	0	0	0
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	37,318	39,853	40,285	40,899	42,145	42,315	42,521	44,546	44,973	45,686	40,800	41,614
Number of customers completing hardship protections during the period	10	158	23	27	27	6	4	34	12	2.020	79	4 00-
Residential Low Income Residential	16 45	158	23	27 5		1	8	24 64	12	3,820 42,517	100	1,001 796
Small C&I	0	0	0	0		0	0	0	0	42,517	0	796
Medium / Large C&I	0	0	0	0		0	0	0	0	0	0	0
Streetlights	0	0	0	0		0	0	0	0	0	0	0
Total	61	357	46	32	91	7	12	88	25	46,337	179	1,797
14 Number of customers enrolling in new hardship protections during the period												
Residential	465	305	204	80	37	39	83	60	71	42	1,803	86
Low Income Residential	2,112	512	449	1,197	213	171	1,977	455	650	638	39,917	804
Small C&I	0	0	0	0		0	0	0	0	0	0	0
Medium / Large C&I Streetlights	0	0	0	0		0	0	0	0	0	0	0
Total	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	2,577	017	055	2,2,7	250	210	2,000	515	7==	555	42,720	030
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	55	41	42	53		100	62	55	51	32	45	14
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	55	41	42	53	66	100	62	55	51	32	45	14
16 Number of customers, by customer class, enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
Small C&I	0	0	0	0		0	0	0	0	0	0	0
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	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
Low Income Residential Small C&I	10	5	7	13	12	7	5	7	10	9	15 0	10
Smail C&I Medium / Large C&I	0	0	0	0		0	0	0	0	0	0	0
Streetlights	0	0	0	0		0	0	0	0	0	0	0
Total	10	5	7	13		7	5	7	10	9	15	10
18 Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
Small C&I (Total C&I)	0	0	0	0		0	0	0	0	0	0	0
Medium & Large C&I (not available)	0	0	0	0		0	0	0	0	0	0	0
Streetlights Table	0	0	0	0		0	0	0	0	0	0	0
Total	453	265	122	167	130	98	179	213	222	190	168	323

							202	0					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	120	122	11	47	7	10	18	26	97	72	468	782
	Low Income Residential	102	111	11	49	20	9	28	52	51	63	382	342
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I 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
		222	233	22	96	21	19	46	/8	148	135	850	1,124
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												ļ
21	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	57	50	31	36	33	28	28	27	18	20	32	28
	Medium / Large C&I	0	0	2	2	1	0	5	4	4	1	2	0
	Streetlights	1	1	2	1	1	0	4	1	2	0	2	2
	Total	58	51	35	39	35	28	37	32	24	21	36	30
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
22	period												ŀ
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	44	33	37	15	14	27	16	19	34	25	31	29
	Medium / Large C&I	2	0	1	0	1	7	1	1	2	2	5	4
	Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
	Total	47	38	40	16	15	38	19	22	37	28	40	33
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												ļ
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 Total	1 4	0 3	0 9	1 6	0	0	1 3	0	0 14	0	0	0
		4	3	9	ь	2	1	3	4	14	4	4	4
24	Number of customers, by customer class, whose deposits were returned in full during the period	0	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	0
	Small C&I	48	26	42	15	17	21	27	16	413	33	21	25
	Medium / Large C&I	48	0	2	15	2	1	0	2	413	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
	10101	30	20	44	10	22	23	21	10	443	30	22	23

	Γ						202	1					
	WMA Electric	Jan	Feb	Mar	Apr	Мау	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
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080	22,077	22,067	22,060
	Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228	1,228	1,208	1,224
	Streetlights Total	4,528 221,767	4,521 221,842	4,518 221,150	4,521 222,112	4,514 222,056	4,508 222,445	4,495 222,470	4,499 223,044	4,493 222,210	4,474 222,634	4,564 222,781	4,541 222,951
2		221,/6/	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
	Low Income Residential	0	0	0	0	0	0	0	0	1,843		0	
	Small C&I	36	30	14	27	7	16	16	19	19		9	
	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	
	Total	36	30	14	27	7	16	287	651	1,862	797	515	
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
	Low Income Residential	0	0	0	0	0	0	1,247	4,107	2,764	2,296	1,266	155
	Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	1,178
	Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	97
	Streetlights	72	23	52	42	42	47	47	51	66	43	50	97
	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
	Low Income Residential	0	0	0	0	0	0	10	119	541	281	144	49
	Small C&I	16	21	11	22	9	10	8	15	15	18	15	23
	Medium / Large C&I	1	0	0	0	0	0	0	0	0		0	
	Streetlights	0	0	0	1	1	2	0	0	0		0	
	Total	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
	Low Income Residential	0	0	0	0	0	0	14	146	538	279	146	35
	Small C&I	15	6	10	23	9	11	9	15	15		11	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
	Streetlights Total	16	0 6	0 10	23	0 9	2 13	0 88	0 311	0 1,244	0 668	0 445	
6	Number of customers, by customer class, assessed credit card fees or charges during the period	10	U	10	23	9	13	88	311	1,244	008	443	201
0	Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	5,852
	Low Income Residential	2,958	2,662	3,251	2,906	2,700	2.940	3,143	3,404	3,856	4,027	3,823	3,087
	Small C&I	250	233	235	239	213	235	191	241	245	208	303	361
	Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	29
	Streetlights	13	17	11	12	12	17	18	17	15	22	25	20
	Total	7,425	6,941	8,257	7,347	6,939	7,469	7,981	8,842	9,896	10,364	10,258	9,349
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	(
	Small C&I	0	0	0	0	0	0	0	0	0		0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
	Streetlights	0	0	0	0	0	0	0	0	0		0	
	Total	0	0	0	0	0	0	0	0	0	0	0	922
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	Т	T	T	T		T		T		1		
8	payment arrangements												
	Residential	864	675	481	817	695	720	1,372	1,473	1,811	3,184	2,915	2,359
	Low Income Residential	163	135	116	191	172	214	334	330	450	588	607	452
	Small C&I	149	159	131	177	140	114	88	72	62	106	100	88
	Medium / Large C&I	6 20	9 17	7	8 27	5	7 17	2	4 8	2	0	0	3
	Streetlights Total	1,202	995	746	1,220	16 1,028	1,072	10 1,806	1,887	2,330		3,631	2,909
		1,202	335	746	1,220	1,028	1,072	1,005	1,00/	2,330	3,060	3,031	2,905
9	Number of customers by customer class, completing deferred payment arrangements during the period												
9	Residential	160	134	186	155	116	163	244	364	824	847	704	900
	Low Income Residential	72	45	103	64	45	50	64	102	268	277	187	116
					127	65	79	114	102	105			124
		1/17											
	Small C&I	142	100	78 3							127 4	121	
		142 8 5	100	3	0	1 5	3	2	4 7	4		2	6

Number of customers, by customer date, considing in two deformed payment arrangements during the period 141, 152, 152, 152, 152, 153,								202	1					
Perfectival Act Ac	٧	MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Personnel														
Common invented to 1,00														
Secretary Secr														2,313 276
Member Secretary Secreta														174
Secondary Seco														10
Trial														7
Secretarial														2,780
Committee	1 N	umber of customers, by customer class, renegotiating deferred payment arrangements during the period												
Section Company Comp														134
Medical Large CSI														26
Property Property														5
Part Market of contoners tabling service at the beginning of the period under existing hardship protections 12														
Number of customers taking service at the beginning of the period under existing hardship protections														165
Processor Proc			3,		23	27		00	20	5.	203	270	200	103
Processor Proc	2 N	umber of customers taking service at the beginning of the period under existing hardship protections												1
Secretary Color			825	2,591	2,573	8,756	7,382	7,739	2,062	1,990	2,110	3,980	2,398	2,017
Medium / Large C&Al	_			39,633						-				39,368
Secretarists 0														0
Federal														0
12 Member of outstomers completing hardship protections during the period 28 1,423 1,566 266 66 16 77 4,063 478 1,000														0 41,385
Evisionitial Evisionitia			40,696	42,224	43,019	49,562	46,1//	49,895	43,344	44,063	44,885	45,678	40,886	41,385
Control control Control Co	_		28	82	1 0/13	1.656	235	603	6	10	7	4.063	/178	1,189
Second Column C	_													250
Protect Prot	_													0
Total Number of outsomer enrolling in new hardship protections during the period	N	edium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Number of customers exerolling in new hardship protections during the period Sesidential Sesid	St	reetlights												0
Residential	_		52	152	1,091	5,156	347	869	12	34	8	46,733	629	1,439
Marchier Residential 1,475 865 863 1,701 3,322 857 944 749 830 992 30,564 Medium / Large C&L 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0														
Mediu (Jarge Câi														70
Medium / Large C&I 0 0 0 0 0 0 0 0 0														759 0
Streetlights 0 0 0 0 0 0 0 0 0														0
Total														0
Residential 0 0 0 0 0 0 0 0 0													35,133	829
Low Income Residential 46 32 47 39 5 13 20 31 32 24 16	.5 N	umber of customers, by customer class, completing an AMP program during the period												
Small C&I Columbra Columbra														0
Medium / Large C&I														27
Streetlights														
Total Mumber of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, re-nolling in an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period Number of customers, by customer class, dropping off an AMP program during the period														0
Number of customers, by customer class, enrolling in an AMP program during the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0														27
Residential 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	_		-10			33	-	10	20	52				
Low Income Residential 270 176 386 321 435 1,283 473 1,215 736 581 321			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				176						1,215			321	169
Streetlights 170tal 270 176 386 321 435 1,283 473 1,215 736 581 321	Sı	nall C&I								-				0
Total														0
Number of customers, by customer class, re-enrolling in an AMP program during the period 0 0 0 0 0 0 0 0 0														0
Residential 0 <th< td=""><td>_</td><td></td><td>2/0</td><td>1/6</td><td>386</td><td>321</td><td>435</td><td>1,283</td><td>4/3</td><td>1,215</td><td>/36</td><td>581</td><td>321</td><td>169</td></th<>	_		2/0	1/6	386	321	435	1,283	4/3	1,215	/36	581	321	169
Low Income Residential 145 22 37 26 42 72 106 233 257 147 141			0	0	0	0	0	0	0	0	0	0	0	0
Small C&I Medium / Large C&I Medium & Large C&I Medium & Large C&I (not available) Medium	_													153
Medium / Large C&i														0
Streetlights 0 0 0 0 0 0 0 0 0														0
Number of customers, by customer class, dropping off an AMP program during the period 0	St	reetlights												0
Residential 0 0 0 0 0 0 0 0 0	_		145	22	37	26	42	72	106	233	257	147	141	153
Low Income Residential 259 117 172 189 201 223 274 208 490 531 509 Small C&I (Total C&I) 0 </td <td></td>														
Small C&I (Total C&I) 0														0
Medium & Large C&I (not available) 0														842
														0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0	0	0	0		0	0	0	0	0		0
Streenights 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0														842

							202	21					
	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	04		4 505	627	450	543	74	102	455	477	1.000	011
	Residential Low Income Residential	94 95	60 314	1,505	627 478	459 193	542 177	74 78	103 44	155 45	177 144	1,066 196	911 76
	Small C&I	95	0	0	4/8	193	0	78 0	0	45	0	196	76
	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			-,000	-,								
21	period												J
	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												J
22	period Desired			•									
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	25	15	36	34	29	32	46	29	43	36	35	42
	Medium / Large C&I	0	1	6	1	0	4	6	2	43	2	0	1
	Streetlights	1	1	4	1	2	1	7	0	1	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												
23	period												J
	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 Small C&I	33	28	32	27	36	14	48	28	26	27	-	36
	Smail C&I Medium / Large C&I	33 1	0	6	27	36	14	48 7	3		1	41	36 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
	1000	34	29	40	32	30	10	02	34	20	20	43	42

	Ī						20	122					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	154,908	154,542	154,078	153,676	153,428	153,236	153,135	153,143	153,037	153,125	153,199	153,697
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
	Small C&I	22,226	22,189	22,270	22,221	22,228	22,299	22,249	22,268	22,323	22,304	22,285	22,261
	Medium / Large C&I	1,220	1,194	1,210	1,203	1,207	1,202	1,204	1,219	1,215	1,211	1,221	1,209
	Streetlights	4,525	4,536	4,536	4,527	4,542	4,518	4,524	4,524	4,495	4,505	4,534	4,561
	Total	223,220	223,453	223,697	223,642	223,654	223,594	223,641	223,935	223,902	224,205	224,310	224,373
2	Number of customers, by customer class, disconnected during the period												
	Residential	407	469	368	474	668 0	981	1,182	1,227	1,150	1,205	616	203
	Low Income Residential	0 15	13	0 26	0 23	32	31	0 22	0 7	0 28	0 20	0 10	0 18
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0		0	0	18
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	422	482	394	497	700	1,012	1,204	1,234	1,178	1,225	626	221
3	Number of customers, by customer class, receiving disconnection notices during the period						_,	_,;	-,	_,	-,		
-	Residential	8,951	4,065	7,258	1,075	2,392	8,795	9,446	10,872	12,840	9,003	7,390	4,602
	Low Income Residential	0	0	0	2,417	2,301	5,092	4,153	4,874	5,774	4,669	1,256	148
	Small C&I	66	53	58	669	855	912	837	871	971	845	725	913
	Medium / Large C&I	826	773	1,051	44	52	48	53	45	51	18	12	11
	Streetlights	123	113	125	97	97	120	103	110	131	77	94	105
	Total	9,966	5,004	8,492	4,302	5,697	14,967	14,592	16,772	19,767	14,612	9,477	5,779
4	Number of customers, by customer class, reconnected during the period												
	Residential	340	358	290	364	270	7	513	571	612	590	4,549	224
	Low Income Residential	0	0	0	8	142	1	477	397	411	430	3,214	10
	Small C&I	15	14	27	16	17	0	16	12	13	12	183	13
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	355	372	317	388	429	8	1,006	980	1,036	1,032	7,946	247
5		333	3/2	317	300	429		1,006	960	1,036	1,032	7,940	247
5	Number of customers, by customer class, assessed reconnection fees or charges during the period Residential	337	353	277	350	151	333	491	473	552	501	415	200
	Low Income Residential	0	0	0	23	254	324	491	486	465	517	202	27
	Small C&I	9	8	20	17	18	18	16	14	13	13	10	14
	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	346	361	297	390	423	675	998	973	1,030	1,031	627	241
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	5,427	5,146	5,535	5,669	5,540	6,076	6,826	7,193	7,446	7,797	6,707	6,139
	Low Income Residential	2,377	2,577	2,957	3,091	3,791	4,132	5,003	5,387	5,511	5,413	4,305	3,307
	Small C&I	202	261	291	287	359	318	326	299	289	382	276	387
	Medium / Large C&I	12	11	11	23	29	50	42	32	34	22	28	23
	Streetlights Total	19	20	23	25	24	9	29	24	24	31	21	29
_		8,037	8,015	8,817	9,095	9,743	10,585	12,226	12,935	13,304	13,645	11,337	9,885
7	Number of customers, by customer class, assessed late payment fees or charges during the period		0		^	0	^		0	0	^	0	0
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low income Residential Small C&I	2,857	2,911	3,426	2,315	2,353	2,294	2,637	2,349	2,583	3,053	2,634	2,402
	Smail C&l Medium / Large C&l	2,857	130	178	106	2,353	2,294	122	2,349	2,583	65	2,634	39
	Streetlights	254	265	314	195	199	201	209	214	215	255	211	179
	Total	3,252	3,306	3,918	2,616	2,646	2,577	2,968	2,649	2.887	3,373	2,911	2,620
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	.,			,			,	,		-,-		,
8	payment arrangements												
	Residential	2,559	2,539	2,128	2,798	2,180	1,539	2,535	2,655	2,194	2,976	3,145	2,293
	Low Income Residential	620	455	316	466	391	526	1,018	1,402	1,511	2,091	2,172	1,305
	Small C&I	106	98	94	103	86	86	88	80	92	99	109	95
	Medium / Large C&I	6	4	4	3	4	1	4	2	2	1	1	2
	Streetlights	7	9	6	9	12	7	8	9	9	7	3	3
	Total	3,298	3,105	2,548	3,379	2,673	2,159	3,653	4,148	3,808	5,174	5,430	3,698
	Number of sustances by sustance class completing deferred												
9	Number of customers by customer class, completing deferred payment arrangements during the period Residential	1,008	844	670	699	204	488	1,156	1,132	1,259	1,309	1,190	1,008
	Residential Low Income Residential	79	72	68	86	114	488 190	438	517	553	644	430	1,008
	Small C&I	135	120	125	153	119	124	147	107	136	115	116	114
	Medium / Large C&I	3	4	3	4	4	3	3	1	0	0	2	1
	Streetlights	5	5	6	6	8	4	7	8	7	13	5	7
	Total	1,230	1,045	872	948	449	809	1,751	1,765	1,955	2,081	1,743	1,286
		_,_50	-,3		- 10			_,. 51	_,. 55	_,_,_	_,	_,. 10	

							2022	!					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential	2,548	2,175	2,529	1,750	1,081	2,274	2,783	2,596	2,810	2,867	2,185	1,742
	Low Income Residential	266	259	330	279	663	1,068	1,579	1,749	1,788	1,757	867	303
	Small C&I	187	167	192	210	182	182	197	169	172	164	166	142
	Medium / Large C&I	3	7	7	6	6	5	1	2	2	1	2	1
	Streetlights	14	10	9	15	11	9	10	7	13	11	5	8
11	Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period	3,018	2,618	3,067	2,260	1,943	3,538	4,570	4,523	4,785	4,800	3,225	2,196
11	Residential	39	86	121	40	61	97	49	144	146	47	95	102
	Low Income Residential	1	6	14	3	28	50	45	125	124	47	56	46
	Small C&I	3	4	6	0	3	4	2	3	3	1	4	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights Total	43	96	141	44	94	152	96	272	273	96	155	153
						• • •							
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	1,392	1,341	1,366	1,700	1,718	1,798	2,060	2,090	2,107	3,500	542	1,360
	Low Income Residential Small C&I	39,803 0	40,861	41,757 0	42,385 0	43,170 0	43,170 0	44,312 0	44,956 0	45,592 0	44,951 0	10,258	41,744
	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	41,195	42,202	43,123	44,085	44,888	44,968	46,372	47,046	47,699	48,451	10,800	43,104
13	Number of customers completing hardship protections during the period						425	40	20	24	2.542	670	567
	Residential Low Income Residential	0 5	9 33	54 2	92 26	60 55	125 12	13 19	28 40	21 34	3,643 45,847	679 262	567 146
	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	5	42	56	118	115	137	32	68	55	49,490	941	713
14	Number of customers enrolling in new hardship protections during the period Residential	169	190	140	120	136	115	109	107	88	144	1,995	183
	Low Income Residential	1,098	993	959	832	624	826	717	696	786	909	41,969	985
	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 1,183	0 1,099	9 52	7 60	941	0	0 803	874	0	0 43,964	0 1,168
15	Total Number of customers, by customer class, completing an AMP program during the period	1,267	1,183	1,099	952	760	941	826	803	8/4	1,053	43,964	1,168
13	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	15	21	29	36	41	44	81	306	31	44	58
	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 34	0 15	0 21	0 29	0 36	0 41	0 44	0 81	0 306	0 31	44	58
16	Number of customers, by customer class, enrolling in an AMP program during the period		25		23	50			01	500			50
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3,850	91	199	333	790	932	675	346	478	495	260	147
	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	3,850	91	199	333	790	932	675	346	478	495	260	147
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 Small C&I	42	16 0	9	186 0	620 0	376 0	326 0	301 0	337 0	250 0	162 0	42 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	42	16	9	186	620	376	326	301	337	250	162	42
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential Low Income Residential	0 480	0 452	0 1,323	0 1,493	956	530	0 650	0 664	717	0 515	0 352	0 568
	Small C&I (Total C&I)	480	452	1,323	1,493	956	0	050	0	0	212	352	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	480	452	1,323	1,493	956	530	650	664	717	515	352	568

							202	2					
	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												1
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
	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	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
20	Number of customers dropping off the low-income discount rate program during the period												L
	Residential	81	139	125	80	101	131	87	99	115	425	929	367
	Low Income Residential	264	49	6	71	40	19	90	59	43	221	201	75
	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	345	188	131	151	141	150	177	158	158	646	1,130	442
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												l
21	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	35	39	31	27	21	26	28	25	32	28	27	29
	Medium / Large C&I	0	0	1	0	3	1	1	1	0	0	3	0
	Streetlights	1	1	1	2	0	2	1	3	0	1	0	1
	Total	36	40	33	29	24	29	30	29	32	29	30	30
	Number of customers, by customer class, required to submit new deposits or increased deposits during the	30	40	33		2.7	2.5	50		52	23	- 50	
22	period												1
	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	23	30	42	32	17	34	31	45	31	54	51	66
	Medium / Large C&I	2	0	1	3	0	3	2	4	1	2	3	4
	Streetlights	1	3	2	3	3	2	3	6	2	4	2	4
	Total	26	33	45	38	20	39	36	55	34	60	56	74
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												ļ
	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	10	4	9	11	2	8	7	12	7	18	14	17
	Medium / Large C&I	0	0	0	0	0	0	1	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	10	4	9	11	2	8	8	12	7	18	14	17
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	
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	25	26	34	46	40	45	29	31	33	24	20	27
	Medium / Large C&I	0	2	4	6	2	2	0	0	0	0	0	3
	Streetlights	4	1	0	2	0	3	1	1	2	0	1	1
	Total	29	29	38	54	42	50	30	32	35	24	21	31

							202	23					
	WMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	153,560	153,279	153,011	152,831	152,516	152,335						
	Low Income Residential	42,900	43,404	43,807	44,042	44,366	44,150						
	Small C&I	22,426	22,621	22,901	22,711	22,762	22,743						
	Medium / Large C&I	784	780	804	814	825	797						
	Streetlights	4,441	4,688	8,236	4,570	4,483	4,481						
	Total	224,111	224,772	228,759	224,968	224,952	224,506	0	0	0	0	0	
2	Number of customers, by customer class, disconnected during the period												
	Residential	402	235	253	586	1,876	873						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	14	12	20	19	15	21						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	416	247	273	605	1,891	894	0	0	0	0	0	
3	Number of customers, by customer class, receiving disconnection notices during the period												
	Residential	3,146	3,604	6,432	7,816	8,698	11,533						
	Low Income Residential	208	129	126	7,206	4,420	5,261						
	Small C&I	1,021	623	1,040	894	942	932				 		
	Medium / Large C&I	23	44	26	24	16	23				 	 	
	Streetlights	95	75	107	94	109	115	-	_				
	Total	4,493	4,475	7,731	16,034	14,185	17,864	0	0	0	0	0	(
4	Number of customers, by customer class, reconnected during the period										 		
	Residential	307	177	206	321	528	352				 		
	Low Income Residential	13	6	7	14	557	470						
	Small C&I	11	6	12	12	11	16						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights Total	0	0	0 225	0 347	2	0 838	0	0	0	0	0	
_		331	189	225	347	1,098	838	U	0	0	0	0	
5	Number of customers, by customer class, assessed reconnection fees or charges during the period												
	Residential	283	165	195	304	438	348						
	Low Income Residential	33	16	16	31	639	470						
	Small C&I	11	6	13	12	11	13						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights Total	0 327	0 187	0 224	0 347	0 1,088	0 831	0	0	0	0	0	
_		327	107	224	347	1,000	031	U	U	U	- 0	- 0	
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential	6,555	6,309	6,958	36	0	0						
	Low Income Residential	3,704	3,519	3,960	11	1	0						
		361	307	334	264	265	345						
	Small C&I Medium / Large C&I	19	24	334	17	15	16						
		22	27	28	22	20	18						
	Streetlights Total	10,661	10,186	11,310	350	301	379	0	0	0	0	0	
,		10,001	10,100	11,310	330	301	3/9	J	U	U	- 0	- 0	
′	Number of customers, by customer class, assessed late payment fees or charges during the period Residential	0	0	0	0	0	0				 		
	kesidentiai Low Income Residential	0	0	0	0	0	0				+		+
	Low income Residential Small C&I	2,497	2,718	2,583	2,207	2,703	2,520				+		+
	Smail C&I Medium / Large C&I	2,497	2,718	2,583	2,207	2,703	2,520				 		
	Streetlights	184	210	205	159	194	204				+		
	Total	2,736	3,011	2,854	2,415	2,952	2,770	0	0	0	0	0	
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	2,730	3,011	2,034	2,413	2,332	2,770	J	U	- 0	-	- 0	
8	payment arrangements											1	
٠	Residential	2,335	2,150	1,825	2,484	2,481	2,099				<u> </u>	 	
	Low Income Residential	945	764	497	669	826	1,165					 	
	Small C&I	115	104	84	104	102	73				<u> </u>	 	
	Medium / Large C&I	2	2	2	3	6	5				<u> </u>	 	
	Streetlights	6	6	4	3	4	6				<u> </u>		t
	Total	3,403	3,026	2,412	3,263	3,419	3,348	0	0	0	0	0	
		5,.33	5,023	-,	5,255	5,.13	5,540						<u> </u>
9	Number of customers by customer class, completing deferred payment arrangements during the period											1	
	Residential	637	487	709	965	1,157	1,338				1		T
	Low Income Residential	134	112	125	162	747	604					<u> </u>	
	Small C&I	103	85	111	138	117	151				<u> </u>		t
	Medium / Large C&I	0	2	4	2	2	2					<u> </u>	
		o l											+
	Streetlights	4	4	1	2	2	5	l l	1				

		Z023 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov													
J	WMA Electric	Jan	Feb	Mar	Apr	May			Aug	Sep	Oct	Nov	Dec		
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	1,728	1,670	2,120	2,124	2,704	2,328								
	Residential Low Income Residential	292	290	329	565	2,704	1,431								
ı	Small C&I	153	135	169	185	165	201								
	Medium / Large C&I	1	5	4	6	6	3								
ı	Streetlights	6	7	2	4	7	5								
	Total	2,180	2,107	2,624	2,884	5,136	3,968	0	0	0	0	0	0		
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	33	79	94	44	85	115								
ı	Low Income Residential	9	10	17	7	57	104								
ı	Small C&I	1	1	2	1	2	3								
ı	Medium / Large C&I	0	0	0	0	0	0								
ŀ	Streetlights Total	0	1	0	0	0	0		_			_	_		
ı	Total	43	91	113	52	144	222	0	0	0	0	0	0		
12	Number of customers taking service at the beginning of the period under existing hardship protections														
_	Residential	1,135	1,467	1,597	1,967	2,131	2,178								
	Low Income Residential	42,397	43,286	44,076	44,439	45,135	45,712								
ı	Small C&I	0	0	0	0	0	0								
	Medium / Large C&I	0	0	0	0	0	0								
ļ	Streetlights Total	0 43,532	0 44,753	0 45,673	0 46,406	0 47,266	0 47,890	0	0	0	0	0	0		
13	Number of customers completing hardship protections during the period	43,332	44,733	43,073	40,400	47,200	47,030		Ů						
	Residential	4	22	48	41	78	89								
ı	Low Income Residential	0	6	52	47	71	100								
ı	Small C&I	0	0	0	0	0	0								
ı	Medium / Large C&I	0	0	0	0	0	0								
ı	Streetlights Total	0 4	0 28	0 100	0 88	0 149	0 189	0	0	0	0	0	0		
14	Number of customers enrolling in new hardship protections during the period	-	20	100	00	143	103		Ů						
Ť.	Residential	359	225	183	197	130	51								
ı	Low Income Residential	895	824	712	736	650	553								
ı	Small C&I	0	0	0	0	0	0								
ŀ	Medium / Large C&I	0	0	0	0	0	0								
ŀ	Streetlights Total	0 1,254	0 1,049	0 895	933	780	0 604	0	0	0	0	0	0		
15	Number of customers, by customer class, completing an AMP program during the period	2,254	2,045	033	300	700	554								
	Residential	0	0	0	0	0	0								
ı	Low Income Residential	64	51	50	67	76	64								
ı	Small C&I	0	0	0	0	0	0								
ŀ	Medium / Large C&I Streetlights	0	0	0	0	0	0								
ı	Total	64	51	50	67	76	64	0	0	0	0	0	0		
16	Number of customers, by customer class, enrolling in an AMP program during the period								-		-	_			
	Residential	0	0	0	0	0	0								
ļ	Low Income Residential	5,833	80	126	424	1,077	342								
ŀ	Small C&I Modium / Large C&I	0	0	0	0	0	0				1	-			
ı	Medium / Large C&I Streetlights	0	0	0	0	0	0								
ı	Total	5,833	80	126	424	1,077	342	0	0	0	0	0	0		
17	Number of customers, by customer class, re-enrolling in an AMP program during the period														
ŀ	Residential	0	0	0	0	0	0								
ŀ	Low Income Residential	3,543	15	30	126	457	160				1				
ŀ	Small C&I Medium / Large C&I	0	0	0	0	0	0					-			
ŀ	Streetlights	0	0	0	0	0	0				1				
ŀ	Total	3,543	15	30	126	457	160	0	0	0	0	0	0		
18	Number of customers, by customer class, dropping off an AMP program during the period														
ı	Residential	0	0	0	0	0	0								
J	Low Income Residential	145	452	898	3,014	771	617								
J	Small C&I (Total C&I) Medium & Large C&I (not available)	0	0	0	0	0	0					-			
ŀ	Streetlights	0	0	0	0	0	0				1				
	Total	145	452	898	3,014	771	617	0	0	0	0	0	0		

							202	23					
	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						
	Low Income Residential	42,900	43,404	43,807	44,042	44,366	44,150						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights	0	0	0	0	0	0						
	Total	42,900	43,404	43,807	44,042	44,366	44,150	0	0	0	0	0	0
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	93	71	104	56	132	143						
	Low Income Residential	44	68	50	74	129	73						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights Total	0 137	0 139	0 154	0 130	0 261	216	0	0	0	0	0	0
		137	139	154	130	261	216	U	U	U	U	U	0
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
21	Residential	0	0	0	0	0	0						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	38	45	45	32	51	29						
	Medium / Large C&I	0	2	2	2	0	0						
	Streetlights	1	2	3	2	1	1						
	Total	39	49	50	36	52	30	0	0	0	0	0	0
	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						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	44	53	59	45	48	48						
	Medium / Large C&I	3	0	0	3	2	1						
	Streetlights	5	2	5	2	2	7						
	Total	52	55	64	50	52	56	0	0	0	0	0	0
	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						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	15	9	19	13	15	16						
	Medium / Large C&I	0	0	0	0	0	0						
	Streetlights Total	0 15	1 10	2 21	0 13	0 15	0 16	0	0	0	0	0	0
24	Number of customers, by customer class, whose deposits were returned in full during the period	15	10	21	13	15	16	U	U	U	U	U	- 0
24	Residential	0	0	0	0	0	0				1		\vdash
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	38	23	78	36	18	30						
	Medium / Large C&I	2	1	0	1	0	0				+		
	Streetlights	0	0	0	0	1	0				+		
	Total	40	24	78	37	19	30	0	0	0	0	0	0
		-10		70	37	13	30	v		· ·	J		

						20						
NSTAR Gas Company	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	L
Number of customers, by customer class	1											
Residential	242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,376	240,752	
Low Income Residential	29,036	29,560	29,801	30,012	29,948	30,099	29,967	30,820	30,531	30,987	29,748	
Small C&I	24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	
Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	
Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	
Number of customers, by customer class, disconnected during the period												
Residential	0		0	0	0	0	0	0	0			
Low Income Residential	0		0	0	0	0	0	0	0			
Small C&I	29		38	0	0	0	0	0	0			
Medium / Large C&I	0		0	0	0	0	0	0				
Total	29	86	38	0	0	0	0	0	0	0	3	
Number of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	1	
Low Income Residential	20	24	17	0	0	0	0	0	0		0	
Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	
Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	
Total	5,858	6,869	4,814	0	0	0	0	0	598	277	366	
				i i						i i		
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	1 '		ļ	, !						, !	ı	
Residential	2,797	3,253	1,596	0	0	0	0	0	0	1	1	Г
Low Income Residential	20	21	7	0	0	0	0	0	0		0	Г
Small C&I	374	575	407	0	0	0	0	0	0		156	
Medium / Large C&I	79	79	51	0	0	0	0	0	0		9	
Total	3,270	3,928	2,061	0	0	0	0	0			166	
Number of customers, by customer class, reconnected during the period	3,270	5,520	2,001		-	Ů		·		354	100	_
Residential	0	0	0	10	0	0	0	0	0	0	0	
	0		0	11	0	0	0	0	0			
Low Income Residential												
Small C&I	11		26	1 0	0	0	0	0	0			
Medium / Large C&I	0		0		0	0	0	0				
Total	11	57	26	22	0	0	0	0	0	0	1	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	1		l	ı					, !	ı	i	
completed during the same period												
Residential	0		0	0	0	0	0	0	0			
Low Income Residential	0		0	0	0	0	0	0	0			
Small C&I	11		24	0	0	0	0	0	0		1	
Medium / Large C&I	0		0	0	0	0	0	0	0			
Total	11	49	24	0	0	0	0	0	0	0	1	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	
Low Income Residential	0		0	0	0	0	0	0	0	0	0	
Small C&I	197	274	201	154	110	140	101	80	72	95	81	
Medium / Large C&I	35	30	28	20	19	16	6	6	9	13	16	
Total	5,709	6,061	5,869	5,943	5,775	5,478	5,153	4,465	4,722	4,709	4,408	
Number of customers, by customer class, assessed late payment fees or charges during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	П
Low Income Residential	3	7	5	0	0	0	0	0	0			
Small C&I	4,378	4,458	2,280	0	0	0	0	0	0			Г
Medium / Large C&I	599		258	0	0	0		0	0			П
Total	4,980	5,101	2,543	0	0	0	0	0	0			
Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
payment arrangements (excluding Newstart and Covid AMP)	1 '		ļ	, !						, !	ı	
Residential	514	490	687	878	886	968	855	774	567	575	688	H
Low Income Residential	108	69	72	80	95	127	113	97	69	68	68	H
Small C&I	2	2	9	6	5	13	113	10	0	4	1	H
Medium / Large C&I	1		1	1	2	2	12	2	2	4	10	H
Medium / Large C&I Total	625		769	965	988	1,110	981	883	638			
	625	561	769	965	988	1,110	981	883	638	651	767	
Number of customers by customer class, completing deferred payment arrangements during the	1 '			, !					. !	, !	ı İ	
period(excluding Newstart and Covid AMP)	 											1
Residential	40		14	46	58	82	127	118	132	92	55	-
	10		3	6	10	15	24	18	18	14	3	<u> </u>
Low Income Residential					1	6	1	4	4	3	0	1
Small C&I	0		0	1								_
Low Income Residential Small C&I Medium / Large C&I Total	0 0 50	0	0	1 54	0	1 104	0	0	2			E

517 38 11. 2 568 5 0 0 0 0 5 5 3,238 16,294 0 19,532 39 39	713 52 8 0 773 17 0 11 0 18 3,430 17,109 0 20,539	929 89 10 2 1,030 21 21 2 0 0 23 3,515 17,615 0	May 435, 77, 18, 2, 532, 3, 0, 0, 3, 2,586, 1,761,	77 0 0 0 2,698 1,711	368 38 38 10 10 2 418 7 0 0 0 0 7	243 277 3 1 274 6 6 2 0 0 0 8	Sep 357 46 7 4 414 9 2 0 0 11	Oct 573 55 1 7 636 2 3 0 0 5 5 2,613	353 28 0 19 400 6 0 0 0 6	
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3,238 16,294 0 0 19,532	3,430 17,109 0	3,515 17,615 0	2,586 1,761	2,698 1,711	2,688	2,650	2,649	5	6	
3,238 16,294 0 0 19,532 39 185	3,430 17,109 0	3,515 17,615 0	2,586 1,761	2,698 1,711	2,688	2,650	2,649			
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0 19,532 39 185	0	0	0			1,043	1,623	1,573	17,728	
19,532 39 185				0	0	0	0	0	0	
39 185	20,539		0	0	0	0	0	0	0	
185		21,130	4,347	4,409	4,366	4,293	4,272	4,186	20,540	
185										
	1,367	31	18	18	9	11	19	12	11	
	16,757	289	186	69	56	60	82	122	73	
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			,				20						
L	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	D
:	Number of customers, by customer class, dropping off an AMP program during the period												
ı	Residential	0	0	0	0	0	0	0	0	0	0	0	
ı	Low Income Residential	315	157	93	90	113	84	90	121	132	133	183	
	Small C&I (Total C&I)	0		0	0	0	0	0	0	0	0	0	
	Medium & Large C&I	0	0	0	0		0	0	0	0	0	0	
	Total	315	157	93	90	113	84	90	121	132	133	183	
9	Number of customers enrolling in the low-income discount rate program during the period												
ı	Residential	0	0	0	0	0	0	0	0	0	0	0	
ı	Low Income Residential	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
ı	Total	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	
)	Number of customers dropping off the low-income discount rate program during the period												
ı	Residential	Unable to Obt	ain Data										
ı	Low Income Residential												
	Small C&I												
ı	Medium / Large C&I												
ı	Total												
	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
ŀ	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
ı	Small C&I	1.295	1.298	1.282	1.254	1.230	1.203	1.186	1.168	861	844	828	
	Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	
	Total	1,488	1,497	1.479	1,447	1.421	1.394	1,377	1.358	1.018	994	977	
ı	Number of customers, by customer class, required to submit new deposits or increased deposits during the									-,			
	period												
ı	Residential	0	0	0	0	0	0	0	0	0	0	0	
ı	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	0	75	0	1	6	9	13	7	9	20	7	
ı	Medium / Large C&I	0	13	0	1	2	1	5	0	3	1	3	
ı	Total	0		0	2	8	10	18	7	12	21	10	
ı	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the											-	
	period												
	Residential	Unable to Obt	ain Data										
	Low Income Residential												
	Small C&I												
ı	Medium / Large C&I												
ı	Total												
4	Number of customers, by customer class, whose deposits were returned in full during the period												
ı	Residential	0	0	0	0	0	0	0	0	0	0	0	
ı	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	0		48	29	30	36	30	25	316	37	23	
	Medium / Large C&I	0		6	4	4	1	5	1	36	8	4	
	Total	0		54	33	34	37	35	26	352	45	27	

							2021			,			_
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	_
L	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	
	Low Income Residential	30,336	30,706	31,070	31,316	31,504	31,713	31,876	31,917	31,978	30,935	30,932	2
	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	3
	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	
	Total	301,744	302,425	302,015	302,433	301,991	301,852	301,666	300,475	301,183	299,175	303,737	
2	Number of customers, by customer class, disconnected during the period	,	•	,		,						,	7
-	Residential	0	0	0	0	0	0	260	318	279	132	46	:
	Low Income Residential	0	0	0	0	0	0	0	0		0	0	
	Small C&I	50	40	75	93	71	80	60	35		6	3	
	Medium / Large C&I	0	0	0	0	0	0	0			0	0	
	Total	50	40	75	93	71	80	320	353	287	138	49	
		50	40	/5	93	/1	80	320	353	28/	138	49	,
.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	1	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	
	Low Income Residential	0	0	0	8,319	4,177	30	1,107	2,627	3,080	2,156	478	
	Small C&I	1,192	1,381	1,571	1,217	909	847	569	467	425	427	423	
	Medium / Large C&I	171	165	182	181	104	124	168	127	140	115	120	
	Total	1,364	1,546	1,753	32,105	17,086	2,568	3,910	10,044	10,930	7,906	2,172	2
.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	
	Low Income Residential	0	0	0	0	0	0	53	1,121	2,262	1,758	730	
	Small C&I	423	581	735	685	530	543	480	313	324	251	330	
	Medium / Large C&I	56	59	73	57	51	57	81	44	70	67	76	5
	Total	479	640	808	742	581	600	2,194	3,630	8,295	6,321	4,897	,
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	0	0	0	71	67	98	69	23	3
	Low Income Residential	0	0	0	0	0	0	3	33		21	17	
	Small C&I	24	25	31	27	10	18	16			6	5	
	Medium / Large C&I	2	3	2	2	1	2	0			0	0	
	Total	26	28	33	29	11	20	90		151	96	45	
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	20	20	33	23	- 11	20	30	100	131	30		4
5													
9	completed during the same period									07		22	
	Residential	0	0	0	0	0	0	62			66	23	
	Low Income Residential	0		0		0	0	2			21	17	
	Small C&I	23	24	29	27	10	18	15		2	6	5	
	Medium / Large C&I	2	3	2	2	1	2	0			0	0	
	Total	25	27	31	29	11	20	79	106	150	93	45	,
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	ļ
	Low Income Residential	0	0	0	0	0	0	0	0		0	0	
	Small C&I	189	186	230	191	128	119	109	82	75	90	104	1
	Medium / Large C&I	15	18	20	18	25	24	8	11	6	11	17	7
	Total	6,039	5,573	6,802	6,057	6,243	6,015	6,092	5,958	6,705	6,871	6,355	;
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0)
	Low Income Residential	0	0	0	0	0	0	0			0	0	
	Small C&I	0	0	0	0	0	0	0			0	0	
	Medium / Large C&I	0	0	0	0	0	0	0			0	0	
	Total	0	0	0	0	0	0	0		0	0	0	
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred				-	-	-	Ū					-
8	payment arrangements (excluding Newstart and Covid AMP)												
8		000	750	700	740	004	4.540	2 270	2.005	2.050	2424	2.040	,
	Residential	920	752	730	740	931	1,548	2,370	3,005	2,958	3,134	3,849	
	Low Income Residential	56	42	60	90	108	150	239	296	278	309	446	
	Small C&I	1	0	0	0	0	0	0		2	4	5	
	Medium / Large C&I	29	26	28	24	24	24	21			14	10	
	Total	1,006	820	818	854	1,063	1,722	2,630	3,323	3,258	3,461	4,310)
	Number of customers by customer class, completing deferred payment arrangements during the												٦
9	period(excluding Newstart and Covid AMP)								L	<u> </u>			
	Residential	24	18	34	26	38	53	76	135	149	213	234	1
	Low Income Residential	6	0	7	7	1	13	16			34	106	
												0	
	Small C&I	1	0	0	0	0	0	0		1	0)
		1	3	2	0	3	3	3			4	1	

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	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	232	263	340	459	1,013	1,618	1,503	1,249	1,686	2,353	1,470	1,243
	Low Income Residential	15	41	62	58	86	171	171	119	188	380	273	111
	Small C&I	0	0	0	0	1	0	1	2	3	3	1	0
	Medium / Large C&I	5	6	6	7	5	6	5	5	3	2	2	0
	Total	252	310	408	524	1,105	1,795	1,680	1,375	1,880	2,738	1,746	1,354
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	2	4	5	12	7	23	11	31	27	21	22	4
	Low Income Residential	0	1	0	1	4	0	3	1	3	4	3	0
	Small C&I	0	0	0	0	0	0	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	1	0	0	0	0	0	0
	Total	2	5	5	13	11	24	15	32	30	25	25	4
	Number of customers taking service at the beginning of the period under existing hardship protections (O												
12	exceptions with expiry March 31) or M, Y and S protections	2744	2 705	2 000	2,378	2 255	2 455	2 444	2.250	2,331	2,311	2 404	2,895
	Residential Low Income Residential	3,714 16.995	3,795 17.520	3,800 18.190	1,313	2,366 1.378	2,465 1.459	2,411 1.498	2,368 1,545	1,665	1,682	2,404 1.793	17,251
	Small C&I	16,995	17,520	18,190	1,313	1,378	1,459	1,498	1,545	1,005	1,082	1,/93	17,251
	Medium / Large C&I	0	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	20,146
13	Number of customers completing hardship protections or M Y and S protections during the period	20,703	22,525	21,550	5,031	3,744	5,524	5,505	5,515	3,550	5,555	4,257	20,240
13	Residential	5	5	1,377	19	39	39	40	43	44	43	31	26
	Low Income Residential	41	31	18,561	81	59	51	47	37	71	129	126	97
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	46	36	19,938	100	98	90	87	80	115	172	157	123
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	50	61	40	37	57	50	65	52	69	47	445	93
	Low Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	512
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	852	910	468	170	171	161	174	232	237	196	17,958	605
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	14	9	25	37	66	39	30	53	43	42	29	25
16	Number of customers, by customer class, enrolling in an AMP program during the period	14	9	25	3/	66	35	30	33	43	42	23	25
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	125	134	296	758	972	842	466	854	1.024	673	316	89
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	125	134	296	758	972	842	466	854	1,024	673	316	89
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	1	1	3	0	1	3	5	3	3	2	3
	Low Income Residential	63	39	94	154	145	147	119	242	343	242	198	54
	Small C&I	85	61	77	44	40	37	33	14	20	26	23	21
	Medium / Large C&I	0	0	0	0	1	1	1	1	0	1	0	1
	Total	148	101	172	201	186	186	156	262	366	272	223	79

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	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	174	112	95	100	114	192	370	360	437	639	736	840
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	174	112	95	100	114	192	370	360	437	639	736	840
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	794	793	779	761	740	720	699	703	698	716	738 100	754
	Medium / Large C&I Total	141 935	140 933	135 914	128 889	121 861	117 837	110 809	108 811	107 805	103 819	838	99 853
	Number of customers, by customer class, required to submit new deposits or increased deposits during the	935	933	914	889	901	837	809	911	805	819	838	853
22	period												
22	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	10	13	13	19	14	9	11	25	18	40	52	39
	Medium / Large C&I	1	2	1	2	2	1	2	0	1	2	0	4
	Total	11	15	14	21	16	10	13	25	19	42	52	43
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
23	period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	23	14	27	37	35	32	32	21	23	22	30	23
	Medium / Large C&I	5	3	6	9	9	9	9	2	2	6	3	5
	Total	28	17	33	46	44	41	41	23	25	28	33	28
	_												

	Ī						202	2					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	243,308	243,095	242,517	243,430	242,533	241,930	241,775	241,336	241,989	243,565	243,728	244,204
	Low Income Residential	31,261	31,569	31,903	32,197	32,447	32,932	32,951	32,975	32,979	32,288	32,431	32,637
	Small C&I	24,654	24,649	24,618	24,620	24,503	24,500	24,375	24,466	24,375	24,422	24,433	24,632
	Medium / Large C&I Total	4,228 303,451	4,231 303,544	4,250 303,288	4,196 304,443	4,204 303,687	4,171 303,533	4,223 303,324	4,202 302,979	4,217 303,560	4,220 304,495	4,196 304,788	4,191 305,664
2	Number of customers, by customer class, disconnected during the period	303,451	303,544	303,288	304,443	303,687	303,533	303,324	302,979	303,560	304,495	304,788	305,004
2	Residential	0	0	0	1	4	248	373	235	360	218	121	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	22	27	27	44	41	57	32	12	7	15	10	16
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	22	27	27	45	45	305	405	247	367	233	131	16
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	964	2,007	1,876	8,200	16,266	7,908	6,907	6,839	3,584	6
	Low Income Residential	0	0	0	837	654	2,412	5,310	3,500	2,847	2,761	1,186	0
	Small C&I Medium / Large C&I	1,060 183	1,159 176	1,503 221	929 166	1,030 159	931 177	699 148	653 154	532 159	531 143	613 154	802 185
	Total	1,243	1,335	2,688	3,939	3,719	11,720	22,423	12,215	10,445	10,274	5,537	993
		1,243	1,333	2,000	3,333	3,713	11,720	22,723	12,213	10,443	10,274	3,337	,,,,
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	0	0	0	931	1,821	2,176	5,865	10,245	5,395	5,316	2,682	0
	Low Income Residential	0	0	0	330	531	623	1,931	3,948	2,251	2,149	834	0
	Small C&I	412	538	781	804	612	603	539	469	383	382	335	389
	Medium / Large C&I	74	67	104	95	82	86	71	84	83	95	72	60
	Total	486	605	885	2,160	3,046	3,488	8,406	14,746	8,112	7,942	3,923	449
4	Number of customers, by customer class, reconnected during the period												
	Residential Low Income Residential	0	0	0	0	0	59 20	135 42	81 33	96 55	81 50	60 40	7
	Small C&I	14	13	14	9	8	14	5	2	1	7	7	3
	Medium / Large C&I	0	1	1	1	0	14	2	0	2	1	0	3
	Total	14	14	15	10	9	94	184	116	154	139	107	21
	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	59	133	76	94	75	60	7
	Low Income Residential	0	0	0	0	0	19	40	33	53	44	40	2
	Small C&I	14	11	14	9	8	14	5	2	1	5	6	8
	Medium / Large C&I Total	0 14	1 12	1 15	1 10	0 8	93	2 180	0 111	1 149	0 124	0 106	3 20
6	Number of customers, by customer class, assessed credit card fees or charges during the period	14	12	15	10	8	93	180	111	149	124	106	20
0	Residential	6,255	6,324	7,121	7,439	7,103	7,029	8,708	8,977	7,696	7,778	7,446	6,983
	Low Income Residential	0,233	0,324	0	0	7,103	0	0,700	0,577	7,030	0	7,440	0,000
	Small C&I	156	204	244	289	183	167	130	132	124	148	138	189
	Medium / Large C&I	29	18	24	50	40	44	40	29	38	38	45	60
	Total	6,440	6,546	7,389	7,778	7,326	7,240	8,878	9,138	7,858	7,964	7,629	7,232
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	1.024	0	1.002	0	1.700	0	1 621
	Small C&I	5,241 727	5,075	5,396 737	1,661 176	1,841	1,924	1,652 158	1,903 215	2,144	1,786 178	2,047	1,631
	Medium / Large C&I	727 5,968	679 5,754	6,133	1,837	184 2,025	184 2,108	158 1,810	215 2,118	235 2,379	1/8 1,964	221 2,268	140 1,771
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred	3,300	3,734	3,133	2,037	2,023	2,100	1,010	2,110	2,313	1,504	2,200	1,771
8	payment arrangements (excluding Newstart and Covid AMP)												
	Residential	2,662	1,998	2,001	2,016	2,464	2,150	1,916	2,474	3,526	3,824	3,152	2,909
	Low Income Residential	230	161	148	193	273	249	216	280	484	661	525	531
	Small C&I	2	3	4	8	18	15	12	17	10	10	8	5
	Medium / Large C&I	9	6	4	2	3	4	4	5	11	7	3	9
	Total	2,903	2,168	2,157	2,219	2,758	2,418	2,148	2,776	4,031	4,502	3,688	3,454
	Number of customers by customer class, completing deferred payment arrangements during the												
9	period(excluding Newstart and Covid AMP)	43	27	49	42	E 4	70	101	204	262	205	210	150
	Residential Low Income Residential	10	37 4	49 8	43 10	54 10	79 28	101 13	204 40	262 43	385 71	316 59	150 30
	Small C&I	0	2	1	10	2	28	13	3	43	2	1	0
	Medium / Large C&I	1	0	0	0	1	2	0	1	2	0	1	1
	Total	54	43	58	54	67	111	115	248	308	458	377	181

							202	2					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	594	667	1.048	1,222	810	720	1,338	3,399	2,345	1,664	1,582	1,181
	Low Income Residential	50	46	129	180	99	65	123	466	580	341	378	238
	Small C&I	3	4	9	18	15	6	11	7	5	3	7	4
	Medium / Large C&I	3	2	2	1	3	4	4	4	1	0	6	5
	Total	650	719	1,188	1,421	927	795	1,476	3,876	2,931	2,008	1,973	1,428
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
11	(excluding Newstart and Covid AMP)												
	Residential	3	8	5	3	9	14	47	41	24	25	9	10
	Low Income Residential	0	0	0	0	1	0	6	11	7	5	7	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	3	8	5	3	10	14	53	52	31	30	16	10
	Number of customers taking service at the beginning of the period under existing hardship protections (O												
12	exceptions with expiry March 31) or M, Y and S protections												
	Residential	3,049	2,927	3,151	2,200	2,220	2,203	2,153	2,321	2,102	2,332	2,303	2,706
	Low Income Residential	16,398	17,347	18,399	1,431	1,538	1,697	1,763	1,932	1,973	2,031	2,227	16,508
	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	19,447	20,274	21,550	3,631	3,758	3,900	3,916	4,253	4,075	4,363	4,530	19,214
13	Number of customers completing hardship protections or M Y and S protections during the period												
	Residential	18	23	30	930	47	33	48	83	53	54	43	26
	Low Income Residential	88	132	142	18,207	90	61	78	107	147	189	208	133
	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	106	155	172	19,137	137	94	126	190	200	243	251	159
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	114	93	109	53	67	64	99	113	66	80	414	118
	Low Income Residential	794 0	717	824	179	240	166	206	259	209	281	16,907	712
	Small C&I	-	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	908	0 810	933	0 232	0 307	230	0 305	0 372	0 275	0 361	0 17,321	830
15	***	508	810	933	232	307	230	303	3/2	2/3	301	17,321	830
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	23	47	82	129	143	109	100	91	61	36	20	11
	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	23	47	82	129	143	109	100	91	61	36	20	11
16	Number of customers, by customer class, enrolling in an AMP program during the period	2.5		U.E.	123	145	103	100	32	01	30	20	
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3,142	88	293	476	501	575	1,301	1,039	572	486	304	95
	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	3,142	88	293	476	501	575	1,301	1,039	572	486	304	95
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	3,2						,,	2,000				
	Residential	14	2	3	4	9	1	8	3	3	11	3	1
	Low Income Residential	1,300	55	159	239	332	280	508	446	282	309	167	37
	Small C&I	26	18	27	15	0	20	15	17	16	11	8	12
	Medium / Large C&I	0	0	1	0	0	0	2	0	0	0	0	1
	Total	1,340	75	190	258	341	301	533	466	301	331	178	51
		,			-								

Number of customers by customer class, dropping off an AMP program during the period 0	Nov Dec						202						
Sesidential		Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	NSTAR Gas Company
Som Income Residential 693 321 2,509 305 367 338 536 440 547 727 727 728		ĺ											Number of customers, by customer class, dropping off an AMP program during the period
Small C& (Total C&)	0	0	0	0	0	0	0	0	0	0	0	0	
Small C& (Total C&)	587 77	587	727	547	440	536	338	367	305	2,509	321	693	Low Income Residential
Total Mumber of customers enrolling in the low-income discount rate program during the period	0												
Total Number of customers enrolling in the low-income discount rate program during the period	0	0	0	0	0	0	0	0	0	0	0	0	Medium & Large C&I
Residential	587 77	587	727	547	440	536	338	367	305	2,509	321	693	
Residential		i											Number of customers enrolling in the low-income discount rate program during the period
Total Small (Cal Cal C	0	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	33,000 33,05	33,000	32,705	33.261	32,987	33.205	33,340	32.959	32.752	32,421	31.831	31.407	
Total	0	0	0	0	0	0	0	0	0	0	0	0	Small C&I
Number of customers dropping off the low-income discount rate program during the period	0	0	0	0	0	0	0	0	0	0	0	0	Medium / Large C&I
Residential	33,000 33,05	33,000	32,705	33,261	32,987	33,205	33,340	32,959	32,752	32,421	31,831	31,407	Total
Residential		i	i i										Number of customers dropping off the low-income discount rate program during the period
Small C&I Medium / Large C		ĺ	i										
Medium / Large C&i Total		ı	ı										Low Income Residential
Total Number of customers, by customer class, with required deposits with the company at the beginning of the period		ı	ı										Small C&I
Total Number of customers, by customer class, with required deposits with the company at the beginning of the period		ı	ı										Medium / Large C&I
Period P													
Residential 0 0 0 0 0 0 0 0 0		i											Number of customers, by customer class, with required deposits with the company at the beginning of the
Low Income Residential 0 0 0 0 0 0 0 0 0		ı	ı										period
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	Residential
Medium / Large C&i 100 99 101 99 97 97 95 98 96 97	0	0	0	0	0	0	0	0	0	0	0	0	Low Income Residential
Total	761 77	761	750	742	736	743	742	754	749	764	761	755	Small C&I
Number of customers, by customer class, required to submit new deposits or increased deposits during the period	95 10	95	97	96	98	95	97	97	99	101	99	100	Medium / Large C&I
22 period	856 87	856	847	838	834	838	839	851	848	865	860	855	Total
Residential 0 0 0 0 0 0 0 0 0		ı	ı										Number of customers, by customer class, required to submit new deposits or increased deposits during the
Low Income Residential 0 0 0 0 0 0 0 0 0		L											period
Small C&I 31 30 28 24 28 14 32 9 27 33 Medium/Large C&I 4 3 2 3 5 3 2 Total 37 36 32 28 31 16 35 14 30 35 Mumber of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential	0												Residential
Medium / Large C&i 6 6 4 4 3 2 3 5 3 2 Total 37 36 32 28 31 16 35 14 30 35 Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential	0												
Total 37 36 32 28 31 16 35 14 30 35 Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Period Residential 48 49 49 49 49 49 49 49 49 49 49 49 49 49	25												
Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period Residential	3												
23 period Residential STATE ST	28 4	28	35	30	14	35	16	31	28	32	36	37	
Residential Superior		ı	ı										
							\vdash						
Low Income Residential							\vdash						
							\vdash						
Small C&I							\vdash						
Medium / Large C&I													
Total							\longrightarrow						
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	0												
Small C&I 30 23 26 39 23 26 31 16 21 25	14 2												
Medium/Large C&I 5 7 1 6 5 2 5 2 5 1		5											
Total 35 30 27 45 28 28 36 18 26 26	5 19 2												

	1						2023					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class		i L									
	Residential	244,940	242,975	243,752	242,820	243,057	242,519					
	Low Income Residential	32,860	33,110	33,859	33,964	34,727	34,943					
	Small C&I	24,573	24,505	24,568	24,423	24,377	24,368					
	Medium / Large C&I	4,210	4,239	4,228	4,186	4,222	4,193					
	Total	306,583	304,829	306,407	305,393	306,383	306,023 0	0	0	0	0	0
2	Number of customers, by customer class, disconnected during the period											
	Residential	0	0	0	0	154	152					
	Low Income Residential	0	0	0	0	0	0					ļ
	Small C&I	32	35	31	70	13	18					ļ
	Medium / Large C&I	0	0	0	0	0	0			└	└	
	Total	32	35	31	70	167	170 0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period							+		+	+	↓
	Residential	11	6	7	11,845	21,140	12,246	+		+	+	↓
	Low Income Residential	0	0	0	4,363	6,108	3,774	+		 	 	
	Small C&I Medium / Large C&I	1,178	1,236 180	1,386 200	1,100 169	1,291 173	855 176	+	-			
	Medium / Large C&i Total	207) 0		0		
	IUIdi	1,396	1,422	1,593	17,477	28,712	17,051 0	0	0	0	0	. 0
2.2	Number of suctomers by sustamer slees receiving Final /73 hour notice of disconnect decimals the annual		ı				ı İ					
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	0	0	0	2,577	9,303	10,129	+		—	—	+
		0	0	0	139		3,516	+		 	 	
	Low Income Residential Small C&I	490	618	830	746	4,051 800	735	+		—	—	
	Medium / Large C&I	71	69	102	96	92	107	+				-
	Total	561	687	932	3,558	14,246	14,487 0	0	0	0	0	0
4	Number of customers, by customer class, reconnected during the period	301	007	332	3,336	14,240	14,467 0		U			- 0
4	Residential	0	1	0	0	46	53	+		 	 	
	Low Income Residential	1	0	0	0	13	26	+				-
	Small C&I	19	18	17	15	4	20	+				-
	Medium / Large C&I	1	10	0	1	0	0	+		———	———	-
	Total	21	20	17	16	63	81 0	0	0	0	0	0
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders							+ ·	· ·			
5	completed during the same period		ı									
-	Residential	0	1	0	0	43	53	+				-
	Low Income Residential	1	0	0	0	13	26	-				
	Small C&I	17	18	16	15	4	2					
	Medium / Large C&I	1	1	0	1	0	0					
	Total	19	20	16	16	60	81 0	0	0	0	0	0
6	Number of customers, by customer class, assessed credit card fees or charges during the period		i					1				
	Residential	7,662	7,747	8,457	39	0	0					
	Low Income Residential	0	0	0	0	0	0					
	Small C&I	236	323	273	305	281	316					
	Medium / Large C&I	77	48	69	68	56	77					
	Total	7,975	8,118	8,799	412	337	393 0	0	0	0	0	0
7	Number of customers, by customer class, assessed late payment fees or charges during the period											
	Residential	0	0	0	0	0	0					
	Low Income Residential	0	0	0	0	0	0					
	Small C&I	1,652	2,154	2,219	1,728	2,083	2,201					L
	Medium / Large C&I	148	216	217	179	213	185					<u> </u>
	Total	1,800	2,370	2,436	1,907	2,296	2,386 0	0	0	0	0	0
	Number of customers, by customer class, taking service at the beginning of the period under existing deferred											
8	payment arrangements (excluding Newstart and Covid AMP)											L
	Residential	2,460	1,506	1,485	1,416	1,714	2,672					
	Low Income Residential	362	212	190	170	175	254					
	Small C&I	7	6	6	7	15	13					L
	Medium / Large C&I	9	5	5	7	6	4					
	Total	2,838	1,729	1,686	1,600	1,910	2,943 0	0	0	0	0	0
	Number of customers by customer class, completing deferred payment arrangements during the		1							1	1	
9	period(excluding Newstart and Covid AMP)									↓	↓	_
	Residential	64	37	27	33	61	113					
	Low Income Residential	13	11	9	11	19	50					
		0	2	1	1	3	1	1	l	1	1	
	Small C&I											
	Small Call Medium / Large C&I Total	1 78	0 50	2 39	0 45	0 83	1 165 0	0	0	0	0	

							2023						
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
10	(excluding Newstart and Covid AMP)												
	Residential	438	504	741	774	2.047	3,888						
	Low Income Residential	36	50	53	67	185	457						
	Small C&I	5	9	20	16	17	11						
	Medium / Large C&I	1	1	5	2	4	5						
	Total	480	564	819	859	2,253	4,361	0	0	0	0	0	0
	Number of customers, by customer class, renegotiating deferred payment arrangements during the period					,	,						
11	(excluding Newstart and Covid AMP)												
	Residential	9	6	6	12	40	27						
	Low Income Residential	0	1	4	1	2	8						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	9	7	10	13	42	35	0	0	0	0	0	0
	Number of customers taking service at the beginning of the period under existing hardship protections (O												
12	exceptions with expiry March 31) or M , Y and S protections												
	Residential	2,903	2,936	3,159	2,077	2,237	2,136						
	Low Income Residential	17,335	17.257	18,378	1,592	1,592	1.824						
	Small C&I	0	0	0	1	1	1						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	20.238	20,193	21,537	3,670	3.830	3,961	0	0	0	0	0	0
13	Number of customers completing hardship protections or M Y and S protections during the period			,			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			-			
	Residential	27	33	31	1.042	94	69						
	Low Income Residential	145	133	176	18,167	170	121						
	Small C&I	0	0	0	3	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	172	166	207	19,212	264	190	0	0	0	0	0	0
14	Number of customers enrolling in new hardship protections or M Y and S protections during the period												
	Residential	105	162	155	56	135	97						
	Low Income Residential	853	753	933	163	455	275						
	Small C&I	0	0	3	1	0	1						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	958	915	1,091	220	590	373	0	0	0	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	40	30	32	65	59	87						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	40	30	32	65	59	87	0	0	0	0	0	0
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	360	4,359	153	745	1,788	913						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	360	4,359	153	745	1,788	913	0	0	0	0	0	0
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	51	1	2	12	1						
	Low Income Residential	282	2,675	36	188	935	412						
	Small C&I	15	6	23	10	16	17						
	Medium / Large C&I	0	0	1	0	0	1						
	Total	297	2,732	61	200	963	431	0	0	0	0	0	0

							2023	3					
	NSTAR Gas Company	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0						
	ow Income Residential	436	279	240	3,114	494	604						
	Small C&I (Total C&I)	0	0	0	0	0	0						
	Medium & Large C&I	0	0	0	0	0	0						
	Fotal .	436	279	240	3,114	494	604	0	0	0	0	0	0
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0						
	ow Income Residential	33,118	33,916	34,278	34,882	35,218	35,294						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Fotal Control	33,118	33,916	34,278	34,882	35,218	35,294	0	0	0	0	0	0
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	ow Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0						
	ow Income Residential	0	0	0	0	0	0						
	Small C&I	797	800	806	807	811	817						
	Medium / Large C&I	105	113	119	122	120	123						
	Total	902	913	925	929	931	940	0	0	0	0	0	0
	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						
	ow Income Residential	0	0	0	0	0	0						
	Small C&I	30	20	22	27	15	23						
	Medium / Large C&I	11	11	7	4	1	7						
	Total	41	31	29	31	16	30	0	0	0	0	0	0
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the												
	period												
	Residential												
	ow Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0						
	ow Income Residential	0	0	0	0	0	0						
	Small C&I	10	17	16	26	11	17						
	Medium / Large C&I	6	3	1	1	3	4						
	Total	16	20	17	27	14	21	0	0	0	0	0	0

							2020						
ſ	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class									·			
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,939	7,941	7,939	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
2	Number of customers, by customer class, disconnected during the period												
	Residential	16	6	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	32	58	22	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	51	67	25	0	0	0	0	0	0	0	0	0
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	22,253	20,990	10,177	0	0	0	0	1	1	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
ļ	Small C&I	1,243	1,266	601	0	0	0	0	436	35	387	0	0
ļ	Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	0
J	Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	0
J													
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
ļ	Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
J	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	748	726	488	0	0	0	0	2	0	0	0	0
	Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	0
	Total	17,632	14,484	10,002	0	0	0	0	3	0	0	0	0
4	Number of customers, by customer class, reconnected during the period												
	Residential	13	6	7	2	9	4	2	0	2	3	4	4
	Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
	Total	45	35	25	3	12	5	4	1	5	8	13	7
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
5	completed during the same period												
	Residential	12	6	7	2	8	5	2	0	2	2	5	4
	Low Income Residential	12	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	15	19	17	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0			0
J	Total	44	35	24							1	0	
			33	27	3	11	6	4	1	5	7	0 14	7
6	Number of customers, by customer class, assessed credit card fees or charges during the period									5	7	14	7
6	Residential	9,314	9,069	8,619	8,201	7,704	7,374	7,712	7,591	5 7,885	7 8,044	7,734	9,633
6	Residential Low Income Residential	9,314 2,699	9,069 2,672	8,619 2,512	8,201 3,112	7,704 2,948	7,374 2,900	7,712 2,707	7,591 2,407	7,885 2,549	8,044 2,510	7,734 2,100	2,192
6	Residential Low Income Residential Small C&I	9,314 2,699 433	9,069 2,672 436	8,619 2,512 478	8,201 3,112 240	7,704 2,948 246	7,374 2,900 221	7,712 2,707 271	7,591 2,407 254	7,885 2,549 247	8,044 2,510 268	7,734 2,100 271	2,192 350
6	Residential Low Income Residential Small C&I Medium / Large C&I	9,314 2,699 433 63	9,069 2,672 436 101	8,619 2,512 478 99	8,201 3,112 240 50	7,704 2,948 246 27	7,374 2,900 221 33	7,712 2,707 271 35	7,591 2,407 254 37	7,885 2,549 247 22	8,044 2,510 268 27	7,734 2,100 271 33	2,192 350 22
	Residential Low Income Residential Small C&I Medium / Large C&I Total	9,314 2,699 433	9,069 2,672 436	8,619 2,512 478	8,201 3,112 240	7,704 2,948 246	7,374 2,900 221	7,712 2,707 271	7,591 2,407 254	7,885 2,549 247	8,044 2,510 268	7,734 2,100 271	2,192 350
	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	9,314 2,699 433 63 12,509	9,069 2,672 436 101 12,278	8,619 2,512 478 99 11,708	8,201 3,112 240 50 11,603	7,704 2,948 246 27 10,925	7,374 2,900 221 33 10,528	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197
	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	9,314 2,699 433 63 12,509	9,069 2,672 436 101 12,278	8,619 2,512 478 99 11,708	8,201 3,112 240 50 11,603	7,704 2,948 246 27 10,925	7,374 2,900 221 33 10,528	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197
	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	9,314 2,699 433 63 12,509	9,069 2,672 436 101 12,278	8,619 2,512 478 99 11,708	8,201 3,112 240 50 11,603	7,704 2,948 246 27 10,925 0	7,374 2,900 221 33 10,528 0	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	7,734 2,100 271 33 10,138	2,192 350 22 12,197 0
	Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I	9,314 2,699 433 63 12,509 0 0 5,511	9,069 2,672 436 101 12,278 0 0 0 5,602	8,619 2,512 478 99 11,708 0 0 2,293	8,201 3,112 240 50 11,603	7,704 2,948 246 27 10,925 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289 0 0	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	14 7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
	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	9,314 2,699 433 63 12,509 0 0 5,511 1,485	9,069 2,672 436 101 12,278 0 0 5,602 1,701	8,619 2,512 478 99 11,708 0 0 2,293 735	8,201 3,112 240 50 11,603 0 0 64 20	7,704 2,948 246 27 10,925 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725 0 0 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0	8,044 2,510 268 27 10,849 0 0	7,734 2,100 271 33 10,138 0 0 0	2,192 350 22 12,197 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 Small C&I Medium / Large C&I Total	9,314 2,699 433 63 12,509 0 0 5,511	9,069 2,672 436 101 12,278 0 0 0 5,602	8,619 2,512 478 99 11,708 0 0 2,293	8,201 3,112 240 50 11,603	7,704 2,948 246 27 10,925 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725	7,591 2,407 254 37 10,289 0 0	7,885 2,549 247 22 10,703	8,044 2,510 268 27 10,849	14 7,734 2,100 271 33 10,138	2,192 350 22 12,197 0 0
7	Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred	9,314 2,699 433 63 12,509 0 0 5,511 1,485	9,069 2,672 436 101 12,278 0 0 5,602 1,701	8,619 2,512 478 99 11,708 0 0 2,293 735	8,201 3,112 240 50 11,603 0 0 64 20	7,704 2,948 246 27 10,925 0 0	7,374 2,900 221 33 10,528 0 0	7,712 2,707 271 35 10,725 0 0 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0	8,044 2,510 268 27 10,849 0 0	7,734 2,100 271 33 10,138 0 0 0	2,192 350 22 12,197 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total 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 Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028	8,201 3,112 240 50 11,603 0 0 64 20	7,704 2,948 246 27 10,925 0 0 0 0	7,374 2,900 221 33 10,528 0 0 0	7,712 2,707 271 35 10,725 0 0 1 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0 0 0	7 8,044 2,510 268 27 10,849 0 0 0	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0	2,192 350 22 12,197 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 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	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028	8,201 3,112 240 50 11,603 0 0 64 20 84	7,704 2,948 246 27 10,925 0 0 0 0 3,958	7,374 2,900 221 33 10,528 0 0 0 0 3,974	7,712 2,707 271 35 10,725 0 0 1 1 0 1	7,591 2,407 254 37 10,289 0 0 0	7,885 2,549 247 22 10,703 0 0 0 1,451	7 8,044 2,510 268 27 10,849 0 0 0 0	7,734 2,100 271 33 10,138 0 0 0 0 0 913	2,192 350 22 12,197 0 0 0 0
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 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 Low Income Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028	8,201 3,112 240 50 11,603 0 0 64 20 84	7,704 2,948 246 27 10,925 0 0 0 0 3,958 550	7,374 2,900 221 33 10,528 0 0 0 0 3,974 644	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687	7,591 2,407 254 37 10,289 0 0 0 0 0	7,885 2,549 247 22 10,703 0 0 0 1,451 542	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413	14 7,734 2,100 271 33 10,138 0 0 0 0 0 913 306	2,192 350 22 12,197 0 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large 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 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 Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 4,55	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542	7 8,044 2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52	14 7,734 2,100 271 33 10,138 0 0 0 0 0 1 913 306 23	2,192 350 22 12,197 0 0 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 Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23	9,069 2,672 436 101 12,278 0 0 0 5,602 1,701 7,303 2,552 370 61 27	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 38	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30	7,374 2,900 221 33 10,528 0 0 0 0 3,974 644 588	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27 20	7,885 2,549 247 222 10,703 0 0 0 1,451 542 311	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38	14 7,734 2,100 271 33 10,138 0 0 0 0 0 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 804 67 26 36
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large 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 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 Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 4,55	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542	7 8,044 2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52	14 7,734 2,100 271 33 10,138 0 0 0 0 0 1 913 306 23	2,192 350 22 12,197 0 0 0 0 0
7	Residential Low Income Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Residential Low Income Residential Small C&I Low Income Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23	9,069 2,672 436 101 12,278 0 0 0 5,602 1,701 7,303 2,552 370 61 27	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 338	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30	7,374 2,900 221 33 10,528 0 0 0 0 3,974 644 588	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27 20	7,885 2,549 247 222 10,703 0 0 0 1,451 542 311	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38	14 7,734 2,100 271 33 10,138 0 0 0 0 0 913 306 23 36	2,192 350 22 12,197 0 0 0 0 0 804 67 26 36
7 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 Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 0 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 38 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 804 64 67 26 36 36
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements Residential Residential Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 38 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 804 67 26 36 933
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 804 64 67 26 36 36
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 Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential 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 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	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 0 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 222 10,703 0 0 0 0 1,451 542 31 26 2,050 91 40 3	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 0 0 0 0 0 36 36 36 933
8	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	9,314 2,699 433 63 12,509 0 0 5,511 1,485 6,996 1,653 336 41 23 2,053	9,069 2,672 436 101 12,278 0 0 5,602 1,701 7,303 2,552 370 61 27 3,010	8,619 2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 4,012	8,201 3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	7,704 2,948 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615	7,374 2,900 221 33 10,528 0 0 0 0 0 0 3,974 644 58 19 4,695	7,712 2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43 19 3,901	7,591 2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682	7,885 2,549 247 22 10,703 0 0 0 0 1,451 542 31 26 2,050	7 8,044 2,510 268 27 10,849 0 0 0 0 0 1,098 413 52 38 1,601	14 7,734 2,100 271 33 10,138 0 0 0 0 0 1 913 306 23 36 1,278	2,192 350 22 12,197 0 0 0 0 0 804 67 26 336 933

							2020						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
- 1													
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
	ow Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	Total	2,035	2,114	1,840	508	858	432	346	282	278	237	268	190
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	65	65	68	25	63	50	37	17	18	9	15	6
	ow Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	Total	78	77	78	35	73	58	41	19	21	17	16	7
•													
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
•	ow Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	31,684	31,728	27,357	8,015	7,727	7,484	7,261	7,101	6,932	6,785	24,741	32,586
13	Number of customers completing hardship protections during the period												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	ow Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0 1,434	0 1.547	0	0 537	0 424	0	0 355	0 380	0 345	0 273	0 448	767
	***	1,434	1,547	8,891	537	424	376	355	380	345	2/3	448	767
14	Number of customers enrolling in new hardship protections during the period	754	650	450		41	41		404	36	40		25
	Residential ow Income Residential	682	618	459 493	52 97	101	104	89 113	101 98	97	40 85	57 10,391	35 307
	Small C&I	0	0 618	493	0	101	104	0	98	0	85	10,391	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142	145	202	199	133	125	10,448	342
	Number of customers, by customer class, completing an AMP program during the period	1,430	1,200	332	143	142	143	202	155	133	123	10,440	342
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
•	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
•	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
•	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	8	24	41	67	56	20	26	21	15	610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	ow Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
•	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
•	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
ľ	ow Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
		0	0	0	0	0	0	0	0	0	1	0	2
l	Small C&I												
	mall C&I 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
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	167	106	115	88	110	95	80	91	96	100	24	26
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	167	106	115	88	110	95	80	91	96	100	24	26
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	36	283	2,674	46	482	197	19	23	24	20	25	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	36	283	2,674	46	482	197	19	23	24	20	25	48
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,996	3,020	3,041	3,024	3,007	2,968	2,923	2,897	2,882	2,770	2,439	2,408
	Medium / Large C&I	740	748	760	751	743	740	739	736	729	698	589	583
	Total	3,736	3,768	3,801	3,775	3,750	3,708	3,662	3,633	3,611	3,468	3,028	2,991
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	105	100	65	47	27	28	42	51	48	46	60	82
	Medium / Large C&I	15	38	8	13	10	7	10	9	12	12	10	20
	Total	120	138	73	60	37	35	52	60	60	58	70	102
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	179	98	151	54	96	101	53	65	66	77	123	85
	Medium / Large C&I	15	38	15	7	7	3	8	2	5	10	17	12
	Total	194	136	166	61	103	104	61	67	71	87	140	97
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	78	64	66	72	75	69	54	147	391	89	89
	Medium / Large C&I	15	15	19	14	16	8	13	11	35	79	13	13
	Total	102	93	83	80	88	83	82	65	182	470	102	102

	Ī						2021						
ı	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
ŀ	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
ŀ	Low Income Residential Small C&I	45,102 24,152	45,728 24,128	46,380 24,120	43,512 24,050	44,449 23,954	44,964 23,869	45,880 23,741	46,105 23,486	46,362 23,389	46,910 23,694	47,539 23,997	48,063 24,155
ŀ	Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	7,493	7,282	7,332	7,356
ŀ	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	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												
ŀ	Residential	0	0	0	0	0	0	0	0	10	477	314	3
- 1	Low Income Residential Small C&I	0	0	0	0	0	0	0	0 237	0 89	75 43	39 49	0 28
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	1
- 1	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Total	0	0	0	0	0	0	0	247	102	597	402	32
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
ŀ	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	127
- 1	Low Income Residential	0	0	0	0	1	5	2	0	1,190	4,136	134	0
	Small C&I Medium / Large C&I	0	0	0	0	32 10	310 104	1,203 329	626 242	390 214	463 230	442 201	644 193
1	Total	0	0	0	0	43	420	1,536	869	7,500	12,516	6,461	964
				-		,,,	.20	_,_50		.,		-,.32	304
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
- 1	Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	75
- 1	Low Income Residential	0	0	0	0	0	0	2	0	241	1,509	101	0
ŀ	Small C&I Medium / Large C&I	0	0	0	0	0	74 24	458 139	628 148	314 123	302 101	318 92	355 103
ŀ	Total	0	0	0	0	0	99	601	779	1,906	6,252	3,064	533
4	Number of customers, by customer class, reconnected during the period	Ü		Ū	-	•	33	001	775	1,500	0,232	3,004	333
- 1	Residential	3	0	0	0	0	0	0	0	0	188	202	18
- 1	Low Income Residential	0	0	0	0	0	0	0	0	0	55	53	3
- 1	Small C&I	1	1	0	0	0	2	9	28	27	55	90	37
- 1	Medium / Large C&I	0	0	0	0	0	0	2	8	3	5	7	5
- 1	Total	4	1	0	0	0	2	11	36	30	303	352	63
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period												
٦	Residential	0	0	0	0	0	0	0	0	0	177	199	18
- 1	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	3
- 1	Small C&I	0	0	0	0	0	0	0	0	0	46	96	38
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	5
ŀ	Total	0	0	0	0	0	0	0	0	0	280	358	64
6	Number of customers, by customer class, assessed credit card fees or charges during the period	44.570	44.055	42.770	44700	42.520	12.524	44 704	44.744	44 404	0.005	0.000	0.057
- 1	Residential Low Income 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
ŀ	Small C&I	434	420	458	793	634	604	662	810	663	330	382	448
ŀ	Medium / Large C&I	18	16	22	33	25	37	43	50	49	17	21	19
- 1	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												
- 1	Residential	0	0	0	0	0	0	0	0	0	0	0	0
- 1	Low Income Residential Small C&I	0	0	0	0	0	0	0	0	0	0	0	1,228
- 1	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	290
ŀ	Total	0	0	0	0	0	0	0	0	1	0	2	1,518
ŀ	Number of customers, by customer class, taking service at the beginning of the period under existing deferred												
8	payment arrangements												
1	Residential	762	863	1,101	1,517	1,825	2,133	2,636	2,986	3,119	2,456	3,192	2,814
1	Low Income Residential Small C&I	56 29	119 27	211 35	382 40	555 82	677 84	857	910 193	922 293	497 177	519 146	307
1	Smail C&I Medium / Large C&I	32	27	35	36	82 54	60	86 67	193	293 93	57	146	120 35
ŀ	Total	879	1,038	1,384	1,975	2,516	2,954	3,646	4,170	4,427	3,187	3,899	3,276
ŀ								-,					
9	Number of customers by customer class, completing deferred payment arrangements during the period												
-	Residential	32	40	44	40	39	65	94	125	107	112	129	90
1	Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	26
	Small C&I	5	1	0	2	2	3	7	13	7	8	11	4
l	Marking / Large CO L											-	
}	Medium / Large C&I Total	48	0 53	4 62	79	2 77	108	2 157	6 213	11 165	4 162	5 159	6 126

							2021						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	323	428	651	534	558	790	798	670	1,332	1,798	1,418	330
	Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	83
	Small C&I	7	8	13	52	8	14	137	144	45	44	45	31
	Medium / Large C&I	1	10	11	29	8	16	27	35	12	14	11	12
	Total	427	622	990	825	724	1,054	1,155	1,024	1,620	2,222	1,706	456
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	27	27	56	35	57	84	107	126	36	41	48	13
	Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	1
	Small C&I	0	0	2	1	1	3	12	5	2	3	1	0
	Medium / Large C&I	0	3	2	3	0	7	3	4	2	1	1	1
	Total	30	30	69	44	65	108	143	156	45	52	54	15
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	3,803
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122	2,107	2,085	24,827	27,708
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	32,371	32,705	33,041	6,070	6,027	6,008	5,966	5,926	5,875	5,811	28,560	31,513
13	Number of customers completing hardship protections during the period												
	Residential	169	206	252	116	96	101	109	142	120	213	3,270	516
	Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	778
	Small C&I	0	0	2	0	0	0	0	0	0	0	2	0
	Medium / Large C&I Total	0 641	661	3 817	0 286	0 227	0 226	0 258	0 312	0 283	0 438	0 13,312	1,294
	Number of customers enrolling in new hardship protections during the period	041	961	617	200	221	220	256	312	203	436	15,512	1,294
14	• 11 • 1	00	97	118	50	57	60	00	76	103	329	416	215
	Residential Low Income Residential	89 459	472	606	59 104	109	68 106	89 107	76 119	103	280	4,776	461
	Small C&I	439	0	000	0	0	0	0	0	0	0	4,770	401
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	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											0,20	
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	6
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	3	22	3	1	2	4	6	5	2	6
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	152
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	34	52	151	142	172	300	277	245	439	875	499	152
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	0	1	0	0	0	0	0	103	0	0	0
	Low Income Residential	1	1	3	1	3	6	10	12	109	11	12	10
	Small C&I	1	3	1	5	0	4	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2	4	5	6	3	10	10	12	212	11	12	10

							2021						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	28	12	26	2	50	73	93	157	192	205	356	575
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	28	12	26	2	50	73	93	157	192	205	356	575
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	52	62	4,015	204	66	62	62	51	53	61	76	71
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	52	62	4,015	204	66	62	62	51	53	61	76	71
	Number of customers, by customer class, with required deposits with the company at the beginning of the												
21	period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,404	2,387	2,121	2,168	2,176	2,170	2,158	2,145	2,118	2,115	2,145	2,192
	Medium / Large C&I	594	584	585	569	562	569	568	583	579	577	542	544
	Total	2,998	2,971	2,706	2,737	2,738	2,739	2,726	2,728	2,697	2,692	2,687	2,736
	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
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

							2022	2					
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	254,755	254,171	253,608	252,645	252,344	250,518	249,892	249,295	247,745	248,388	249,098	251,669
	Low Income Residential	48,706	49,446	49,962	49,815	49,614	51,088	51,438	51,171	52,606	52,132	52,079	51,977
	Small C&I	24,283	24,318	24,316	24,294	24,195	24,117	24,063	23,919	23,863	23,926	24,049	24,319
	Medium / Large C&I	7,368	7,378	7,383	7,367	7,355	7,347	7,335	7,325	7,332	7,343	7,358	7,418 0
	Streetlights Total	335,112	335,313	335,269	334,121	333,508	333,070	332,728	331,710	331,546	331,789	332,584	335,383
2	Number of customers, by customer class, disconnected during the period	333,112	333,313	333,209	334,121	333,306	333,070	332,720	331,710	331,346	331,769	332,304	333,363
-	Residential	0	0	0	0	0	0	982	1,268	1,060	707	213	0
	Low Income Residential	0	0	0	0	0	0	22	3	148	1,027	7	0
	Small C&I	42	60	0	0	0	0	120	49	40	75	47	21
	Medium / Large C&I	2	2	0	0	0	0	14	3	4	10	3	1
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total	44	62	0	0	0	0	1,138	1,323	1,252	1,819	270	22
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	0	0	0	0	0	14,484	12,859	16,190	7,675	8,109	3,999	5
	Low Income Residential	0	0	0	0	0	595	1,852	49	10,470	4,327	616	13
	Small C&I	1,334	25	0	0	0	1,720	1,127	1,515	1,390	789	881	1,475
	Medium / Large C&I	307	3	0	0	0	538	640	755	815	635	629	629
	Total	1,641	28	0	0	0	17,337	16,478	18,509	20,350	13,860	6,125	2,122
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
٥.۷	Residential	0	0	0	0	0	20	10,869	10,752	7,495	6,286	12,673	1.441
	Low Income Residential	0	0	0	0	0	0	412	10,732	3,698	5,656	6,041	380
	Small C&I	696	541	0	0	0	0	1,230	749	366	594	518	531
	Medium / Large C&I	128	83	0	0	0	0	214	206	166	160	158	207
	Total	824	624	0	0	0	20	12,725	11,717	11,725	12,696	19,390	2,559
4	Number of customers, by customer class, reconnected during the period												
	Residential	12	3	0	0	0	0	362	836	1,067	675	630	111
	Low Income Residential	4	0	0	0	0	0	14	2	6	946	129	37
	Small C&I	35	41	4	0	0	0	8	20	21	72	78	57
	Medium / Large C&I	7	2	0	0	0	0	0	5	2	6	12	4
	Total	58	46	4	0	0	0	384	863	1,096	1,699	849	209
	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
-													
5	completed during the same period	11	2	0				201	500	007	450	420	45
5	Residential	11	2	0	0	0	0	301	689	897	458	428	15
5	Residential Low Income Residential	4	0	0	0	0	0	64	131	92	785	67	3
5	Residential Low Income Residential Small C&I	4 36	0 43	0	0	0	0	64 10	131 22	92 20	785 34	67 43	3 19
5	Residential Low Income Residential Small C&I Medium / Large C&I	4 36 6	0 43 2	0 4 0	0 0	0 0	0 0	64 10 0	131 22 5	92 20 1	785 34 3	67 43 4	3 19 74
5	Residential Low Income Residential Small C&I Medium / Large C&I Total	4 36	0 43	0	0	0	0	64 10	131 22	92 20	785 34	67 43	3 19
	Residential Low Income Residential Small C&I Medium / Large C&I	4 36 6	0 43 2	0 4 0	0 0	0 0	0 0	64 10 0	131 22 5	92 20 1	785 34 3	67 43 4	3 19 74
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed credit card fees or charges during the period	4 36 6 57	0 43 2 47	0 4 0 4	0 0 0	0 0 0	0 0 0 0	64 10 0 375	131 22 5 847	92 20 1 1,010	785 34 3 1,280	67 43 4 542	3 19 74 111
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed credit card fees or charges during the period Residential	4 36 6 57 13,132	0 43 2 47	0 4 0 4	0 0 0 0 0	0 0 0 0 0	0 0 0 0	64 10 0 375 8,912	131 22 5 847 9,323	92 20 1 1,010 8,842	785 34 3 1,280	67 43 4 542 7,980	3 19 74 111 8,016
	Residential Low Income Residential Small C&I Medium / Large C&I 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	4 36 6 57 13,132 3,680 948 59	0 43 2 47 12,411 3,609 897 43	13,075 3,907 746 28	0 0 0 0 0 8,573 2,411 193 113	7,928 2,446 180	7,734 2,488 219	64 10 0 375 8,912 2,441 269 119	131 22 5 847 9,323 2,335 234 80	92 20 1 1,010 8,842 2,355 223 101	785 34 3 1,280 8,223 3,172 254 139	7,980 2,879 234	3 19 74 111 8,016 2,870 280 230
6	Residential Low Income Residential Small C&I Medium / Large C&I 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 Total	4 36 6 57 13,132 3,680 948	0 43 2 47 12,411 3,609 897	0 4 0 4 13,075 3,907 746	0 0 0 0 0 8,573 2,411 193	0 0 0 0 7,928 2,446 180	7,734 2,488 219	64 10 0 375 8,912 2,441 269	131 22 5 847 9,323 2,335 234	92 20 1 1,010 8,842 2,355 223	785 34 3 1,280 8,223 3,172 254	7,980 2,879 234	3 19 74 111 8,016 2,870 280
	Residential Low Income Residential Small C&I Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period	4 36 6 57 13,132 3,680 948 59 17,819	0 43 2 47 12,411 3,609 897 43 16,960	0 4 0 4 13,075 3,907 746 28 17,756	0 0 0 0 8,573 2,411 193 113	7,928 2,446 180 48	7,734 2,488 219 141 10,582	8,912 2,441 269 119	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230
6	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I 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 Total Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	4 36 6 57 13,132 3,680 948 59 17,819	0 43 2 47 12,411 3,609 897 43 16,960	0 4 0 4 13,075 3,907 746 28 17,756	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 0 7,928 2,446 180 48 10,602	0 0 0 0 7,734 2,488 219 141 10,582	64 10 0 375 8,912 2,441 269 119 11,741	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
6	Residential Low Income Residential Small C&I Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	4 36 6 57 13,132 3,680 948 59 17,819	0 43 2 47 12,411 3,609 897 43 16,960	0 4 0 4 13,075 3,907 746 28 17,756	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 0 7,928 2,446 180 48 10,602	0 0 0 0 7,734 2,488 219 141 10,582	64 10 0 375 8,912 2,441 269 119 11,741	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
6	Residential Low Income Residential Small C&I Number of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559	0 4 0 4 13,075 3,907 746 28 17,756	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 0 7,928 2,446 180 48 10,602	0 0 0 0 7,734 2,488 219 141 10,582	64 10 0 375 8,912 2,441 269 119 11,741 0 0	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
6	Residential Low Income Residential Small C&I Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092	0 4 0 4 13,075 3,907 746 28 17,756 1 0 2,502 666	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 7,928 2,446 180 48 10,602	0 0 0 7,734 2,488 219 141 10,582 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
6	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I Total	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559	0 4 0 4 13,075 3,907 746 28 17,756	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 0 7,928 2,446 180 48 10,602	0 0 0 0 7,734 2,488 219 141 10,582	64 10 0 375 8,912 2,441 269 119 11,741 0 0	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
7	Residential Low Income Residential Small C&I Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Mumber 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 Number of customers, by customer class, taking service at the beginning of the period under existing deferred	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092	0 4 0 4 13,075 3,907 746 28 17,756 1 0 2,502 666	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 7,928 2,446 180 48 10,602	0 0 0 7,734 2,488 219 141 10,582 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Total Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I Total	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092	0 4 0 4 13,075 3,907 746 28 17,756 1 0 2,502 666	0 0 0 0 8,573 2,411 193 113 11,290	0 0 0 7,928 2,446 180 48 10,602	0 0 0 7,734 2,488 219 141 10,582 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0	131 22 5 847 9,323 2,335 234 80 11,972	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0	785 34 3 1,280 8,223 3,172 254 139 11,788	67 43 4 542 7,980 2,879 234 70 11,163	3 19 74 111 8,016 2,870 280 230 11,396
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements	4 36 6 57 13,132 3,680 948 59 17,819 2 0 0 5,021 1,343 6,366	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651	0 4 0 4 13,075 3,907 746 28 17,756 1 0 2,502 666 3,169	0 0 0 0 8,573 2,411 193 113 11,290 0 0	0 0 0 7,928 2,446 180 48 10,602 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0	67 43 4 542 7,980 2,879 234 70 11,163 0 0 0	3 19 74 111 8,016 2,870 280 230 11,396 0 0
7	Residential Low Income Residential Small C&I Low Income Residential Medium / Large C&I Total Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I 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 Residential Low Income Residential Small C&I Low Income Residential	4 36 6 57 13,132 3,680 948 59 17,819 2 0 0 5,021 1,343 6,366	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651	0 4 0 13,075 3,907 746 28 17,756 1,756 1,518 1,518 2,512 666 3,169	0 0 0 0 8,573 2,411 193 113 11,290 0 0 0 0 0 0	0 0 0 7,928 2,446 180 48 10,602 0 0 0 0 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0 0	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 4,709 550 123	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 3,988 799	67 43 4 542 7,980 2,879 234 70 11,163 0 0 0 0 0	3 19 74 111 8,016 2,870 280 230 11,396 0 0 0 0
7	Residential Low income Residential Small C&I Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low income Residential Small C&I Medium / Large C&I	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33	0 4 4 0 0 4 4 13,075 3,907 746 28 8 17,756 1 0 0 2,502 666 3,169 2 1,518 281 80 3 3 3 3 3	0 0 0 0 8,573 2,411 193 11,290 0 0 0 0 0 1,898 433 70 21	0 0 0 0 7,928 2,446 180 0 0 0 0 0 0 0 2,057 493 72 25	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 3,555 441 153	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 4,492 461 136 38	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 4,709 550 123 35	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 799 158 45	67 43 4 542 7,980 2,879 234 70 0 0 0 0 0 0 0 0 0 0 0	3 19 74 111 8,016 2,870 280 0 0 0 0 0 0 0 2,523 429 120 35
7	Residential Low Income Residential Small C&I Low Income Residential Medium / Large C&I Total Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I 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 Residential Low Income Residential Small C&I Low Income Residential	4 36 6 57 13,132 3,680 948 59 17,819 2 0 0 5,021 1,343 6,366	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651	0 4 0 13,075 3,907 746 28 17,756 1,756 1,518 1,518 2,512 666 3,169	0 0 0 0 8,573 2,411 193 113 11,290 0 0 0 0 0 0	0 0 0 7,928 2,446 180 48 10,602 0 0 0 0 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0 0	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 0 4,709 550 123	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 3,988 799	67 43 4 542 7,980 2,879 234 70 11,163 0 0 0 0 0	3 19 74 111 8,016 2,870 280 230 11,396 0 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33	0 4 4 0 0 4 4 13,075 3,907 746 28 8 17,756 1 0 0 2,502 666 3,169 2 1,518 281 80 3 3 3 3 3	0 0 0 0 8,573 2,411 193 11,290 0 0 0 0 0 1,898 433 70 21	0 0 0 0 7,928 2,446 180 0 0 0 0 0 0 0 2,057 493 72 25	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 3,555 441 153	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 4,492 461 136 38	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 4,709 550 123 35	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 799 158 45	67 43 4 542 7,980 2,879 234 70 0 0 0 0 0 0 0 0 0 0 0	3 19 74 111 8,016 2,870 280 0 0 0 0 0 0 0 2,523 429 120 35
7	Residential Low income Residential Small C&I Medium / Large C&I Total Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I 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	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 4 4 0 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	0 0 0 0 8,573 2,411 193 11,290 0 0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 7,928 2,446 180 0 0 0 0 0 0 0 2,057 493 72 25 2,647	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 3,555 441 153 37 4,186	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 4,492 461 136 38 5,127	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 4,709 550 123 35 5,417	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 799 158 45 4,990	67 43 4 542 7,980 2,879 234 70 0 0 0 0 0 3,578 625 145 41 4,389	3 19 74 111 8,016 2,870 280 2300 0 0 0 0 0 0 0 0 2,523 429 12,523 429 120 35 31,07
7	Residential Low income Residential Small C&I Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements 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	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,839	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 4 4 0 4 4 13,075 3,907 746 28 17,756 666 3,169 1,518 281 8,0 3 3 3 1,912 50	0 0 0 0 8,573 2,411 193 113 11,290 0 0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 7,928 2,446 180 48 10,602 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 2,266 501 75 30 2,872	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 0 4,186	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492 461 136 38 5,127	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 4,709 550 123 35 5,417	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 4 3,988 799 158 45 4,990	67 43 4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 3,578 625 145 41 4,389	3 19 74 111 8,016 2,870 280 230 0 0 0 0 0 0 0 2,523 429 120 35 3,107
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I 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 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 Mumber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899 1,899	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 4 4 0 4 13,075 3,907 746 28 17,756 1 0 0 2,502 666 3,169 1 1,518 80 33 1,912 50 19	0 0 0 0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 7,928 2,446 180 48 10,602 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 0 0 41 153 3,755 441 153 3,7 4,186	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492 461 136 38 5,127	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 4,709 550 123 35 5,417	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 799 158 45 4,990	67 43 4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 0 4 3,578 625 145 41 4,389	3 19 74 111 8,016 2,870 280 230 11,396 0 0 0 0 0 0 0 2,523 429 120 35 3,107
7	Residential Low income Residential Small C&I Medium / Large C&I Total Medium / Large C&I 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 Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements Residential Low income Residential Number of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Low income Residential Small C&I Low income Residential	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899 66 12	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 4 4 0 0 4 4 13,075 3,907 746 28 8 17,756 1 0 0 2,502 666 3,169 1 5,518 281 80 3 3 3 1,912 50 1 9 7	0 0 0 0 8,573 2,411 193 11,290 0 0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 7,928 2,446 180 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 0 2,266 501 75 30 2,872	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 0 441 153 3,755 441,186	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492 461 136 38 5,127	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 4,709 550 123 35 5,417 42 5	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 799 158 45 4,990	67 43 4 542 7,980 2,879 234 70 0 0 0 0 0 3,578 625 145 41 4,389	3 19 74 111 8,016 2,870 280 0 0 0 0 0 0 0 230 11,396 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
7	Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I 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 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 Mumber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential	4 36 6 57 13,132 3,680 948 59 17,819 2 0 5,021 1,343 6,366 1,595 182 94 28 1,899 1,899	0 43 2 47 12,411 3,609 897 43 16,960 0 0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 4 4 0 4 13,075 3,907 746 28 17,756 1 0 0 2,502 666 3,169 1 1,518 80 33 1,912 50 19	0 0 0 0 8,573 2,411 193 113 11,290 0 0 0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 7,928 2,446 180 48 10,602 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 7,734 2,488 219 141 10,582 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	64 10 0 375 8,912 2,441 269 119 11,741 0 0 0 0 0 0 0 0 41 153 3,755 441 153 3,7 4,186	131 22 5 847 9,323 2,335 234 80 11,972 0 0 0 0 4,492 461 136 38 5,127	92 20 1 1,010 8,842 2,355 223 101 11,521 0 0 0 0 0 4,709 550 123 35 5,417	785 34 3 1,280 8,223 3,172 254 139 11,788 0 0 0 0 0 3,988 799 158 45 4,990	67 43 4 542 7,980 2,879 234 70 11,163 0 0 0 0 0 0 4 3,578 625 145 41 4,389	3 19 74 111 8,016 2,870 280 230 11,396 0 0 0 0 0 0 0 2,523 429 120 35 3,107

							2022						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
										-			
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	468	607	843	527	183	480	1,142	1,839	1,373	591	154	0
	Low Income Residential	137	201	283	132	59	91	69	159	223	173	51	0
	Small C&I	33	58	38	15	4	17	51	27	39	13	13	0
	Medium / Large C&I	12	23	3	12	4	11	10	11	3	1	3	9
	Total	650	889	1,167	686	250	599	1,272	2,036	1,638	778	221	9
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	25	24	17	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Low Income Residential	5	6	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Small C&I	0	2	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Medium / Large C&I	0	2	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Total	30	34	27	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	3,793	3,757	3,739	3,338	3,186	3,213	4,990	3,242	3,439	3,331	3,462	3,537
	Low Income Residential	27,891	28,493	28,888	2,097	1,955	2,027	1,979	2,134	2,299	2,299	2,362	2,430
	Small C&I	3	4	3	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	31,687	32,254	32,630	5,435	5,141	5,240	6,969	5,376	5,738	5,630	5,824	5,967
13	Number of customers completing hardship protections during the period												
	Residential	300	362	396	33	53	53	60	56	57	55	49	35
	Low Income Residential	620	707	745	32	21	7	16	13	25	43	34	23
	Small C&I	0	0	2	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	920	1,069	1,143	65	74	60	76	69	82	98	83	58
14	Number of customers enrolling in new hardship protections during the period												
	Residential	177	216	236	73	72	120	464	501	528	447	507	264
	Low Income Residential	666	688	719	94	114	150	213	270	327	603	278	142
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0	0	9 55	0	0	0	0	0	0 855	0	7 85	0
	***	843	904	955	167	186	270	677	771	855	1,050	785	406
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0 16	0	0	0	0 22	0	0 34	30	0 17	0
	Low Income Residential Small C&I	0	11 0	0	13	18	26	0	21	0	0	0	- 4
	Smail C&l Medium / Large C&l	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&i Total	0	11	16	13	18	26	22	21	34	30	17	0
16	Number of customers, by customer class, enrolling in an AMP program during the period	U	11	10	13	10	20	22	21	34	30	17	4
16	Residential	0	0	0	0	0	0	0	0	0	0	0	n
	Low Income Residential	119	138	242	264	212	309	385	665	1,010	2,056	434	197
	Small C&I	0	0	0	0	0	0	0	0	1,010	2,036	434	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	119	138	242	264	212	309	385	665	1,010	2.056	434	197
17	Number of customers, by customer class, re-enrolling in an AMP program during the period		250	- 12			303	555	533	2,010	2,000	54	237
1/	Residential	0	0	1	0	0	0	0	0	0	0	0	0
	Low Income Residential	10	6	11	5	12	26	63	106	67	372	171	114
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	114
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	10	6	12	5	12	26	63	106	67	372	171	114
	. V.W.	10	ь	12	5	12	20	03	100	6/	3/2	1/1	114

							20:	22					•
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	388	188	226	169	271	337	366	433	251	431	442	1,220
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Total	388	188	226	169	271	337	366	433	251	431	442	1,220
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	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52,855	51,807	52,406	53,668
	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	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52,855	51,807	52,406	53,668
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	77	64	84	664	696	646	696	808	1,137	1,104	594	1,212
	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	77	64	84	664	696	646	696	808	1,137	1,104	594	1,212
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												l
	Residential	0	2	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	2,198	2,230	2,189	5	0	0	0	2	6	28	69	73
	Medium / Large C&I	543	538	532	0	0	0	0	0	0	7	10	10
	Total	2,741	2,770	2,721	5	0	0	0	2	6	35	79	83
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	59	46	2	0	0	2	16	50	30	62	100
	Medium / Large C&I	25	12	7	0	0	0	0	0	15	3	7	34
	Total	112	71	53	2	0	0	2	16	65	33	69	134
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	59	75	26	10	5	9	5	9	21	27	33	22
	Medium / Large C&I	13	13	5	1	1	0	2	2	4	3	2	3
	Total	72	88	31	11	6	9	7	11	25	30	35	25
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	82	94	63	1	0	0	22	54	22	36	26	23
	Medium / Large C&I	25	18	22	0	0	0	5	7	2	12	5	6
	Total	107	112	85	1	0	0	27	61	24	48	31	29

							20	023					
ī	versource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 [lumber of customers, by customer class												
ľ	esidential	251,917	251,575	253,498	251,160	251,333	251,218						
Į.	ow Income Residential	51,993	51,994	52,283	51,749	51,616	51,480						
	mall C&I	24,324	24,249	24,308	23,887	23,739	23,652						
	Medium / Large C&I	7,409	7,386	7,402	7,338	7,327	7,332						
	treetlights	0	0	0	0	0	0						
-	otal	335,643	335,204	337,491	334,134	334,015	333,682	0	0	0	0	0	0
	lumber of customers, by customer class, disconnected during the period												
ľ	esidential	0	0	0	0	113	915						
Į!	ow Income Residential	0	0	0	0	15	419						
	mall C&I	43	108	143	182	71	40						
	Medium / Large C&I	5	7	7	9	2	12						
	treetlights	0	0	0	0	0	0	_			_		
-	otal	48	115	150	191	201	1,386	0	0	0	0	0	0
	lumber of customers, by customer class receiving a 1st notice of disconnect during the period												
ľ	esidential	5	11	12	5,196	7,352	11,176					+	
ľ	ow Income Residential	12	23	18	1,410	4,344	5,913					+	
ŀ	mall C&I	2,497	2,553	3,016	699	451	1,122					——	
Į.	Medium / Large C&I otal	747	735	937	196	582	888				_	_	-
į.	Utal	3,261	3,322	3,983	7,501	12,729	19,099	0	0	0	0	0	0
, , I	tunber of materials by materials and an article Fig. 1/22 by materials of discount of the same of the							1				l	
	lumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period			-	250	4 507	6 254						
	esidential	11	4	5	359	1,527	6,361	 					
	ow Income Residential mall C&I	7 958	1,165	0 1,183	127 839	950 232	3,584 277	 					
		237	252	1,183	149	64	129						
	Medium / Large C&I	1,213	1,421	1,430	1,474	2,773	10,351	0	0	0	0	0	
-		1,213	1,421	1,430	1,4/4	2,773	10,351	U	U	U	U		U
	lumber of customers, by customer class, reconnected during the period esidential	52	22	22	12	29	578						
	ow Income Residential mall C&I	12 47	12 78	4 83	3 76	5 43	221 9						
	Medium / Large C&I	47	5	5	76	1	6						
	otal	115	117	114	98	78	814	0	0	0	0	0	0
	lumber of customers, by customer class, assessed reconnection fees or charges from the reconnect orders	113	117	114	36	76	014						
	ompleted during the same period											[
	esidential	32	8	14	22	36	487						
	ow Income Residential	2	1	0	3	3	173						
	mall C&I	34	64	72	68	29	10						
	Medium / Large C&I	3	3	4	6	0	5						
	otal	71	76	90	99	68	675	0	0	0	0	0	0
	lumber of customers, by customer class, assessed credit card fees or charges during the period	,,	,,,	30	33	55	0,3				•		
	esidential	8,869	8,438	8,767	50	0	0						
	ow Income Residential	2,984	2,831	3,078	5	0	0						
	mall C&I	332	338	452	409	249	379	1					
	Medium / Large C&I	186	191	254	156	94	236	1					
	otal	12,371	11,798	12,551	620	343	615	0	0	0	0	0	0
	lumber of customers, by customer class, assessed late payment fees or charges during the period	,	,	,									
	esidential	0	0	0	0	0	0						
į,	ow Income Residential	0	0	0	0	0	0						
į.	mall C&I	0	0	4,143	4,156	3,854	3,738						
f	Medium / Large C&I	0	0	974	881	891	809					ĺ	
ŀ	otal	0	0	5,117	5,037	4,745	4,547	0	0	0	0	0	0
, t	lumber of customers, by customer class, taking service at the beginning of the period under existing deferred			-									
	ayment arrangements							1				I .	
	esidential	1,936	1,880	2,038	1,949	2,016	2,488					i	
Ī	ow Income Residential	318	331	311	306	357	365					ĺ	
5	mall C&i	113	112	153	148	116	83					ĺ	
Ī	Nedium / Large C&I	36	36	45	38	40	34						
Ī	otal	2,403	2,359	2,547	2,441	2,529	2,970	0	0	0	0	0	0
								1				1	
9 1	lumber of customers by customer class, completing deferred payment arrangements during the period												
	lumber of customers by customer class, completing deferred payment arrangements during the period esidential	58	37	45	19	13	34						
F L	esidential ow Income Residential	4	3	5	8	13 7	34 5						
I S	esidential ow Income Residential mall C&I	4	3	5 0	8	7	5 1						
F L S	esidential ow Income Residential	4	3	5	8	7	5						

	Ī						2023						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun Jul	-	Aug	Sep	Oct	Nov	Dec
									Ĭ				
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the period												
	Residential	123	126	267	246	235	553						
	Low Income Residential	35	12	23	82	78	161						
	Small C&I	15	6	48	33	16	17						
	Medium / Large C&I	3	4	9	5	7	1						
	Total	176	148	347	366	336	732	0	0	0	0	0	0
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	N/A	N/A	N/A	N/A	N/A	N/A						
	Low Income Residential	N/A	N/A	N/A	N/A	N/A	N/A						
	Small C&I	N/A	N/A	N/A	N/A	N/A	N/A						
	Medium / Large C&I	N/A	N/A	N/A	N/A	N/A	N/A						
	Total	N/A	N/A	N/A	N/A	N/A	N/A	0	0	0	0	0	0
											-		
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	3,621	3,680	3,767	3,677	3,791	4,286						
	Low Income Residential	2,160	2,227	2,334	2,325	2,556	3,016						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	5,781	5,907	6,101	6,002	6,347	7,302	0	0	0	0	0	0
13	Number of customers completing hardship protections during the period												
	Residential	38	27	32	9	14	76						
	Low Income Residential	25	27	28	68	55	38						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	63	54	60	77	69	114	0	0	0	0	0	0
14	Number of customers enrolling in new hardship protections during the period												
	Residential	290	257	251	211	279	685						
	Low Income Residential	143	157	277	220	267	563						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	433	414	528	431	546	1,248	0	0	0	0	0	0
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0						-
	Low Income Residential	9	8	16	14	30	32						-
	Small C&I	0	0	0	0	0	0						-
	Medium / Large C&I	0	0	0	0	0	0	_					
	Total	9	8	16	14	30	32	0	0	0	0	0	. 0
16	Number of customers, by customer class, enrolling in an AMP program during the period												-
	Residential	0	0	0	0	0	0						-
	Low Income Residential	249	205	374	438	666	1,346						-
	Small C&I	0	0	0	0	0	0						-
	Medium / Large C&I	0	0	0	0	0	0		_	_			-
	Total	249	205	374	438	666	1,346	0	0	0	0	0	. 0
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												-
	Residential	0	0	0	0	0	0						-
	Low Income Residential	86	132	214	206	298	516						-
	Small C&I	0	0	0	0	0	0						-
	Medium / Large C&I	0	0	0	0	0	0	_					
	Total	86	132	214	206	298	516	0	0	0	0	0	0

							2023						
	Eversource Gas of Massachusetts	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	854	534	476	363	529	672						
	Small C&I (Total C&I)	0	0	0	0	0	0						
	Medium & Large C&I (not available)	0	0	0	0	0	0						
	Total	854	534	476	363	529	672	0	0	0	0	0	
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	61,999	63,618	67,037	71,040	74,190	77,028						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	61,999	63,618	67,037	71,040	74,190	77,028	0	0	0	0	0	
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	536	478	233	465	584	758						
	Small C&I	0	0	0	0	0	0						
	Medium / Large C&I	0	0	0	0	0	0						
	Total	536	478	233	465	584	758	0	0	0	0	0	
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	90	85	101	73	63	36						
	Medium / Large C&I	13	16	16	14	8	0						
	Total	103	101	117	87	71	36	0	0	0	0	0	
	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						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	4	30	43	17	17	38						
	Medium / Large C&I	2	6	5	2	3	6						
	Total	6	36	48	19	20	44	0	0	0	0	0	
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	0	0	0	0	0	0						
	Small C&I	19	20	16	17	17	13						
	Medium / Large C&I	4	2	3	6	2	1						
	Total	23	22	19	23	19	14	0	0	0	0	0	
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0						
	Low Income Residential	0	0	0	0	0	0	-					
	Small C&I	35	28	29	55	56	65						<u> </u>
	Medium / Large C&I	5	7	4	4	5	11						
	Total	40	35	33	59	61	76	0	0	0	0	0	C