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

Eversource Energy as of September 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 - EMA												
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 \$	3194,841,331	\$188,666,532	\$173,224,164	\$160,193,563	\$152,796,578	\$178,838,030	\$229,937,638	\$253,411,955	\$211,086,115	\$172,499,327	\$156,281,123	\$175,878,420
Accounts Receivable	212,780,736	227,849,989	238,798,046	209,760,440	209,677,457	245,948,295	248,208,457	274,684,243	278,166,944	220,664,578	221,781,162	261,950,898
Gross A/R Write-Offs	1,976,101	1,495,120	1,245,516	1,102,367	969,335	1,453,483	1,239,406	1,190,784	1,252,577	883,627	1,067,817	1,462,803
A/R Recoveries	467,972	525,536	302,921	247,564	195,542	248,814	185,627	276,359	184,803	246,780	280,069	189,210
NSTAR ELECTRIC - WMA												
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 \$	39,393,321	\$ 38,182,555	\$ 30,539,396	\$ 30,476,089	\$ 30,905,861	\$ 32,087,942	\$ 39,508,851	\$ 39,438,441	\$ 31,286,313	\$ 29,909,764	\$ 27,138,496	\$ 32,971,192
Accounts Receivable	48,484,042	49,661,255	48,937,906	48,311,123	47,028,710	46,581,311	52,113,179	54,479,467	50,499,667	47,278,285	43,113,925	53,685,782
Gross A/R Write-Offs	719,664	498,360	453,488	301,687	489,972	568,823	584,958	236,268	384,167	336,717	233,188	434,427
A/R Recoveries	44,240	56,678	98,676	60,248	79,747	61,700	69,950	38,239	55,185	55,174	22,306	26,256
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 \$	8234,234,652	\$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 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
	8 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 \$	3 -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 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

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	\$304,869,650	\$310,884,726	\$288,208,925	\$ -	\$ -	\$ -
Accounts Receivable	317,947,413	349,103,654	351,997,925	299,864,200	250,688,812	310,390,692	290,238,102	266,384,888	359,611,885	-	-	-
Gross A/R Write-Offs	3,306,055	2,654,398	1,867,249	1,911,103	1,901,290	2,331,679	2,157,462	3,020,402	3,553,896	-	-	-
A/R Recoveries	284,486	349,873	457,533	(330,010)	(227,559)	(240,608)	(282,177)	(190,086)	(269,774)	-	-	-
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	\$ 14,482,347	\$ 13,998,888	\$ 13,915,658			
Accounts Receivable	126,758,698	140,862,679	133,237,421	115,652,394	80,904,693	69,127,408	49,245,855	41,015,874	45,914,459			
Gross A/R Write-Offs	1,006,757	765,489	568,184	844,038	659,054	643,495	686,052	895,181	1,138,914			
A/R Recoveries	73,668	78,998	136,567	(94,846)	(72,079)	(76,318)	(89,929)	(103,293)	(96,967)			
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	\$ 99,697,626	\$ 49,542,880	\$ 34,059,801	\$ 19,227,731	\$ 16,689,900	\$ 17,919,129	\$ 14,683,634			
Accounts Receivable	146,854,079	165,311,511	172,703,575	145,240,142	120,637,484	116,411,150	84,771,375	66,463,196	85,968,070			
Gross A/R Write-Offs	485,212	656,534	159,234	342,041	121,835	449,719	2,136,934	9,828,867	1,109,070			
A/R Recoveries	99,169	66,810	112,975	62,936	73,946	82,832	72,537	149,721	172,956			

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 Compa	any of MA *	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	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 Electric Company								
2021	Increases or requested increases to bank lines of credit	Dividends paid	Capital market	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 Gas Cor	npany	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	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 Com	pany of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	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 Electric C	ompany	
2022	Increases or requested increases to bank lines of credit	Dividends paid	Capital market	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 Gas Cor	npany	
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	\$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 Com	oany 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 Financial Health Information - 2023

		NSTAR Electric C	ompany	
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	None		Yes	None
August	None		Yes	None
September	None		Yes	None
October				
November				
December				
Total 2023		\$327,400,000		

	NSTAR Gas Coi	npany	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	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
None	_	Yes	None
None	_	Yes	None
None	\$14,200,000	Yes	None
	\$42,600,000		

	Eversource Gas Com	pany of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	Credit rating agency action
None		Yes	None
None	_	Yes	None
None	\$5,300,000	Yes	None
None	_	Yes	None
None	_	Yes	None
None	\$5,300,000	Yes	None
None		Yes	None
None	_	Yes	None
None	\$5,300,000	Yes	None
	\$15,900,000		

WAS A	.	E /		, ,	.,	2020		, ,	-	0 .		
WMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	D
Number of customers, by customer class Residential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	15
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	4
Small C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	2
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	
Streetlights	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	
Total	217,575	217,292	216,978	217,717	217,558	217,677	218,086	218,005	217,122	221,217	221,282	2
Number of customers, by customer class, disconnected during the period												
Residential	605	668	322	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	26	0	0	0	0	0	0	0	0	
Small C&I	15		5	0	0	0	0	0	0	0	27	
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	
Total	620	678	353	0	0	0	0	0	0	0	27	
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	
Low Income Residential	767	553	338	0	0	0	0	0	0	65	3	
Small C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	
Medium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	
Streetlights	91	84	57	0	0	0	0	0	15	50	28	
Total	10,267	9,749	5,553	1	0	0	0	0	239	2,476	648	
Number of customers, by customer class, reconnected during the period												
Residential	370	449	259	8	6	7	1	1	0	1	1	
Low Income Residential	102	71	43	0	2	0	1	0	1	2	0	<u> </u>
Small C&I	33	29	23	3	1	0	1	0	0	0	12	
Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	<u> </u>
Streetlights Total	507	549	0 326	0 11	0	0	0	0	0	0	1 14	
	507	549	326	- 11	9	7	3	1	1	3	14	
Number of customers, by customer class, assessed reconnection fees or charges during the period	367	437	259	5	7	4	2	0	1	0	1	-
Residential Low Income Residential	367 102	437 71	259 42	5	7 2	0	0	0	0	2	0	-
Low income Residential Small C&I	35	30		2		0			0		11	
	0		22 1		1	0	1	0		0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	506	538	324	7	10	4	3	0	1	2	12	
	506	538	324	,	10	4	3	U		2	12	
Number of customers, by customer class, assessed credit card fees or charges during the period	4.802	4.905	4.630	4.178	3.960	4.196	4.248	4 006	4.117	4.003	3 943	
Residential Low Income Residential	2,618	2,773	2,755	3,033	3,960	3,143	4,248 3,219	2,816	3,037	2,772	2,538	
Small C&I	321	351	2,733	194	186	188	205	189	199	186	165	
Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	
Streetlights	20	15	15	10	11	16	13	12	13	13	12	
Total	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	6,986	6,671	
Number of customers, by customer class, assessed late payment fees or charges during the period	7,770	0,000	,,,,,	7,420	,,1,0	7,002	7,075	7,004	7,075	0,700	0,071	
Residential	7	9	2	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	2,526	2,588	1,669	0	0	0	0	0	0	0	0	
Medium / Large C&I	97	101	58	0	0	0	0	0	0	0	0	
Streetlights	239	235	158	0	0	0	0	0	0	0	0	
Total	2,869	2,933	1,887	0	0	0	0	0	0	0	0	
Number of customers, by customer class, taking service at the beginning of the period under existing de	ferred payment	arrangements										
Residential	761	796	788	843	637	573	615	668	784	940	970	
Low Income Residential	383	299	288	285	232	186	201	188	236	268	196	
Small C&I	18	32	17	19	24	27	47	35	43	73	104	
Medium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	
Streetlights	2	0	0	1	7	5	8	5	2	5	15	
Total	1,167	1,129	1,095	1,151	900	792	876	900	1,069	1,289	1,291	
Sumber of customers by customer class, completing deferred payment arrangements during the period	1											
Residential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	
Low Income Residential	245	294	223	109	142	83	86	52	61	60	38	
Small C&I	257	241	161	11	12	12	24	13	10	26	71	
Medium / Large C&I	9	8	7	1	0	0	0	0	1	5	3	<u> </u>
Streetlights	11		1,437	0	1	0	204	1	213	1	4	
	1,680	2,048	1,437	397	388	290	294	219	213	231	269	
Total		1 1	1,492	473	266	437	477	551	707	686	1.020	-
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p	period	1.04*			366		4//	551	707	689	1,039 124	
number of customers, by customer class, enrolling in new deferred payment arrangements during the Residential	1,587	1,841						170				
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential	1,587 344	398	369	187	212	177	176	178	237	159	102	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I	1,587 344 284	398 242	369 169	187 28	212 21	177 39	176 35	36	60	94	192	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I	1,587 344 284 8	398 242 8	369 169 9	187 28 0	212 21 1	177 39 4	176 35 0	36 0	60	94 9	192 11	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	1,587 344 284 8 11	398 242 8 12	369 169 9 6	187 28 0 5	212 21 1 0	177 39 4 4	176 35 0 3	36 0 0	60 0 5	94 9 12	192 11 13	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	1,587 344 284 8 11 2,234	398 242 8	369 169 9	187 28 0	212 21 1	177 39 4	176 35 0	36 0	60	94 9	192 11	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Gustomers, by customer class, renegotiating deferred payment arrangements during the per	1,587 344 284 8 11 2,234	398 242 8 12 2,501	369 169 9 6 2,045	187 28 0 5 693	212 21 1 0 600	177 39 4 4 661	176 35 0 3 691	36 0 0 765	60 0 5 1,009	94 9 12 963	192 11 13 1,379	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential	1,587 344 284 8 11 2,234 iod	398 242 8 12 2,501	369 169 9 6 2,045	187 28 0 5 693	212 21 1 0 600	177 39 4 4 661	176 35 0 3 691	36 0 0 765	60 0 5 1,009	94 9 12 963	192 11 13 1,379	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential	1,587 344 284 8 11 2,234	398 242 8 12 2,501 79 30	369 169 9 6 2,045	187 28 0 5 693	212 21 1 0 600	177 39 4 4 661	176 35 0 3 691	36 0 0 765	60 0 5 1,009	94 9 12 963 34	192 11 13 1,379 47 6	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Small C&I	1,587 344 284 8 11 2,234 iod 56 17	398 242 8 12 2,501 79 30	369 169 9 6 2,045	187 28 0 5 693 21 14 2	212 21 1 0 600	177 39 4 4 661 12 8	176 35 0 3 691 10 3 0	36 0 0 765 21 7	60 0 5 1,009 27 6	94 9 12 963 34 9	192 11 13 1,379 47 6	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&H Medium / Large C&I Streetlights Total Gumber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Small C&H Medium / Large C&I	1,587 344 284 8 11 2,234 iod 56 17 7 0	398 242 8 12 2,501 79 30 4	369 169 9 6 2,045	187 28 0 5 693 21 14 2 0	212 21 1 0 600 16 11 0	177 39 4 4 661 12 8 0	176 35 0 3 691 10 3 0	36 0 0 765 21 7 0	60 0 5 1,009 27 6 0	94 9 12 963 34 9 0	192 11 13 1,379 47 6 0	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total fundber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights	1,587 344 284 8 11 2,234 56 17 7 0	398 242 8 112 2,501 79 30 4 0	369 169 9 6 2,045 61 31 6 1	187 28 0 5 693 21 14 2 0 0	212 21 0 600 16 11 0	177 39 4 4 661 12 8 0 0	176 35 0 3 691 10 3 0 0	36 0 0 765 21 7 0 0	60 0 5 1,009 27 6 0 0	94 9 12 963 34 9 0 0	192 11 13 1,379 47 6 0 0	
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&H Medium / Large C&H Streetlights Total Lumber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Small C&H Medium / Large C&H Streetlights Total Streetlights Total Streetlights	1,587 344 284 8 11 2,234 iod 56 17 7 0	398 242 8 12 2,501 79 30 4	369 169 9 6 2,045	187 28 0 5 693 21 14 2 0	212 21 1 0 600 16 11 0	177 39 4 4 661 12 8 0	176 35 0 3 691 10 3 0	36 0 0 765 21 7 0	60 0 5 1,009 27 6 0	94 9 12 963 34 9 0	192 11 13 1,379 47 6 0	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the process of the content of th	1,587 344 284 8 11 2,234 iod 56 17 7 0 0 80	398 242 8 12 2,501 79 30 4 0 0	369 169 9 6 2,045 61 31 6 1 0	187 28 0 5 693 21 14 2 0 0 37	212 21 1 0 600 16 11 0 0 27	177 39 4 4 661 12 8 0 0 0 20	176 35 0 3 691 10 3 0 0 0	36 0 0 765 21 7 0 0 0	60 0 5 1,009 27 6 0 0 1 34	94 9 12 963 34 9 0 0 0 43	192 11 13 1,379 47 6 0 0 2 55	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Lumber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total under of customers taking service at the beginning of the period under existing hardship protections Residential	1,587 344 284 8 11 2,234 iod 56 17 7 0 0 80 2,750	398 242 8 12 2,501 79 30 4 0 0 113	369 169 9 6 2,045 61 31 6 1 0 99	187 28 0 5 693 21 14 2 0 0 0 37	212 21 0 600 16 11 0 0 27	177 39 4 4 661 12 8 0 0 0 20	176 35 0 3 691 10 3 0 0 1 14	36 0 0 765 21 7 0 0 0 28	60 0 5 1,009 27 6 0 0 1 34	94 9 12 963 34 9 0 0 0 0 43	192 11 13 1,379 47 6 0 0 2 55 1,738	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the process of the process of the payment arrangements during the process of the payment arrangements during the process of the payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Streetlights Total Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential	1,587 344 284 8 11 2,234 iod 56 17 7 0 80 80 2,750 34,568	398 242 8 12 2,501 79 30 4 0 0 113 3,198 36,655	369 169 9 6 2,045 61 31 6 1 0 99	187 28 0 5 693 21 14 2 0 0 37 3,527 37,372	212 21 1 0 600 16 11 0 0 0 27	177 39 4 4 661 12 8 0 0 0 20 3,594 38,721	176 35 0 3 691 10 3 0 0 1 14 3,628 38,893	36 0 0 765 21 7 0 0 0 28 3,701 40,845	60 0 5 1,009 27 6 0 0 1 34 3,738 41,235	94 9 12 963 34 9 0 0 0 43 3,800 41,886	192 11 13 1,379 47 6 0 0 2 55 1,738 39,062	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Lumber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income 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 Neconomers (See See See See See See See See See Se	1,587 344 284 8 111 2,234 56 17 7 0 0 80 2,750 34,568	398 242 8 12 2,501 79 30 4 0 0 113 3,198 36,655	369 169 9 6 2,045 61 31 6 1 0 99 3,344 36,941	187 28 0 5 693 21 14 2 0 0 37 3,527 3,527 37,372	212 21 0 600 16 11 0 0 0 27 3,580 38,565	177 39 4 4 661 12 8 0 0 0 20 3,594 38,721 0	176 35 0 3 691 10 3 0 0 1 14 14 3,628 38,893	36 0 0 765 21 7 0 0 0 28 3,701 40,845	60 0 5 1,009 27 6 0 0 1 34 3,738 41,235	94 9 12 963 34 9 0 0 0 43 3,800 41,886	192 11 13 1,379 47 6 0 0 2 55 1,738 39,062 0	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the process of the process of the payment arrangements during the process of the payment arrangements during the process of the payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Streetlights Total Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential	1,587 344 284 8 11 2,234 iod 56 17 7 0 80 80 2,750 34,568	398 242 8 12 2.501 79 30 4 0 0 113 3,198 36,655 0 0	369 169 9 6 2,045 61 31 6 1 0 99	187 28 0 5 693 21 14 2 0 0 37 3,527 37,372	212 21 1 0 600 16 11 0 0 0 27	177 39 4 4 661 12 8 0 0 0 20 3,594 38,721	176 35 0 3 691 10 3 0 0 1 14 3,628 38,893	36 0 0 765 21 7 0 0 0 28 3,701 40,845	60 0 5 1,009 27 6 0 0 1 34 3,738 41,235	94 9 12 963 34 9 0 0 0 43 3,800 41,886	192 11 13 1,379 47 6 0 0 2 55 1,738 39,062	

						2020						
WMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dε
Number of customers completing hardship protections during the period	1.0	150	22	27	27			24	10	2.020	70	
Residential Law Income Parisherial	16	158 199	23	27 5	27	6	4	24	12	3,820 42,517	79	
Low Income Residential Small C&I	45 0		23	0	64	0	8	64	13	42,317	100	
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	61		46	32	91	7	12	88	25	46,337	179	
Number of customers enrolling in new hardship protections during the period												
Residential	465	305	204	80	37	39	83	60	71	42	1,803	
Low Income Residential	2,112	512	449	1,197	213	171	1,977	455	650	638	39,917	
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	2,577	817	653	1,277	250	210	2,060	515	721	680	41,720	
Number of customers, by customer class, completing an AMP program during the period	_		_	_								
Residential	0 55	0 41	0 42	0 53	66	100	0 62	0 55	0 51	32	0 45	
Low Income Residential Small C&I	0		0	0	0	0	0	0	0	0	45	
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	55		42	53	66		62	55	51	32	45	
Sumber of customers, by customer class, enrolling in an AMP program during the period	- 55	- 11		50	- 00	100	02	55			45	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	138		184	261	368	231	249	317	281	235	161	
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	138	168	184	261	368	231	249	317	281	235	161	
umber of customers, by customer class, re-enrolling in an AMP program during the period										1		
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	10	5	7	13	12	7	5	7	10	9	15	
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	
Streetlights	0		0	0	0	0	0	0	0	0	0	
Total	10	5	7	13	12	7	5	7	10	9	15	
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	
Low Income Residential	453		122	167	130	98	179	213	222	190	168	
Small C&I (Total C&I)	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	
Streetlights Total	0 453		0 122	0 167	130	98	0 179	213	0 222	0 190	0 168	
	453	203	122	167	130	98	179	213	222	190	108	
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	
Low Income Residential	37,097		37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	
Small C&I	0		0	0	0 0	0	0	0,103	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	0	
Total	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	
Number of customers dropping off the low-income discount rate program during the period												
Residential	120		11	47	7	10	18	26	97	72	468	
Low Income Residential	102		11	49	20	9	28	52	51	63	382	
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	222	233	22	96	27	19	46	78	148	135	850	
tumber of customers, by customer class, with required deposits with the company at the beginning of the	e period	L										
Residential	0		0	0	0	0	0	0	0	0	0	
Low Income Residential	0		0	0	0	0	0	0	0	0	0	
Small C&I	57		31	36	33	28	28	27	18	20	32	-
Medium / Large C&I Streetlights	0		2 2	2	1	0	5	4	4	1	2	-
	58			39			37					
		51	35	39	35	28	3/	32	24	21	36	
Total								0	0	0	0	
iumber of customers, by customer class, required to submit new deposits or increased deposits during th		0	0	0		0					0	
iumber of customers, by customer class, required to submit new deposits or increased deposits during th Residential	0		0	0	0	0	0				Λ	
umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I	0	33	0 37	0 15	0	0 27	0 16	0 19	0 34	0 25	31	
umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential	0 0 44	0 33 0	0 37 1	0	0	0 27 7	0 16 1 2	0	0	0	31 5	
umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium / Large C&I	0 0 44 2	0 33 0 5	0 37	0 15 0	0 14 1	0 27	0 16 1	0 19 1	0 34 2	0 25 2	31	
umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 44 2 1 47	0 33 0 5 38	0 37 1 2	0 15 0	0 14 1 0	0 27 7 4	0 16 1 2	0 19 1 2	0 34 2 1	0 25 2	31 5 4	
umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 44 2 1 47	0 33 0 5 38	0 37 1 2	0 15 0	0 14 1 0	0 27 7 4	0 16 1 2	0 19 1 2	0 34 2 1	0 25 2	31 5 4	
iumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total unaber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential	0 44 2 1 47 ng the period	0 33 0 5 38	0 37 1 2 40	0 15 0 1 16	0 14 1 0 15	0 27 7 4 38	0 16 1 2 19	0 19 1 2 22	0 34 2 1 37	0 25 2 1 28	31 5 4 40	
iumber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, whose required deposits were reduced in part or foregone durin	0 0 44 2 1 47 eg the period 0	0 33 0 5 38	0 37 1 2 40	0 15 0 1 16	0 14 1 0 15	0 27 7 4 38	0 16 1 2 19	0 19 1 2 22	0 34 2 1 37	0 25 2 1 28	31 5 4 40	
iumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Small C&I	0 0 44 2 1 47 eg the period 0	0 33 0 5 38	0 37 1 2 40	0 15 0 1 16 0 0 0 5	0 14 1 0 15	0 27 7 4 38 0 0	0 16 1 2 19	0 19 1 2 22 22	0 34 2 1 37	0 25 2 1 28 0 0 0	31 5 4 40 0	
iumber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential	0 0 44 2 1 47 19 the period 0 0 3 0	0 33 0 5 38 0 0 0 0 0	0 37 1 2 40 0 0 8 1	0 15 0 1 16 0 0 0 5 0	0 14 1 0 15	0 27 7 4 38 0 0 0 1 1 0	0 16 1 2 19 0 0 2 0	0 19 1 2 22 22 0 0 3 1	0 34 2 1 37 0 0 14 0 0	0 25 2 1 28 0 0 2 2 2	31 5 4 40 0 0 3 1	
iumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Low Incomers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I	0 0 44 2 1 47 ng the period 0 0	0 33 0 5 38 0 0 0 0 0	0 37 1 2 40 0 0 8	0 15 0 1 16 0 0 0 5	0 14 1 0 15	0 27 7 4 38 0 0 1	0 16 1 2 19 0 0 2 0	0 19 1 2 22 22 0 0 3	0 34 2 1 37 0 0 14	0 25 2 1 28 0 0 2 2	31 5 4 40 0 0 0 3	
iumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Low Incomers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Season (C&I Streetlights Total Season Company (C&I Streetlights Total Season CAI Streetlights Total Streetlights Total Season (C&I Streetlights Total Season CAI Sea	0 0 44 2 1 47 19 the period 0 0 3 0	0 33 0 5 38 0 0 0 0 0	0 37 1 2 40 0 0 8 1	0 15 0 1 16 0 0 0 5 0	0 14 1 0 15	0 27 7 4 38 0 0 0 1 1 0	0 16 1 2 19 0 0 2 0	0 19 1 2 22 22 0 0 3 1	0 34 2 1 37 0 0 14 0 0	0 25 2 1 28 0 0 2 2 2	31 5 4 40 0 0 3 1	
iumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Low Incomers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Season (C&I Streetlights Total Season Company (C&I Streetlights Total Season CAI Streetlights Total Streetlights Total Season (C&I Streetlights Total Season CAI Sea	0 0 44 2 1 47 19 the period 0 0 3 0	0 33 0 5 38 0 0 0 0 0	0 37 1 2 40 0 0 8 1	0 15 0 1 16 0 0 0 5 0	0 14 1 0 15	0 27 7 4 38 0 0 0 1 1 0	0 16 1 2 19 0 0 2 0	0 19 1 2 22 22 0 0 3 1	0 34 2 1 37 0 0 14 0 0	0 25 2 1 28 0 0 2 2 2	31 5 4 40 0 0 3 1	
iumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Small C&I Streetlights Total Small C&I Streetlights Total Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Streetlights Total Low Income Residential	0 0 44 2 1 47 1 g the period 0 0 3 3 0 1 4	0 33 0 5 38 0 0 0 0 3 3 0 0 0 3 3 0 0	0 37 1 2 40 0 0 8 8 1 0 9	0 15 0 1 16 0 0 0 5 5 0 1 1 6	0 14 1 0 15 0 0 0 2 2 0 0 0 2	0 27 7 4 38 0 0 0 1 1 0 0	0 16 1 2 19 0 0 0 2 2 0 1 1 3	0 19 1 2 22 22 0 0 0 3 3 1 0 4	0 34 2 1 37 0 0 0 14 0 14 0 0 0 0	0 25 2 1 28 0 0 0 2 2 2 2 0 4	31 5 4 40 0 0 0 3 1 1 0 4	
Sumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&H Medium / Large C&I Streetlights Total Lumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Small C&I Residential Small C&I Residential Residential C&I Residential Residential Residential Residential Residential	0 0 44 2 1 47 19 the period 0 0 3 3 0 1 4	0 33 0 5 38 0 0 0 0 3 3 0 0 0 3 3 0 0	0 37 1 2 40 0 0 8 1 1 0 9	0 15 0 1 16 0 0 5 0 1 6	0 14 1 0 15 0 0 0 2 0 0 0 2	0 27 7 4 38 0 0 1 0 0 1	0 16 1 2 19 0 0 2 0 1 3	0 19 1 2 22 22 0 0 3 1 0 4	0 34 2 1 37 0 0 0 14 0 0	0 25 2 1 1 28 28 2 2 2 2 0 4 4 4 0 0	31 5 4 40 0 0 0 3 1 1 0 4	
Sumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Sumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Medium / Large C&I Streetlights Total Streetlights Total Comber of customers, by customer class, whose deposits were returned in full during the period Residential Small C&I Streetlights Total Comber of customers, by customer class, whose deposits were returned in full during the period Residential Small C&I Medium / Large C&I	0 0 44 2 1 47 19 the period 0 3 3 0 1 4 4 0 0 4 4 4 1	0 33 0 5 38 0 0 0 3 0 0 0 3 0 0 0 0 0 3 0 0 0 0	0 37 1 2 40 0 0 0 8 1 1 0 9	0 15 0 1 16 0 0 0 5 0 1 6	0 14 1 0 15 0 0 0 2 2 0 0 2 2 0 0 15	0 27 7 4 38 0 0 0 1 0 0 0 1	0 16 1 2 19 0 0 0 2 0 1 1 3	0 19 1 2 22 22 0 0 0 3 1 1 0 4	0 34 2 1 37 0 0 0 14 0 0 14 4 0 0 413 11	0 25 2 1 1 28 0 0 0 2 2 2 2 0 4 4 0 0 0 3 3 3 2 2	31 5 4 40 0 0 3 1 1 0 4 4 0 0 2 1	
Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&H Medium / Large C&H Streetlights Total Low Incomers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Low Income Residential Small C&H Medium / Large C&H Streetlights Total With the CAR Incomers of Carlo Market Carlo	0 0 44 2 1 47 og the period 0 0 3 0 1 4 4	0 33 0 5 38 0 0 0 3 3 0 0 0 3 3 0 0 0 2 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 37 1 2 40 0 0 8 1 0 9	0 15 0 1 16 0 0 0 5 0 1 1 6	0 14 1 0 15 0 0 0 2 2 0 0 0 2	0 27 7 4 38 0 0 0 1 1 0 0 0 1 1 0 0 2 1 1	0 16 1 2 19 0 0 0 2 2 0 1 3	0 19 1 2 22 22 0 0 0 3 3 1 0 4	0 34 2 1 37 0 0 14 0 14 0 0 14 10 0 0 14 11	0 25 2 1 1 28 28 28 2 2 2 0 0 4 4 2 0 0 0 33 3	31 5 4 40 0 0 0 3 1 1 0 4 4	

	-					2021						
WMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	D
Number of customers, by customer class	153,559	150.070	152.000	155.061	154.015	154 420	154.402	154 103	152.060	152.010	152.000	1.5
Residential Low Income Residential	40,515	152,872 41,257	152,090 41,341	155,961 38,471	154,817 39,549	154,429 40,256	154,482 40,217	154,193 40,606	153,869 40,540	153,810 41,045	153,808 41,134	15 4
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	2
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	
Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493	4,474	4,564	
Total	221,767	221,842	221,150	222,112	222,056	222,445	222,470	223,044	222,210	222,634	222,781	22
Number of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	271	632	1,843	784	506	
Low Income Residential	0		0	0	0	0	0	0	0	0	0	
Small C&I	36	30	14	27	7	16	16	19	19	13	9	
Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	
Streetlights	0		0	0	7	0	0	0	0	0	0	
Total	36	30	14	27	7	16	287	651	1,862	797	515	
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	
Low Income Residential	0	0	0	0	0	0	1.247	4.107	2.764	2.296	1,266	
Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	
Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	
Streetlights	72	23	52	42	42	47	47	51	66	43	50	
Total	1,164	443	1,011	746	702	2,085	4,697	11,269	10,620	8,323	9,069	
Number of customers, by customer class, reconnected during the period					•							
Residential	0	0	0	0	0	0	70	182	706	378	295	
Low Income Residential	0	0	0	0	0	0	10	119	541	281	144	
Small C&I	16	21	11	22	9	10	8	15	15	18	15	
Medium / Large C&I	1	0	0	0	0	0	0	0	0	0	0	
Streetlights	0		0	1	1	2	0	0	0	0	0	
Total	17	21	11	23	10	12	88	316	1,262	677	454	
Number of customers, by customer class, assessed reconnection fees or charges during the period												
Residential Low Income Residential	0	0	0	0	0	0	65 14	150 146	691 538	378 279	288 146	
Small C&I	15	6	10	23	9	11	14 Q	146	15	11	110	
Medium / Large C&I	13	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	2	0	0	0	0	0	
Total	16	6	10	23	9	13	88	311	1,244	668	445	
Number of customers, by customer class, assessed credit card fees or charges during the period		-							-,		7.0	
Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	
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	
Small C&I	250	233	235	239	213	235	191	241	245	208	303	
Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	
Streetlights	13	17	11	12	12	17	18	17	15	22	25	
Total	7,425	6,941	8,257	7,347	6,939	7,469	7,981	8,842	9,896	10,364	10,258	
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	0	0	
Small C&I Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	0	0	0	0	
Number of customers, by customer class, taking service at the beginning of the period under existing de	ri.					-	-					
Residential	864	675	481	817	695	720	1,372	1.473	1.811	3.184	2,915	
Low Income Residential	163	135	116	191	172	214	334	330	450	588	607	
Small C&I	149	159	131	177	140	114	88	72	62	106	100	
Medium / Large C&I	6	9	7	8	5	7	2	4	2	0	0	
Streetlights	20	17	11	27	16	17	10	8	5	8	9	
Total	1,202	995	746	1,220	1,028	1,072	1,806	1,887	2,330	3,886	3,631	
iumber of customers by customer class, completing deferred payment arrangements during the period												
Residential	160	134	186	155	116	163	244	364	824	847	704	
Low Income Residential	72	45	103	64	45	50	64	102	268	277	187	
Small C&I	142 8	100	78	127	65	79 3	114	133	105	127	121	
Medium / Large C&I Streetlights	8	1 3	3	0 14	- 1	10	2	7	3	7	7	
Total	387		372	360	232	305	433	610	1,204	1,262	1.021	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p	307	203	372	300	232	303	433	010	1,204	1,202	1,021	
Residential	481	452	684	489	733	1.488	1,272	2.510	3,299	2.400	2.187	
Low Income Residential	166	141	181	158	229	572	275	503	1,303	701	536	
Small C&I	239	186	187	185	119	145	162	165	171	170	177	
Medium / Large C&I	14		6	1	4	3	6	4	3	4	4	
Streetlights	11	16	7	15	12	20	12	11	7	12	12	
Total	911	800	1,065	848	1,097	2,228	1,727	3,193	4,783	3,287	2,916	
	.1											
	q	11	15	18 7	22	48	12	80	191	133	149	
Residential	29				6	8	5	10	72 5	43	45	
Residential Low Income Residential	29 5	3	5			1.2					6	
Residential Low Income Residential Small C&I	29 5 3	3 7	3	1	2	12	3	6				
Residential Low Income Residential Small C&I Medium / Large C&I	29 5 3 0	3 7 0		1		0	0	0	1	0	0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	5 3 0	3 7 0	3 1 1	1 1 0	2 1 1	0	0	0	1 0	0	0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	29 5 3 0	3 7 0	3	1	2	0	0		1	0	0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers taking service at the beginning of the period under existing hardship protections	29 5 3 0 0 37	3 7 0 0	3 1 1 25	1 1 0 27	2 1 1 32	0 0 68	0 0 20	0 1 97	1 0 269	0 0 176	0 0 200	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Xumber of customers taking service at the beginning of the period under existing hardship protections Residential	29 5 3 0 0 37	3 7 0 0 21 2,591	3 1 1 25	1 1 0 27	2 1 1 32	0 0 68	2,062	0 1 97	2,110	0 0 176 3,980	0 0 200 2,398	
Residential Low Income Residential Small C&I Medium 'Large C&I Streetlights Total iumber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	29 5 3 0 0 37 825 39,871	3 7 0 0 21 2,591 39,633	3 1 1 25 2,573 40,446	1 1 0 27 8,756 40,806	7,382 38,795	7,739 42,156	0 0 20 2,062 41,282	1,990 42,073	2,110 42,775	0 0 176 3,980 41,698	0 0 200 2,398 38,488	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Wimber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I	29 5 3 0 0 37	3 7 0 0 0 21 2,591 39,633 0	3 1 1 25	1 1 0 27	2 1 1 32	0 0 68	2,062	0 1 97	2,110	0 0 176 3,980	0 0 200 2,398	
Low Income Residential Small C&I Medium/ Large C&I Streetlights Total Number of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	29 5 3 0 0 37 825 39,871 0	3 7 0 0 0 21 2,591 39,633 0	3 1 1 25 2,573 40,446 0	1 0 27 8,756 40,806 0	7,382 38,795	7,739 42,156	2,062 41,282 0	1,990 42,073 0	2,110 42,775 0	3,980 41,698 0	2,398 38,488 0	

WMA	Jan	Feb	Mar	Apr	May	2021 Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period	Jun	160	mu	Арг	muy	Jun	Jili	лид	Зер	OCI	2101	Dec
Residential	28	82	1,043	1,656	235	603	6	10	7	4,063	478	1
Low Income Residential	24	70	48	3,500	112	266	6	24	1	42,670	151	
Small C&I	0		0	0	0	0	0	0	0	0	0	
Medium / Large C&I Streetliehts	0	0	0	0	0	0	0	0	0	0	0	
Total	52		1,091	5,156	347	869	12	34	8	46,733	629	
Number of customers enrolling in new hardship protections during the period												
Residential	84	67	86	89	123	108	165	199	140	87	4,569	
Low Income Residential	1,475	865	863	1,701	3,922	857	944	749	830	982	30,564	
Small 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	
Total	1,559	932	949	1,790	4,045	965	1,109	948	970	1,069	35,133	
Number of customers, by customer class, completing an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	46 0		47	39	5	13	20	31	32	24	16	
Small 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	46	32	47	39	5	13	20	31	32	24	16	
iumber of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	270	176	386	321	435	1,283	473	1,215	736	581	321	
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	
Total	270	176	386	321	435	1,283	473	1,215	736	581	321	
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	145	22	37	26	42	72	106	233	257	147	141	
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 Streetinghts	145	22	37	26	42	72	106	233	257	147	141	
iumber of customers, by customer class, dropping off an AMP program during the period	145		5,	20	12		100	200	257	**/		
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	259	117	172	189	201	223	274	208	490	531	509	
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 Total	259	0 117	172	189	201	223	0 274	0 208	0 490	0 531	0 509	
Number of customers enrolling in the low-income discount rate program during the period	237	117	1/2	107	201	223	2/4	200	470	331	307	
Residential	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	
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	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	
iumber of customers dropping off the low-income discount rate program during the period	40,515	41,237	41,541	30,471	37,347	40,230	40,217	40,000	40,540	41,043	41,134	
Residential	94	60	1,505	627	459	542	74	103	155	177	1.066	
Low Income Residential	95	314	3	478	193	177	78	44	45	144	196	
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	
Streetlights Total	0 189	374	1,508	1,105	0	719	152	0 147	200	321	1,262	
iumber of customers, by customer class, with required deposits with the company at the beginning of th	189	3/4	1,500					147	200	341	1,202	
Residential	<u> </u>			1,103	652	/1/						
	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0					0	0	0		
Small C&I		0 25	0 23	0 0 18	0 0 27	0	0 0 26	0 35	0 32	0 30	0 0 26	
Small C&I Medium / Large C&I	0 24 2	0 25 3	0 23 1	0 0 18 4	0 0 27 5	0 0 21 5	0 0 26 2	0 35 1	0 32 3	0 30 1	0 0 26 2	
Small C&I Medium / Large C&I Streetlights	0 24 2 2	0 25 3 0	0 23 1 2	0 0 18 4	0 0 27 5	0 0 21 5 4	0 0 26 2 2	0 35 1 3	0 32 3 1	0 30 1 1	0 0 26 2	
Small C&I Medium / Large C&I Streetlights Total	0 24 2	0 25 3 0	0 23 1	0 0 18 4	0 0 27 5	0 0 21 5	0 0 26 2	0 35 1	0 32 3	0 30 1	0 0 26 2	
Small C&I Medium / Large C&I Streetlights Total under of ustomers, by customer class, required to submit new deposits or increased deposits during the	0 24 2 2 2 2	0 25 3 0	0 23 1 2 26	0 0 18 4 1 23	0 0 27 5 0 32	0 0 21 5 4 30	0 0 26 2 2 2 30	35 1 3 3	32 3 1 36	0 30 1 1 32	0 0 26 2 1 29	
Small C&I Medium / Large C&I Streetlights Total unber of customers, by customer class, required to submit new deposits or increased deposits during th Residential	0 24 2 2	0 25 3 0 28	0 23 1 2	0 0 18 4	0 0 27 5	0 0 21 5 4	0 0 26 2 2	0 35 1 3	0 32 3 1	0 30 1 1	0 0 26 2	
Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low income Residential Small C&I	0 24 2 2 2 28 0 0 0 25	0 25 3 0 28	0 23 1 2 26 0 0 0 36	0 0 18 4 1 23	0 0 27 5 0 32	0 0 21 5 4 30	0 0 26 2 2 30	0 35 1 3 39 0 0 0 29	0 32 3 1 36 0 0 43	0 30 1 1 32 0 0 0 36	0 0 26 2 1 29	
Small C&I Medium/Large C&I Medium/Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium/Large C&I	0 24 2 2 2 28 0 0 0 25	0 25 3 0 28 0 0 0 15	0 23 1 2 26 0 0 0 36 6	0 0 18 4 1 23 0 0 0 34	0 0 27 5 0 32	0 0 21 5 4 30 0 0 32 4	0 0 26 2 2 2 30 0 0 46 6	0 35 1 3 39 0 0 29 2	0 32 3 1 36 0 0 43	0 30 1 1 32 0 0 36 2	0 0 26 2 1 29 0 0 0 35	
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 24 2 2 28 0 0 0 25 0	0 25 3 0 28 0 0 0 15	0 23 1 2 26 0 0 0 36 6	0 0 18 4 1 23 0 0 0 34 1	0 0 27 5 0 32 0 0 0 29	0 0 21 5 4 30 0 0 0 32 4	0 0 26 2 2 2 30 0 0 46 6	0 35 1 3 39 0 0 0 29 2	0 32 3 1 36 0 0 43 4	0 30 1 1 32 0 0 0 36 2	0 0 26 2 1 29 0 0 0 35 0	
Small C&I Medium/Large C&I Medium/Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during tl Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total	0 24 2 2 2 28 0 0 0 25	0 25 3 0 28 0 0 0 15	0 23 1 2 26 0 0 0 36 6	0 0 18 4 1 23 0 0 0 34	0 0 27 5 0 32	0 0 21 5 4 30 0 0 32 4	0 0 26 2 2 2 30 0 0 46 6	0 35 1 3 39 0 0 29 2	0 32 3 1 36 0 0 43	0 30 1 1 32 0 0 36 2	0 0 26 2 1 29 0 0 0 35	
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, whose required deposits were reduced in part or foregone during the required deposits were reduced in part or foregone during the required deposits were reduced in part or foregone during the r	0 24 2 2 28 0 0 0 25 0	0 25 3 0 28 0 0 0 15	0 23 1 2 26 0 0 36 6 4 46	0 0 18 4 1 23 0 0 0 34 1 1 36	0 0 27 5 0 32 0 0 0 29 0 29	0 0 21 5 4 30 0 0 0 32 4	0 0 26 2 2 2 30 0 0 46 6	0 35 1 3 39 0 0 29 2 2 0	0 32 3 1 36 0 0 43 4 1	0 30 1 1 32 0 0 0 36 2 7	0 0 26 2 1 29 0 0 0 35 0 2	
Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential	0 24 2 2 28 8 0 0 0 25 0 25	0 25 3 0 28 0 0 0 15 1 1	0 23 1 2 2 26 0 0 0 36 6 4 4 46 0 0	0 0 18 4 1 23 0 0 0 34 1 1 1 0	0 0 27 5 0 32 0 0 0 0 29 0 22 31	0 0 21 5 4 30 0 0 32 4 1 37	0 0 26 2 2 2 30 0 0 46 6 7	0 35 1 3 39 0 0 0 29 2 2 0 31	0 32 3 1 36 0 0 43 4 1 48	0 30 1 1 32 0 0 36 2 7 45	0 0 26 2 1 29 0 0 0 35 0 2 37	
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I	0 24 2 2 2 28 0 0 0 25 0 1 26	0 25 3 0 28 0 0 0 15 1 1 1 1 0 0 28	0 23 1 2 26 0 0 0 36 6 4 4 46 0 0 31 31	0 0 18 4 1 23 0 0 0 34 1 1 1 36	0 0 27 5 0 32 0 0 0 29 0 2 31	0 0 21 5 4 30 0 0 0 32 4 1 37	0 0 26 2 2 30 0 0 0 46 6 7 59	0 35 1 3 39 0 0 0 29 2 0 31	0 32 3 1 36 0 0 43 4 1 48	0 30 1 1 32 0 0 0 36 2 7 45	0 0 26 2 1 29 0 0 0 35 0 2 2 37	
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total imber of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I	0 24 2 2 28 0 0 0 5 5 0 1 26 0 0 0	0 25 3 0 0 28 28 28 28 29 20 15 1 1 1 17 2 23 23 0 0	0 23 1 2 26 0 0 36 6 4 46 0 0 0 31 0 0	0 0 18 4 1 1 23 0 0 0 34 1 1 1 36	0 0 0 27 5 0 32 0 0 0 29 0 29 0 2 2 31	0 0 0 21 5 4 30 0 0 0 32 4 1 37	0 0 26 2 2 2 30 0 0 46 6 6 7 59	0 35 1 3 39 0 0 0 29 2 0 31	0 32 3 1 36 0 0 43 4 1 48	0 30 1 1 32 0 0 36 36 2 7 45	0 0 0 26 2 1 1 1 29 0 0 0 0 35 5 2 2 37 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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WMA			.,	, ,		2022						
Number of customers, by customer class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Residential	154,908	154,542	154,078	153,676	153,428	153,236	153,135	153,143	153,037	153,125	153,199	15.
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	4
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	2
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	
Streetlights	4,525	4,536	4,536	4,527	4,542	4,518	4,524	4,524	4,495	4,505	4,534	
Total	223,220	223,453	223,697	223,642	223,654	223,594	223,641	223,935	223,902	224,205	224,310	2:
Sumber of customers, by customer class, disconnected during the period												
Residential	407 0	469 0	368	474	668	981	1,182	1,227	1,150	1,205	616	
Low Income Residential Small C&I	15	13	26	23	32	31	22	7	28	20	10	_
Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	_
Total	422	482	394	497	700	1,012	1,204	1,234	1,178	1,225	626	
number of customers, by customer class, receiving disconnection notices during the period						2,012	-,	-,	2,270	1,220		_
Residential	8,951	4,065	7,258	1,075	2,392	8,795	9,446	10,872	12,840	9,003	7,390	
Low Income Residential	0	0	0	2,417	2,301	5,092	4,153	4,874	5,774	4,669	1,256	
Small C&I	66	53	58	669	855	912	837	871	971	845	725	
Medium / Large C&I	826	773	1,051	44	52	48	53	45	51	18	12	L
Streetlights	123	113	125	97	97	120	103	110	131	77	94	
Total	9,966	5,004	8,492	4,302	5,697	14,967	14,592	16,772	19,767	14,612	9,477	
Number of customers, by customer class, reconnected during the period												<u> </u>
Residential	340	358	290	364	270	7	513	571	612	590	4,549	-
Low Income Residential	0	0	27	8	142	1	477	397	411	430	3,214	_
Small C&I	15	14	0	16	17	0	16	12	13	12	183	
Medium / Large C&I	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	
Number of customers, by customer class, assessed reconnection fees or charges during the period	333	312	317	300	74/	U	1,000	700	1,000	1,002	.,,,,,,	
Residential	337	353	277	350	151	333	491	473	552	501	415	_
Low Income Residential	0	0	0	23	254	324	491	486	465	517	202	
Small C&I	9	8	20	17	18	18	16	14	13	13	10	ī —
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	346	361	297	390	423	675	998	973	1,030	1,031	627	
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	-
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	ļ
Small C&I	202	261	291	287	359	318	326	299	289	382	276	<u> </u>
Medium / Large C&I	12	11	11	23	29	50	42	32	34	22	28	<u> </u>
Streetlights	19	20	23	25	24	10.505	29	24	24	31	21	_
Total Number of customers, by customer class, assessed late payment fees or charges during the period	8,037	8,015	8,817	9,095	9,743	10,585	12,226	12,935	13,304	13,645	11,337	
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	2,857	2,911	3,426	2,315	2,353	2,294	2,637	2,349	2,583	3,053	2,634	
Medium / Large C&I	141	130	178	106	94	82	122	86	89	65	66	
Streetlights	254	265	314	195	199	201	209	214	215	255	211	
Total	3,252	3,306	3,918	2,616	2,646	2,577	2,968	2,649	2,887	3,373	2,911	
Number of customers, by customer class, taking service at the beginning of the period under existing def	it .											ь.
Residential	2,559	2,539	2,128	2,798	2,180	1,539	2,535	2,655	2,194	2,976	3,145	ь.
Low Income Residential	620	455	316	466	391	526	1,018	1,402	1,511	2,091	2,172	—
Small C&I	106	98	94	103	86	86	88	80	92	99	109	<u> </u>
Medium / Large C&I Streetliehts	6	4 9	4	3	12	1 7	4 8	2	9	1 7	1	_
Total	3,298	3,105	2,548	3,379	2,673	2,159	3,653	4,148	3.808	5,174	5,430	_
Number of customers by customer class, completing deferred payment arrangements during the period	3,290	3,103	2,340	3,379	2,073	2,139	3,033	4,140	3,000	3,174	3,430	_
Residential	1.008	844	670	699	204	488	1,156	1,132	1,259	1.309	1.190	$\overline{}$
Low Income Residential	79	72	68	86	114	190	438	517	553	644	430	
Small C&I	135	120	125	153	119	124	147	107	136	115	116	
Medium / Large C&I	3	4	3	4	4	3	3	1	0	0	2	
Streetlights	5	5	6	6	8	4	7	8	7	13	5	
Total	1,230	1,045	872	948	449	809	1,751	1,765	1,955	2,081	1,743	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the po	e											
Residential	2,548	2,175	2,529	1,750	1,081	2,274	2,783	2,596	2,810	2,867	2,185	-
Low Income Residential	266	259	330	279	663	1,068	1,579	1,749	1,788	1,757	867	<u> </u>
Small C&I	187	167	192	210	182	182	197	169	172	164	166	
Medium / Large C&I Streetlights	3 14	7 10	7	6 15	6 11	5	1 10	2 7	13	1 11	2 5	
Total Streetinghts	3,018	2.618	3,067	2,260	1,943	3,538	4.570	4.523	4,785	4.800	3,225	
Number of customers, by customer class, renegotiating deferred payment arrangements during the perio	3,018	2,010	3,007	2,200	1,743	3,330	4,370	7,343	7,700	4,000	3,443	
Residential	39	86	121	40	61	97	49	144	146	47	95	
Low Income Residential	1	6	14	3	28	50	45	125	124	47	56	
Small C&I	3	4	6	0	3	4	2	3	3	1	4	$\overline{}$
Medium / Large C&I	0	0	0	0	2	0	0	0	0	0	0	
Streetlights	0	0	0	1	0	1	0	0	0	1	0	
Total	43	96	141	44	94	152	96	272	273	96	155	
Number of customers taking service at the beginning of the period under existing hardship protections												二
	1,392	1,341	1,366	1,700	1,718	1,798	2,060	2,090	2,107	3,500	542	
Residential		40,861	41,757	42,385	43,170	43,170	44,312	44,956	45,592	44,951	10,258	Ē
Low Income Residential	39,803											
Low Income Residential Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	_
Low Income Residential Small C&I	0	0	0									

WMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dε
Number of customers completing hardship protections during the period												
Residential	0	9	54	92	60	125	13	28	21	3,643	679	
Low Income Residential	5	33	2	26	55	12	19	40	34	45,847	262	
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	0 5	42	56	118	115	137	32	68	55	49,490	941	
Number of customers enrolling in new hardship protections during the period	3	42	30	110	113	137	32	00	33	45,450	741	
Residential	169	190	140	120	136	115	109	107	88	144	1,995	
Low Income Residential	1,098	993	959	832	624	826	717	696	786	909	41,969	
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	1,267	1,183	1,099	952	760	941	826	803	874	1,053	43,964	
Number of customers, by customer class, completing an AMP program during the period	0	0	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential	34	15	21	29	36	41	44	81	306	31	44	
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	34	15	21	29	36	41	44	81	306	31	44	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	3,850	91	199	333	790	932	675	346	478	495	260	
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	3,850	91	199	333	790	932	675	346	478	495	260	
Number of customers, by customer class, re-enrolling in an AMP program during the period	3,030	/1	177	333	770	732	073	340	470	4/3	200	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	42	16	9	186	620	376	326	301	337	250	162	
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	42	16	9	186	620	376	326	301	337	250	162	
Number of customers, by customer class, dropping off an AMP program during the period				0	0							
Residential	0	0	0	0		0	0	0	0	0	0	
Low Income Residential	480	452	1,323	1,493	956	530	650	664	717	515	352	
Small C&I (Total C&I) Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	480	452	1,323	1,493	956	530	650	664	717	515	352	
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	
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	
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		
Streetlights											0	
Total		40 992	41 603	42 015	42 249		42 529	42.781	0	0	0	
Total	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781				
Number of customers dropping off the low-income discount rate program during the period	40,341	40,992	41,603	42,015	42,249	42,339	42,529		0 42,832	43,060	43,071	
Number of customers dropping off the low-income discount rate program during the period Residential	40,341 81	40,992	41,603	42,015	42,249	42,339	42,529 87	42,781 99	0 42,832 115	0 43,060 425	0 43,071 929	
Number of customers dropping off the low-income discount rate program during the period	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	0 42,832	43,060	43,071	
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	81 264 0	139 49 0	125 6 0	80 71 0	101 40 0	42,339 131 19 0 0	87 90 0	99 59 0	0 42,832 115 43 0	0 43,060 425 221 0	929 201 0	
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 Streetights	81 264 0 0	139 49 0 0	125 6 0 0	80 71 0 0	101 40 0 0	42,339 131 19 0 0 0	87 90 0 0	99 59 0 0	0 42,832 115 43 0 0	0 43,060 425 221 0 0	929 201 0 0	
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	81 264 0	139 49 0	125 6 0	80 71 0	101 40 0	42,339 131 19 0 0	87 90 0	99 59 0	0 42,832 115 43 0	0 43,060 425 221 0	929 201 0	
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 Vumber of customers, by customer class, with required deposits with the company at the beginning of th	81 264 0 0 345	139 49 0 0 188	41,603 125 6 0 0 0 131	80 71 0 0 0 151	101 40 0 0 0 141	131 19 0 0 0 150	87 90 0 0 0 177	99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130	
Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C.81 Medium / Large C.81 Streetlights Total Vanisher of customers, by customer class, with required deposits with the company at the beginning of the Residential	81 264 0 0 345	139 49 0 0 188	41,603 125 6 0 0 0 131 0	80 71 0 0 0 151	101 40 0 0 141	42,339 131 19 0 0 150 0 0	87 90 0 0 177	99 59 0 0 158	0 42,832 1115 43 0 0 0 158	0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 0 1,130	
Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium 7 Large C&I Streellights Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential	81 264 0 0 0 345	139 49 0 0 188	41,603 125 6 0 0 0 131 0 0 0	80 71 0 0 0 151	42,249 101 40 0 0 141 0 0 0 0 141	42,339 131 19 0 0 0 150	87 90 0 0 0 177	99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 0 1,130	
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 Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I	81 264 0 0 0 345 0 0 345	139 49 0 0 0 188 0 0 39	41,603 125 6 0 0 0 131 0 0 31	80 71 0 0 0 151	101 40 0 0 0 141	42,339 131 19 0 0 150 0 150 0 26	87 90 0 0 0 177	99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130	
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 Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	81 264 0 0 0 345	139 49 0 0 188	41,603 125 6 0 0 0 131 0 0 0	80 71 0 0 0 151	42,249 101 40 0 0 141 0 0 0 0 141	42,339 131 19 0 0 0 150	87 90 0 0 0 177	99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 0 1,130	
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 Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I	40,341 81 264 0 0 0 345 0 0 35 0	40,992 139 49 0 0 188 0 0 39 0	41,603 125 6 0 0 0 131 0 0 31	80 71 0 0 0 151	42,249 101 40 0 0 141 0 0 21 3	42,339 131 19 0 0 150 0 150 0 26	87 90 0 0 0 177	99 59 0 0 0 158	0 42,832 115 43 0 0 0 158 0 0 32 0	0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130 0 0 27	
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 Vumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights	40,341 81 264 0 0 0 345 0 0 0 345	40,992 139 49 0 0 188 0 0 0 189 0 199 199 199 199 199 199 199	41,603 125 6 0 0 131 0 0 31 1 1	42,015 80 71 0 0 0 151 0 0 27 0 2	101 40 0 0 0 141 0 0 2 141 3 0	42,339 131 19 0 0 0 150 0 26 11 2	42,529 87 90 0 0 0 177 0 28 1	99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 43,060 425 221 0 0 0 646 0 0 28 0	0 43,071 929 201 0 0 1,130 0 0 27 3	
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 Lumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Vaniber of customers, by customer class, required to submit new deposits or increased deposits during the Residential	40,341 81 264 0 0 0 345 0 0 0 345 0 0 0 0 345	40,992 139 49 0 0 188 0 0 139 0 140 0	125 6 0 0 0 131 0 0 31 1 1 33 0 0 0 0 0 0 0 0	80 71 0 0 0 151 0 0 0 27 0 2 29 0 0 0 0 0 0 0 0 0	101 40 0 0 0 141 0 0 0 141 0 0 0 141 0 0 0 21 3 0 0 24 0 0 0 0 0 0 0 0 0	42,339 131 19 0 0 0 150 0 26 1 2 29	42,529 87 90 0 0 177 0 0 28 1 1 0 0 0	99 59 0 0 0 158 0 0 25 1 3 29	0 42,832 115 43 0 0 0 158 0 0 32 0 0 32	0 43,060 425 221 0 0 0 646 0 0 28 0 1 29	0 43,071 929 201 0 0 0 1,130 0 0 27 3 0	
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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 Low Income Residential Small C&I Streetlights Total 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 durin Residential Low Income Residential Small C&I Residential Small C&I Residential Small C&I Residential Small C&I Residential Residential Small C&I Residential Resid	40,341 81 264 0 0 0 345 0 0 0 35 0 0 1 36 0 0 0 35 0 0 0 0 0 0 0 0 0 0 0 0 0	40,992 139 49 0 0 0 188 0 0 0 190 190 190 10 0 0 0 0 0 0 0 0 0	125 6 0 0 131 1 1 1 1 1 1 1 1	42,015 80 71 10 10 10 10 10 10 1	42,249 101 400 0 0 141 101	42,339 131 19 0 0 0 15	42,529 87 90 0 0 0 0 177 0 0 0 177 0 0 0 177 0 0 0 0 0 0 0 0 0	42,781 99 59 59 0 0 0 158 158 25 1 1 29 1 25 1 1 25 1 1 25 1 1 25 1 25 1 25 1 25 25	0 42,832 115 43 0 0 0 0 0 158 0 0 0 0 32 0 0 0 32 0 0 0 32 0 0 0 0 0	0 43,060 425 221 0 0 0 0 646 0 28 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 0 1,130 0 0 0 27 27 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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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 Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential	40,341 81 264 0 0 0 345 0 0 0 355 0 1 1 36 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	40,992 139 49 0 0 0 188 0 0 0 0 0 0 0 0 0 0 0 0 0	125 6 0 0 131 1 1 1 1 1 1 1 1	42,015 80 71 0 0 0 151 0 0 0 151 0 0 0 151 0 0 0 0 0 0 0 0 0	42,249 101 40 0 0 0 141 10 0 0 141 10 0 0 141 17 0 0 0 17 0 0 0 0 0 0 0 0 0	42,339	87 90 0 0 0 0 177 0 0 0 28 1 1 1 0 0 30 30 0 0 0 0 0 0 0 0 0 0 0 0 0	99 59 0 0 158 0 0 158 0 0 0 45 45 4 4 6 55 0 0 12 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 0 0 0 0 0 32 0 0 0 32 0 0 0 0 32 0 0 0 0	0 43,060 425 221 0 0 0 0 646 6 0 0 0 28 8 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	0 43,071 0 0 0 0 1,130 0 0 0 27 27 27 3 3 0 0 0 0 0 1,130 0 0 0 1,130 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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 Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential 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 Low Income Residential Small C&I Residential Low Income Residential Small C&I	40,341 81 264 0 0 0 345 0 0 0 345 0 0 0 1 36 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	40,992 139 49 0 0 0 188 0 0 0 0 188 0 0 0 0 10 10 0 0 0	125 6 0 0 131 1 1 33 3 3 1 2 45 0 0 0 0 0 0 0 0 0	42,015 80 71 1 1 1 1 1 1 1 1	42,249 101 40 0 0 141 0 0 0 141 0 0 0 141 0 0 0 0 0 0 0 0 0	42,339 131 19 0 0 0 15	42,529 87 90 0 0 0 0 0 177 1 0 0 0 177 1 0 0 0 0 0 0 0 0 0	99 59 0 0 158 0 0 0 25 1 1 3 29 0 0 0 158 0 0 158 0 0 158 0 0 0 158 0 0 0 158 0 0 0 158 0 0 0 158 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 115 43 0 0 0 0 158 0 0 0 32 0 0 0 0 3 3 2 0 0 0 0 0 0 3 3 2 0 0 0 0	0 43,060 425 221 0 0 0 646 0 0 28 0 0 0 1 1 0 0 1 1 1 0 0 1 1 1 0 0 0 1 1 1 0	0 43,071 9229 201 0 0 0 1,130 0 0 27 3 0 0 0 0 0 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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 Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential	40,341 81 264 0 0 0 345 0 0 0 355 0 1 1 36 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	40,992 139 49 0 0 0 188 0 0 0 0 0 0 0 0 0 0 0 0 0	125 6 0 0 131 1 1 1 1 1 1 1 1	42,015 80 71 0 0 0 151 0 0 0 151 0 0 0 151 0 0 0 0 0 0 0 0 0	42,249 101 40 0 0 0 141 10 0 0 141 10 0 0 141 17 0 0 0 17 0 0 0 0 0 0 0 0 0	42,339	87 90 0 0 0 177 0 0 0 28 1 1 1 0 0 30 30 30 31 2 3 36 0 0 0 0 0 0 0 0 0 0 0 0 0	99 59 0 0 158 0 0 158 0 0 0 45 45 4 4 6 55 0 0 12 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 0 0 0 0 0 32 0 0 0 32 0 0 0 0 32 0 0 0 0	0 43,060 425 221 0 0 0 0 646 6 0 0 0 28 8 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	0 43,071 0 0 0 0 1,130 0 0 0 27 27 27 3 3 0 0 0 0 0 1,130 0 0 0 1,130 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	

						2023						
WMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Number of customers, by customer class	152.560	152.270	152.011	152 021	150 516	150 225	152.264	152.240	150 500			
Residential Low Income Residential	153,560 42,900	153,279	153,011	152,831	152,516 44,366	152,335 44,150	152,364	152,349 44,030	150,509 44,752			
Small C&I	22,426	43,404 22,621	43,807 22,901	44,042 22,711	22,762	22,743	44,205 22,814	22,800	22,754			
Medium / Large C&I	784	780	804	814	825	797	819	808	820			
Streetlights	4,441	4,688	8,236	4,570	4,483	4,481	4,554	4,546	4,471			
Total	224,111	224,772	228,759	224,968	224,952	224,506	224,756	224,533	223,306			
Number of customers, by customer class, disconnected during the period												
Residential	402	235	253	586	1,876	873	1,000	722	436			
Low Income Residential	0	0	0	0	0	0	0	514	287			
Small C&I	14	12	20	19	15	21	13	25	11			-
Medium / Large C&I	0	0	0	0	0	0	0	0	0			1
Streetlights Total	416	247	273	605	1,891	894	1,013	1,261	734			
Number of customers, by customer class, receiving disconnection notices during the period	410	217	2.0	000	1,071	0,1	1,010	1,201	,,,,			
Residential	3,146	3,604	6,432	7,816	8,698	11,533	8,543	12,193	11,450			
Low Income Residential	208	129	126	7,206	4,420	5,261	4,226	6,192	5,005			
Small C&I	1,021	623	1,040	894	942	932	767	899	892			
Medium / Large C&I	23	44	26	24	16	23	16	17	7			
Streetlights	95	75	107	94	109	115	69	72	63			
Total	4,493	4,475	7,731	16,034	14,185	17,864	13,621	19,373	17,417			
Number of customers, by customer class, reconnected during the period	207	100	206	221	520	252	410	600	252			
Residential	307	177	206 7	321	528	352	418	608	352			-
Low Income Residential Small C&I	13 11	6	12	14 12	557 11	470 16	254 5	402	232			+
Medium / Large C&I	0	0	0	0	0	0	0	0	0			†
Streetlights	0	0	0	0	2	0	0	0	0			†
Total	331	189	225	347	1,098	838	677	1,015	592			
Number of customers, by customer class, assessed reconnection fees or charges during the period												
Residential	283	165	195	304	438	348	339	479	298	-		
Low Income Residential	33	16	16	31	639	470	327	524	281			
Small C&I	11	6	13	12	11	13	5	6	8			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Streetlights	0	0	0	0	0	0	0	0	0			
Total	327	187	224	347	1,088	831	671	1,009	587			
number of customers, by customer class, assessed credit card fees or charges during the period		6 200	6.958	26								
Residential Low Income Residential	6,555 3,704	6,309 3,519	6,958 3,960	36 11	0	0	0	0	0			-
Small C&I	3,704	3,319	3,960	264	265	345	363	344	313			-
Medium / Large C&I	19	24	30	17	15	16	21	37	29			
Streetlights	22	27	28	22	20	18	12	15	20			
Total	10,661	10,186	11,310	350	301	379	396	396	362			
Number of customers, by customer class, assessed late payment fees or charges during the period												
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	0	0	0	0	0	0	0	0	0			
Small C&I	2,497	2,718	2,583	2,207	2,703	2,520	2,540	2,547 45	2,569			
Medium / Large C&I Streetlights	184	83 210	66 205	159	194	46 204	56 168	203	200			
Total	2,736	3,011	2,854	2,415	2,952	2,770	2,764	2,795	2,820			
Number of customers, by customer class, taking service at the beginning of the period under existing de		3,011	2,034	2,413	2,732	2,770	2,704	2,773	2,020			_
Residential	2,335	2,150	1,825	2,484	2,481	2.099	2,469	2,540	1.875			
Low Income Residential	945	764	497	669	826	1,165	1,625	1,610	1,366			
Small C&I	115	104	84	104	102	73	88	101	65			
Medium / Large C&I	2	2	2	3	6	5	4	2	3			
Streetlights	6	6	4	3	4	6	5	8	4			
Total	3,403	3,026	2,412	3,263	3,419	3,348	4,191	4,261	3,313			
Number of customers by customer class, completing deferred payment arrangements during the period			-	_						-		
Residential	637	487	709	965	1,157	1,338	1,376	1,394	1,287			_
Low Income Residential	134	112	125	162	747	604	748	723	645			1
Small C&I	103	85	111	138	117	151	109	112	98			1
Medium / Large C&I	0	2 4	4	2	2	2	6	3 4	1 8			1
Streetlights Total	878	690	950	1,269	2,025	2,100	2,242	2,236	2,039			<u> </u>
iumber of customers, by customer class, enrolling in new deferred payment arrangements during the p		070	930	1,207	2,023	2,100	2,242	2,230	2,039			
	1,728	1,670	2,120	2,124	2,704	2,328	2,481	2,572	2,460			
Residential									1,564			
Residential	292	290	329	565	2,254	1,431	1.420	1,776	1.564			
		290 135	329 169	565 185	2,254 165	1,431 201	1,420 150	1,776	1,564			
Residential Low Income Residential	292 153	135	169 4	185 6	165 6	201	150 4	147 5	122			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	292 153 1 6	135 5 7	169 4 2	185 6 4	165 6 7	201 3 5	150 4 11	147 5 5	122 2 9			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	292 153 1 6 2,180	135	169 4	185 6	165 6	201	150 4	147 5	122			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, renegotiating deferred payment arrangements during the peri	292 153 1 6 2,180	135 5 7 2,107	169 4 2 2,624	185 6 4 2,884	165 6 7 5,136	201 3 5 3,968	150 4 11 4,066	147 5 5 4,505	122 2 9 4,157			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Kumber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential	292 153 1 6 2,180	135 5 7 2,107	169 4 2 2,624	185 6 4	165 6 7 5,136	201 3 5 3,968	150 4 11 4,066	147 5 5 4,505	122 2 9 4,157			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total funding of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential	292 153 1 6 2,180 0	135 5 7 2,107	169 4 2 2,624 94 17	185 6 4 2,884 44 7	165 6 7 5,136 85 57	201 3 5 3,968	150 4 11 4,066 32 28	147 5 5 4,505 79 80	122 2 9 4,157 113 56			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Sumber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I	292 153 1 6 2,180 33 9	135 5 7 2,107 79 10	169 4 2 2,624 94 17 2	185 6 4 2,884 44 7	165 6 7 5,136 85 57 2	201 3 5 3,968 115 104 3	150 4 11 4,066 32 28 0	147 5 5 4,505 79 80 3	122 2 9 4,157 113 56 5			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total fundber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I	292 153 1 6 2,180 0 33 9 1	135 5 7 2,107 79 10 1 0	169 4 2 2,624 94 17 2 0	185 6 4 2,884 44 7 1 0	165 6 7 5,136 85 57 2	201 3 5 3,968 115 104 3 0	150 4 11 4,066 32 28 0 0	147 5 5 4,505 79 80 3	122 2 9 4,157 113 56 5			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	292 153 1 6 2,180 4 33 9 1 0 0	135 5 7 2,107 79 10 1 0	169 4 2 2,624 94 17 2 0 0	185 6 4 2,884 44 7 1 0 0	165 6 7 5,136 85 57 2 0	201 3 5 3,968 115 104 3 0 0	150 4 11 4,066 32 28 0 0	147 5 5 4,505 79 80 3 1	122 2 9 4,157 113 56 5 0			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	292 153 1 6 2,180 0 33 9 1	135 5 7 2,107 79 10 1 0	169 4 2 2,624 94 17 2 0	185 6 4 2,884 44 7 1 0	165 6 7 5,136 85 57 2	201 3 5 3,968 115 104 3 0	150 4 11 4,066 32 28 0 0	147 5 5 4,505 79 80 3	122 2 9 4,157 113 56 5			
Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total umber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total umber of customers taking service at the beginning of the period under existing hardship protections umber of customers taking service at the beginning of the period under existing hardship protections	292 153 1 6 2,180 d 33 9 1 0 0	135 5 7 2,107 79 10 1 0 1 91	169 4 2 2,624 94 17 2 0 0 113	185 6 4 2,884 44 7 1 0 0 52	165 6 7 5,136 85 57 2 0 0	201 3 5 3,968 115 104 3 0 0 222	150 4 11 4,066 32 28 0 0 0 60	147 5 5 4,505 79 80 3 1 0 163	122 2 9 4,157 113 56 5 0 1 175			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total iumber of customers taking service at the beginning of the period under existing hardship protections Residential	292 153 1 6 2,180 4 33 9 1 0 0 43	135 5 7 2,107 79 10 1 0 1 91 1,467	169 4 2 2,624 94 17 2 0 0 113	185 6 4 2,884 44 7 1 0 0 52	165 6 7 5,136 85 57 2 0 0 144	201 3 5 3,968 115 104 3 0 0 222	150 4 11 4,066 32 28 0 0 0 60	147 5 5 4,505 79 80 3 1 0 163	122 2 9 4,157 113 56 5 0 1 175			
Residential Low Income Residential Small C&I Medium / Large C&I Streetilghis Total Low Income Residential Easidential Low Income Residential Small C&I Medium / Large C&I Streetilghis Small C&I Medium / Large C&I Streetilghis Total Medium / Large C&I Streetilghis Total Low Income Residential Small C&I Medium / Large C&I Streetilghis Total Low Income Residential Streetilghis Total	292 153 1 6 2,180 d 33 9 1 0 0	135 5 7 2,107 79 10 1 0 1 91	169 4 2 2,624 94 17 2 0 0 113	185 6 4 2,884 44 7 1 0 0 52	165 6 7 5,136 85 57 2 0 0	201 3 5 3,968 115 104 3 0 0 222	150 4 11 4,066 32 28 0 0 0 60	147 5 5 4,505 79 80 3 1 0 163	122 2 9 4,157 113 56 5 0 1 175			
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Gumber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Small C&I Medium / Large C&I Streetlights Total Gumber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Residential Small C&I Streetlights	292 153 1 6 2,180 6 33 9 1 0 0 43 1,135 42,397 0	135 5 7 2,107 79 10 1 0 1 91 1,467 43,286 0	169 4 2 2,624 94 17 2 0 0 113 1,597 44,076	185 6 4 2,884 44 7 1 0 0 52 1,967 44,439	165 6 7 5,136 85 57 2 0 0 144 2,131 45,135	201 3 5 3,968 115 104 3 0 0 222 2,178 45,712 0	150 4 11 4,066 32 28 0 0 0 60 2,234 46,392 0	147 5 5 4,505 4,505 79 80 3 1 0 163 2,287 47,035 0	122 2 9 4,157 113 56 5 0 1 175 2,304 47,776			
Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total Vumber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vumber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	292 153 1 6 2,180 4 33 9 1 0 0 43 1,135 42,397	135 5 7 2,107 79 10 1 0 1 1 91 1,467 43,286	169 4 2 2,624 94 17 2 0 0 113	185 6 4 2,884 44 7 1 0 0 52 1,967 44,439 0	165 6 7 5,136 85 57 2 0 0 144 2,131 45,135	201 3 5 3,968 115 104 3 0 0 222 2,178 45,712	150 4 11 4,066 32 28 0 0 0 60 2,234 46,392	147 5 5 4,505 79 80 3 1 0 163 2,287 47,035	122 2 9 4,157 113 56 5 0 1 175 2,304 47,776			

	/MA	Jan	Feb	Mar	Apr	Mav	2023	Iul	Aug	Sep	Oct	Nov	Г
Ñ	umber of customers completing hardship protections during the period	Jun	гео	mu	арт	way	Jun	Jui	aug	зер	Ott	NOV	L
	Residential	4	22	48	41	78	89	48	105	101			
	Low Income Residential	0	6	52	47	71	100	44	69	57			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	4	28	100	88	149	189	92	174	158			
Ń	umber of customers enrolling in new hardship protections during the period				•								
	Residential	359	225	183	197	130	51	97	70	154			
	Low Income Residential	895	824	712	736	650	553	677	725	1,253			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	1,254	1,049	895	933	780	604	774	795	1,407			
Ń	umber of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	64	51	50	67	76	64	59	524	99			
	Small C&I	0	0	0	0	0	0	0	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
_	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	64	51	50	67	76	64	59	524	99			
N	umber of customers, by customer class, enrolling in an AMP program during the period												
H	Residential	5,833	0	0	0	0	0	0	0	0			-
	Low Income Residential		80	126	424	1,077	342	317	306	485			-
	Small C&I	0	0	0	0	0	0	0	0	0			-
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			-
	Streetlights Total									0			
N	Total	5,833	80	126	424	1,077	342	317	306	485			
N	umber of customers, by customer class, re-enrolling in an AMP program during the period	0	0	0	0	0	0	0	0	0			-
	Residential Low Income Residential	3,543	15	30	126	457	160	158	196	275			+
	Low Income Residential Small C&I	3,543	0	30	126	457	160	158	196	2/5			-
		0	0	0	0			- 0		0			-
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0			-
	Total Total	3,543	15	30	126	457	160	158	196	275			
N	umber of customers, by customer class, dropping off an AMP program during the period	3,343	- 13	30	120	437	100	130	170	213			
. 1	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	145	452	898	3,014	771	617	622	721	510			
		0	0	0.70	3,014	0	017	0.22	0	0			
H	Small C&I (Total C&I) Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0			t
Н	Streetlights	0	0	0	0	0	0	0	0	0			
	Total	145	452	898	3,014	771	617	622	721	510			
Ń	umber of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	42,900	43,404	43,807	44,042	44,366	44,150	44,205	44,030	44,752			
	Small C&I	0	0										
_				0	0	0	0	0	0	44,732			
1	Medium / Large C&I	0			0		0		0	0			
H	Medium / Large C&I Streetlights	0	0	0		0 0		0 0		0 0			
	Medium / Large C&l Streetlights Total		0	0	0	0	0	0	0	0			
N	Streetlights Total	0	0	0	0	0	0 0	0 0	0 0	0 0			
N	Streetlights Total umber 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 0			
N	Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential	42,900	0 0 43,404	0 0 43,807	0 0 44,042	0 0 44,366	0 0 0 44,150	0 0 0 44,205	0 0 0 44,030	0 0 0 44,752			
Ni	Streetlights Total umber of customers dropping off the low-income discount rate program during the period	93	0 0 43,404	0 0 43,807	0 0 44,042 56	0 0 44,366	0 0 0 44,150	0 0 0 44,205	0 0 0 44,030	0 0 0 44,752			
Ni	Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	93 44 0 0	0 0 43,404 71 68 0	0 0 43,807 104 50 0	0 0 44,042 56 74 0	0 0 44,366 132 129 0 0	0 0 0 44,150 143 73 0	0 0 0 44,205 69 122 0	0 0 44,030 110 99 0	0 0 0 44,752 149 29 0			
Ni	Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medhum / Large C&I Streetlights	93 44 0 0	0 0 43,404 71 68 0 0	0 0 43,807 104 50 0 0	0 0 44,042 56 74 0 0	0 0 44,366 132 129 0 0	0 0 0 44,150 143 73 0 0	0 0 0 44,205	0 0 0 44,030 110 99 0 0	0 0 0 44,752 149 29 0 0			
	Streetlights Total umber 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	93 44 0 0	0 0 43,404 71 68 0	0 0 43,807 104 50 0	0 0 44,042 56 74 0	0 0 44,366 132 129 0 0	0 0 0 44,150 143 73 0	0 0 0 44,205 69 122 0	0 0 44,030 110 99 0	0 0 0 44,752 149 29 0			
	Streetlights Total umber 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 umber of customers, by customer class, with required deposits with the company at the beginning of the	93 44 0 0 0 137	0 0 43,404 71 68 0 0 0 139	0 0 43,807 104 50 0 0 154	0 0 44,042 56 74 0 0 0	0 0 44,366 132 129 0 0 0 0	0 0 44,150 143 73 0 0 0 216	0 0 44,205 69 122 0 0 0	0 0 44,030 110 99 0 0 0	0 0 44,752 149 29 0 0 0 178			
	Streetlights Total umber 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 umber of customers, by customer class, with required deposits with the company at the beginning of th Residential	0 42,900 93 44 0 0 137	0 0 43,404 71 68 0 0 139	0 0 43,807 104 50 0 0 0 154	56 74 0 0 130	0 0 44,366	0 0 44,150 143 73 0 0 0 216	0 0 44,205 69 122 0 0 0 191	0 0 44,030 110 99 0 0 0 209	0 0 44,752 149 29 0 0 0 178			
	Streetlights Total umber 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 umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential	0 42,900 93 44 0 0 0 137	0 0 43,404 71 68 0 0 0 139	0 0 43,807 104 50 0 0 0 154	0 0 44,042 56 74 0 0 0 130	0 0 44,366	0 0 44,150 143 73 0 0 0 216	0 0 44,205 69 122 0 0 0 191	0 0 44,030 110 99 0 0 0 209	0 0 44,752 149 29 0 0 0 178			
	Streetlights Total umber 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 umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Small C&I	0 42,900 93 44 0 0 0 137 0 0 0 38	0 0 43,404 71 68 0 0 139	0 0 43,807 104 50 0 0 0 154	0 0 44,042 56 74 0 0 0 130	0 0 44,366	0 0 44,150 143 73 0 0 0 216	0 0 44,205 69 122 0 0 0 191 0 24	0 0 44,030 110 99 0 0 0 209	0 0 0 44,752 149 29 0 0 0 178			
	Streetlights Total umber 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 umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I	0 42,900 93 44 0 0 0 137 0 0 0 38	0 0 43,404 71 68 0 0 0 139	0 0 43,807 104 50 0 0 0 154	0 0 44,042 56 74 0 0 0 130	0 0 44,366	0 0 44,150 143 73 0 0 0 216	0 0 44,205 69 122 0 0 0 191	0 0 44,030 110 99 0 0 0 209	0 0 44,752 149 29 0 0 0 178			
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Ni	Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, required to submit new deposits or increased deposits during the Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Residential Small C&I Residential	0 42,990 40,0000	0 0 43,404 71 688 0 0 0 0 139 139 2 2 2 2 2 2 2 555 55 55 5 5 5 5 5 5 5	0 0 43,807 104 50 0 0 0 1154 0 0 45 2 3 50 0 0 0 0 159 0 0 159 0 0 0 19 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 44,042 56 74 0 0 0 0 130 0 0 32 2 2 2 36 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 44,366 132 129 0 0 0 261 0 0 51 1 52 0 0 0 0 55 1 0 0 0 0 0 1 51 0 0 0 0 0	0 0 44,150 143 73 0 0 0 216 0 0 216 0 0 0 1 1 7 0 0 0 0 0 1 1 7 6 0 0 0 1 1 6 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 44,265	0 0 44,030 110 99 0 0 0 0 0 209 20 0 0 0 0 0 0 0 0 0	0 0 0 44,752 149 29 0 0 0 0 178 0 0 33 3 3 6 3 2 4 4 6 9 9 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			
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		(0)	Customer Spe	eme Duta (E									
	EGMA	Jan	Feb	Mar	Apr	Mav	2020 Jun	Jul	4	Sep	Oct	Nov	Dec
	Number of customers, by customer class	Jan	reo	iviar	Apr	iviay	Jun	Jui	Aug	sep	σα	NOV	Dec
-	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 Streetlights	7,932 0	7,933 0	7,937 0	7,938 0	7,935 0	7,939 0	7,941 0	7,939 0	7,944 0	7,477	7,478 0	7,499
	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 Small C&I	0 32	0 58	0 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
	Small C&I	1,243	1,266	601	0	0	0	0	436	35	387	0	0
	Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	0
2 2	Total Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	23,846	22,652	10,992	0	0	0	0	587	47	571	0	0
٥.۷	Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	748	726	488	0	0	0	0	2	0	0	0	0
	Medium / Large C&I Total	199 17,632	189 14,484	110 10,002	0	0	0	0	1	0	0	0	0
4	Number of customers, by customer class, reconnected during the period	17,032	17,704	10,002	0	U	0	0		U	3		0
	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 5	19	18 0	0	0	1 0	0	0	0	2	5	3 0
	Medium / Large C&I	45	35	25	3	12	5	4	1	5	8	13	7
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order	s completed d		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 Medium / Large C&I	15	19	17	0	0	0	1 0	0	1	2	5	3
	Total	44	35	24	3	11	6	4	1	5	7	14	7
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	9,314	9,069	8,619	8,201	7,704	7,374	7,712	7,591	7,885	8,044	7,734	9,633
	Low Income Residential Small C&I	2,699 433	2,672 436	2,512 478	3,112 240	2,948 246	2,900 221	2,707 271	2,407 254	2,549 247	2,510 268	2,100 271	2,192 350
	Medium / Large C&I	63	101	99	50	27	33	35	37	22	27	33	22
	Total	12,509	12,278	11,708	11,603	10,925	10,528	10,725	10,289	10,703	10,849	10,138	12,197
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,511	5,602	2,293	64	0	0	1	0	0	0	0	0
	Medium / Large C&I	1,485	1,701	735	20	0	0	0	0	0	0	0	0
	Total	6,996	7,303	3,028	84	0	0	1	0	0	0	0	0
8	Number of customers, by customer class, taking service at the beginning of the period under existing defe Residential			3 505	4,049	3,958	3,974	3,152	1,976	1,451	1,098	913	804
	Kesidential Low Income Residential	1,653 336	2,552 370	3,505 398	4,049	3,958 550	3,974 644	3,152 687	1,976	1,451 542	1,098	306	804 67
	Small C&I	41	61	71	81	77	58	43	27	31	52	23	26
	Medium / Large C&I	23	27	38	41	30	19	19	20	26	38	36	36
_	Total	2,053	3,010	4,012	4,626	4,615	4,695	3,901	2,682	2,050	1,601	1,278	933
9	Number of customers by customer class, completing deferred payment arrangements during the period Residential	133	135	163	147	202	197	193	132	91	92	61	31
	Low Income Residential	26	24	38	55	52	46	40	33	40	32	78	8
	Small C&I	1	5	6	3	3	5	5	3	3	8	4	1
	Medium / Large C&I Total	2 162	0 164	2 209	4 209	2 259	0 248	2 240	0 168	1 135	2 134	4 147	2 42
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the pe		164	209	209	259	248	240	108	135	134	14/	42
20	Residential	1,714	1,832	1,523	364	631	314	253	219	196	160	200	153
	Low Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I	46 11	31 17	27 10	10	10	13 5	8	9	24 16	20	11	5
	Medium / Large C&I Total	2,035	2,114	10 1,840	1 508	5 858	432	346	282	16 278	237	6 268	190
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the perio		2,224	2,040	300			5-10	202				230
	Residential	65	65	68	25	63	50	37	17	18	9	15	6
	Low Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	0	0	0	1 0	1	0	0	0	1	2	0	0
	Medium / Large C&i Total	78	77	78	35	73	58	41	19	21	17	16	7
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
	Low Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I 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

							2020						
ļ	EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	Low Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	1,434	0 1,547	8.891	537	424	376	355	380	345	273	448	767
14	Number of customers enrolling in new hardship protections during the period	1,434	1,547	8,031	337	424	370	333	380	343	2/3	440	707
144	Residential	754	650	459	52	41	41	89	101	36	40	57	35
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142	145	202	199	133	125	10,448	342
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	9	8	24	41 0	67 0	56 0	20	26	21	15 0	610	0
	Small C&I 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		- U		72	0,	50	20	20		15	010	-
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
J	Low Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
J	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
ļ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
ļ	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												
ļ	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
	Small C&I	0	0	0	0	0	0	0	0	0	1	0	2
	Medium / Large C&I Total	0	0	0	0	0 3	0	0 1	0 0	0	0 1	0 1	0 2
10	Number of customers, by customer class, dropping off an AMP program during the period		0	U	U	3	U		U	U		1	
10	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	40,642	0 40,793	0 36,100	0 38,964	0 39,058	0 38,376	0 42,306	0 42,425	0 42,959	0 43,429	0 43,958	44,420
20	7-5-11	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
ļ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
J	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 th	e period											
ļ	Residential	0	0	0	0	0	0	0	0	0	0	0	0
ļ	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
J	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
J	Medium / Large C&I	740 3,736	748	760	751	743	740	739	736	729	698	589	583
		3./36	3,768	3,801	3,775	3,750	3,708	3,662	3,633	3,611	3,468	3,028	2,991
	Total		-,		- 7								
22	Number of customers, by customer class, required to submit new deposits or increased deposits during t	he period				0	0	0	0	0	^	0	^
22	Number of customers, by customer class, required to submit new deposits or increased deposits during ti Residential	he period 0	0	0	0	0	0	0	0	0	0	0	0
22	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential	ne period 0 0	0	0	0	0	0	0	0	0	0	0	0
22	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I	he period 0	0	0 0 65	0	0 27		0 42					
22	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential	0 0 105	0 0 100	0	0 0 47	0	0 28	0	0 51	0 48	0 46	0 60	0 82
	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I	0 0 105 15	0 0 100 38	0 0 65 8	0 0 47 13	0 27 10	0 28 7	0 42 10	0 51 9	0 48 12	0 46 12	0 60 10	0 82 20
	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Medium / Large C&I Total	0 0 105 15 120 ng the period	0 0 100 38 138	0 0 65 8 73	0 0 47 13 60	0 27 10 37	0 28 7 35	0 42 10 52	0 51 9 60	0 48 12 60	0 46 12 58	0 60 10 70	0 82 20 102
	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential	0 0 105 15 120 ng the period 0	0 0 100 38 138	0 0 65 8 73	0 0 47 13 60	0 27 10 37 0	0 28 7 35	0 42 10 52 0	0 51 9 60	0 48 12 60	0 46 12 58	0 60 10 70	0 82 20 102 0
	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I	0 0 105 15 120 ng the period 0 0	0 0 100 38 138	0 0 65 8 73 0 0	0 0 47 13 60 0 0	0 27 10 37 0 0	0 28 7 35 0 0	0 42 10 52 0 0 0 53	0 51 9 60 0 0	0 48 12 60 0 0 0	0 46 12 58 0 0	0 60 10 70 0 0 123	0 82 20 102 0 0 85
	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Medium / Large C&I Medi	ne period 0 0 105 15 120 ng the period 0 179	0 0 100 38 138 0 0 98	0 0 65 8 73 0 0 151	0 0 47 13 60 0 0 54	0 27 10 37 0 0 96	0 28 7 35 0 0 101 3	0 42 10 52 0 0 0 53 8	0 51 9 60 0 0 65 2	0 48 12 60 0 0 0 66 5	0 46 12 58 0 0 77 10	0 60 10 70 0 0 123 17	0 82 20 102 0 0 85 12
23	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total	0 0 105 15 120 ng the period 0 0	0 0 100 38 138	0 0 65 8 73 0 0	0 0 47 13 60 0 0	0 27 10 37 0 0	0 28 7 35 0 0	0 42 10 52 0 0 0 53	0 51 9 60 0 0	0 48 12 60 0 0 0	0 46 12 58 0 0	0 60 10 70 0 0 123	0 82 20 102 0 0 85
23	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were reduced in part or foregone during the company of the company o	ne period 0 0 105 15 120 ng the period 0 0 179 15	0 0 100 38 138 0 0 0 98 38 136	0 0 65 8 73 0 0 151 15	0 0 47 13 60 0 0 0 54 7	0 27 10 37 0 0 96 7	0 28 7 35 0 0 101 3 104	0 42 10 52 0 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 66 5 71	0 46 12 58 0 0 77 10	0 60 10 70 0 0 123 17 140	0 82 20 102 0 0 85 12
23	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were reduced in part or foregone during Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 0 105 15 120 ng the period 0 0 0 179 15 194 0 0	0 0 100 38 138 0 0 98 38 136	0 0 65 8 73 0 0 151 15 166	0 0 47 13 60 0 0 54 7 61	0 27 10 37 0 0 96 7 103	0 28 7 35 0 0 101 3 104	0 42 10 52 0 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 0 66 5 71	0 46 12 58 0 0 77 10 87	0 60 10 70 0 0 123 17 140	0 82 20 102 0 0 85 12 97
23	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Cow Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 0 105 15 120 0 0 0 0 105 15 120 10 179 179 15 194 0 0 0 0	0 0 100 38 138 0 0 0 98 38 136	0 0 65 8 73 0 0 151 15	0 0 47 13 60 0 0 0 54 7 61	0 27 10 37 0 0 96 7 103	0 28 7 35 0 0 101 3 104	0 42 10 52 0 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 66 5 71	0 46 12 58 0 0 77 10 87	0 60 10 70 0 0 123 17 140	0 82 20 102 0 0 85 12 97
23	Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were reduced in part or foregone during Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 0 105 15 120 ng the period 0 0 0 179 15 194 0 0	0 0 100 38 138 0 0 98 38 136	0 0 65 8 73 0 0 151 15 166	0 0 47 13 60 0 0 54 7 61	0 27 10 37 0 0 96 7 103	0 28 7 35 0 0 101 3 104	0 42 10 52 0 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 0 66 5 71	0 46 12 58 0 0 77 10 87	0 60 10 70 0 0 123 17 140	0 82 20 102 0 0 85 12 97

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EGN		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Nur	mber of customers, by customer class Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	254,978
\vdash	Low Income Residential	45.102	45.728	46.380	43,512	44.449	44.964	45.880	46.105	46.362	46,910	47,539	48.06
\vdash	Small C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	23,389	23,694	23,997	24,15
	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	7,35
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	332,420	332,771	333,831	334,55
Nur	mber of customers, by customer class, disconnected during the period												
\vdash	Residential	0	0	0	0	0	0	0	0	10	477 75	314 39	
Н	Low Income Residential Small C&I	0	0	0	0	0	0	0	237	89	43	49	2
-	Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	0	247	102	597	402	3
Nur	mber of customers, by customer class receiving a 1st notice of disconnect during the period												
L	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	12
\vdash	Low Income Residential Small C&I	0	0	0	0	1 32	5 310	1.203	626	1,190 390	4,136 463	134 442	64
\vdash	Smail C&I Medium / Large C&I	0	0	0	0	10	104	329	242	390 214	230	201	19
	Total	0	0	0	0	43	420	1,536	869	7,500	12,516	6.461	96
Nur	mber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	-		-		- 12		-,		1,000	,	5,102	
Г	Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	
L	Low Income Residential	0	0	0	0	0	0	2	0	241	1,509	101	
	Small C&I	0	0	0	0	0	74	458	628	314	302	318	3
L	Medium / Large C&I	0	0	0	0	0	24	139	148	123	101	92	10
L	Total	0	0	0	0	0	99	601	779	1,906	6,252	3,064	5
Nur	mber of customers, by customer class, reconnected during the period		-									202	
H	Residential Low Income Residential	3	0	0	0	0	0	0	0	0	188 55	202 53	
\vdash	Low Income Residential Small C&I	1	1	0	0	0	2	9	28	27	55 55	90	
	Medium / Large C&I	0	0	0	0	0	0	2	8	3	55	7	
	Total	4	1	0	0	0	2	11	36	30	303	352	
Nur	mber of customers, by customer class, assessed reconnection fees or charges from the reconnect orde			-									
	Residential	0	0	0	0	0	0	0	0	0	177	199	
	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	
L	Small C&I	0	0	0	0	0	0	0	0	0	46	96	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	
L													
	Total	0	0	0	0	0	0	0	0	0	280	358	
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period	0	0		0			-	0				
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481	8,885	8,822	8,20
Nui	Total mber of customers, by customer class, assessed credit card fees or charges during the period 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	8,20 2,60
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (C&I)	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481	8,885	8,822	8,26 2,66 44
Nui	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential	11,573 2,740 434	11,356 2,557 420	12,779 3,252 458	14,798 3,788 793	13,529 3,423 634	12,621 3,286 604	11,721 3,470 662	11,711 3,386 810	11,481 3,206 663	8,885 2,859 330	8,822 2,889 382	8,26 2,66
	Total mber 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	11,573 2,740 434 18 14,765	11,356 2,557 420 16 14,349	12,779 3,252 458 22	14,798 3,788 793 33 19,412	13,529 3,423 634 25	12,621 3,286 604 37 16,548	11,721 3,470 662 43	11,711 3,386 810 50 15,957	11,481 3,206 663 49 15,399	8,885 2,859 330 17 12,091	8,822 2,889 382 21	8,26 2,66 44 3 11,39
	Total mber 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 mber of customers, by customer class, assessed late payment fees or charges during the period Residential	11,573 2,740 434 18 14,765	11,356 2,557 420 16 14,349	12,779 3,252 458 22 16,511	14,798 3,788 793 33 19,412	13,529 3,423 634 25 17,611	12,621 3,286 604 37 16,548	11,721 3,470 662 43 15,896	11,711 3,386 810 50 15,957	11,481 3,206 663 49 15,399	8,885 2,859 330 17 12,091	8,822 2,889 382 21 12,114	8,2i 2,6i 4
	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&B Medium / Large C&B Total mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	11,573 2,740 434 18 14,765	11,356 2,557 420 16 14,349	12,779 3,252 458 22 16,511 0	14,798 3,788 793 33 19,412	13,529 3,423 634 25 17,611	12,621 3,286 604 37 16,548	11,721 3,470 662 43 15,896	11,711 3,386 810 50 15,957	11,481 3,206 663 49 15,399	8,885 2,859 330 17 12,091	8,822 2,889 382 21 12,114 0	8,2i 2,6i 4
	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&I Medium / Large C&I Total mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small (&I	11,573 2,740 434 18 14,765	11,356 2,557 420 16 14,349	12,779 3,252 458 22 16,511 0 0	14,798 3,788 793 33 19,412	13,529 3,423 634 25 17,611 0 0	12,621 3,286 604 37 16,548	11,721 3,470 662 43 15,896 0 0	11,711 3,386 810 50 15,957	11,481 3,206 663 49 15,399 0 0	8,885 2,859 330 17 12,091 0 0	8,822 2,889 382 21 12,114 0 0	8,2 ¹ 2,6 ¹ 4 11,3 ¹
	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&BI Medium / Large (&BI Residential Low Income Residential Small (&BI Medium / Large (BI Residential Low Income Residential Small (&BI Medium / Large (BI Medium / Large (B	11,573 2,740 434 18 14,765 0 0 0	0 11,356 2,557 420 16 14,349 0 0	12,779 3,252 458 22 16,511 0 0 0 0	0 14,798 3,788 793 33 19,412 0 0 0	13,529 3,423 634 25 17,611 0 0 0	12,621 3,286 604 37 16,548	11,721 3,470 662 43 15,896	0 11,711 3,386 810 50 15,957 0 0 0	11,481 3,206 663 49 15,399 0 0 1	8,885 2,859 330 17 12,091 0 0 0	8,822 2,889 382 21 12,114 0 0 0 2	8,2 2,6 4 11,3
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&I Medium / Large C&I Total mber 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	11,573 2,740 434 18 14,765	11,356 2,557 420 16 14,349	12,779 3,252 458 22 16,511 0 0	14,798 3,788 793 33 19,412	13,529 3,423 634 25 17,611 0 0	12,621 3,286 604 37 16,548	11,721 3,470 662 43 15,896 0 0	11,711 3,386 810 50 15,957	11,481 3,206 663 49 15,399 0 0	8,885 2,859 330 17 12,091 0 0	8,822 2,889 382 21 12,114 0 0	8,2 2,6 4 11,3 1,2
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&BI Medium / Large (&BI Residential Low Income Residential Small (&BI Medium / Large (BI Residential Low Income Residential Small (&BI Medium / Large (BI Medium / Large (B	11,573 2,740 434 18 14,765 0 0 0	0 11,356 2,557 420 16 14,349 0 0 0	12,779 3,252 458 22 16,511 0 0 0 0	0 14,798 3,788 793 33 19,412 0 0 0	13,529 3,423 634 25 17,611 0 0 0	12,621 3,286 604 37 16,548	11,721 3,470 662 43 15,896 0 0 0	0 11,711 3,386 810 50 15,957 0 0 0	11,481 3,206 663 49 15,399 0 0 1	8,885 2,859 330 17 12,091 0 0 0	8,822 2,889 382 21 12,114 0 0 0 2	8,2 2,6 4 11,3 1,2 2 2
Nur	Total mber 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 mber 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 Income Residential Small C&I Medium / Large C&I Total	0 11,573 2,740 434 18 14,765 0 0 0	0 11,356 2,557 420 16 14,349 0 0 0 0	12,779 3,252 458 22 16,511 0 0 0 0 0	0 14,798 3,788 793 33 19,412 0 0 0 0 0	13,529 3,423 634 25 17,611 0 0 0 0 1,825	12,621 3,286 604 37 16,548 0 0 0	11,721 3,470 662 43 15,896	0 11,711 3,386 810 50 15,957 0 0 0 0	11,481 3,206 663 49 15,399 0 0 1 1	8,885 2,859 330 17 12,091 0 0 0 0	8,822 2,889 382 21 12,114 0 0 0 2 0 2	8,2 2,6 4 11,3 1,2 2 1,5
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Smail C&il Medium / Large C&i Total mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Smail C&il Medium / Large C&i Total Medium / Large C&i Total	0 11,573 2,740 434 18 14,765 0 0 0 0 0	0 11,356 2,557 420 16 14,349 0 0 0	12,779 3,252 458 22 16,511 0 0 0 0 1,101	0 14,798 3,788 793 33 19,412 0 0 0	13,529 3,423 634 25 17,611 0 0 0	12,621 3,286 604 37 16,548 0 0 0 0	11,721 3,470 662 43 15,896 0 0 0 0	0 11,711 3,386 810 50 15,957 0 0 0	11,481 3,206 663 49 15,399 0 0 1 1 0 1	8,885 2,859 330 17 12,091 0 0 0 0	8,822 2,889 382 21 12,114 0 0 0 2 2	8,21 2,66 4. 11,3! 1,2: 2,5: 1,5:
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Medium / Large C&I Total Low income Residential Medium / Large C&I Total Indeposit of Control of Contr	0 11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 56 29	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 863 119 27	12,779 3,252 458 22 16,511 0 0 0 0 1,101 211 35 37	14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82	12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 2,133 677 84	11,721 3,470 662 43 15,896 0 0 0 0 0 0 2,636 857 86	0 11,711 3,386 810 50 15,957 0 0 0 0 0 0 2,986 910 193 81	11,481 3,206 663 49 15,399 0 0 1 1 0 1 3,119 922 293	8,885 2,859 330 17 12,091 0 0 0 0 0 0 0 2,456 497 177 57	8,822 2,889 382 21 12,114 0 0 0 2 0 2 0 2 3,192 519 146 42	8,2 2,6 4 11,3 1,2 2 1,5 2,8 3
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Small (&II Medium / Large (&II Total Mer of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small (&II Medium / Large (&II Total Medium / Large (&II Residential Low income Residential Small (&II Medium / Large (&II Total	0 11,573 2,740 434 18 14,765 0 0 0 0 0 762 56	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 863 119 27	12,779 3,252 458 22 16,511 0 0 0 0 1,101 211 35	0 14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84	11,721 3,470 662 43 15,896 0 0 0 0 0 2,636 857 86	0 11,711 3,386 810 50 15,957 0 0 0 0 0 2,986 910 193	11,481 3,206 663 49 15,399 0 0 1 1 0 1 3,119 922 293	8,885 2,859 330 17 12,091 0 0 0 0 0 2,456 497 177	8,822 2,889 382 21 12,114 0 0 2 0 2 2 3,192 519	8,2 2,6 4 11,3 1,2 2 1,5 2,8 3
Nur	Total mber 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 mber 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 mber 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 Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total	0 11,573 2,740 434 188 14,765 0 0 0 0 0 0 0 762 56 56 29 9 32	0 11,356 2,557 420 16 6 14,349 0 0 0 0 0 0 0 863 119 27 29 1,038	12,779 3,252 458 22 16,511 0 0 0 0 1,101 211 35 37 1,384	14,798 3,788 793 33 19,412 0 0 0 0 1,517 382 40 1,975	13,529 3,423 634 25 17,611 0 0 0 0 1,825 55 55 52 54 2,516	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646	11,711 3,386 810 50 15,957 0 0 0 0 0 2,986 910 193 81 4,170	11,481 3,206 663 49 15,399 0 0 1 1 3,119 922 293 93 4,427	8,885 2,859 330 17 12,091 0 0 0 0 0 0 2,456 497 177 57 3,187	8,822 2,889 382 21 12,114 0 0 0 2 2 2 3,192 146 42 3,899	8,21 2,66 4- 11,3! 1,2: 2: 1,5: 2,8 3: 1:
Nur	Total mber 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 Low income Residential Small C&I Total Medium / Large C&I Total Residential Small C&I Medium / Large C&I Total Residential	0 11,573 2,740 434 18 14,765 0 0 0 0 762 29 29 32 22 879	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 27 27 29 1,038	12,779 3,252 458 22 16,511 0 0 0 0 1,101 211 35 37 1,384	14,798 3,788 793 33 19,412 0 0 0 0 1,517 382 40 36 1,975	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516	12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 2,133 677 84 60 2,954	11,721 3,470 662 43 15,896 0 0 0 0 0 2,636 857 86 67 7 3,646	11,711 3,386 810 50 15,957 0 0 0 0 2,986 910 193 81 4,170	11,481 3,206 663 49 15,399 0 0 1 1 0 1 3,119 922 293 3 3 4,427	8,885 2,859 330 17 12,091 0 0 0 0 0 2,456 497 177 57 7 7 7 7 7 112	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 2 3,899	8,2 2,6 4 11,3 1,2 2 1,5 2,8 3 1
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing defe Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	0 11,573 2,740 434 438 14,765 0 0 0 0 0 0 0 762 56 6 29 32 879	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 27 27 29 1,038	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384 44	14,798 3,788 793 33 19,412 0 0 0 0 1,517 382 40 366 1,975	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 54 2,516	12,621 3,286 604 37 16,548 0 0 0 0 0 0 2,133 677 84 60 2,954	11,721 3,470 662 43 15,896 0 0 0 0 2,636 67 3,646 54	11,711 3,386 810 50 15,957 0 0 0 0 0 2,986 910 193 81 4,170 125	11,481 3,206 663 49 15,399 0 0 1 1 3,119 922 293 93 4,427 407	8,885 2,859 330 17 12,091 0 0 0 0 2,456 497 177 57 3,187 3,187	8,822 2,889 382 21 12,114 0 0 0 2 2 0 3,192 519 146 42 3,899 3,899 129	8,2 2,6 4 11,3 1,2 2 1,5 2,8 3 3 1
Nur	Total mber 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 Low Income Residential Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Income Residential Low Income Residential Small C&I Medium / Large C&I Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 32 27 7 5	0 11,356 2,557 420 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384	14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40 36 1,975	13,529 3,423 634 25 17,611 0 0 0 0 0 1,825 555 82 2 54 2,516	12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 2,133 607 2,954	11,721 3,470 662 43 15,896 0 0 0 0 0 0 2,636 857 86 67 3,646	11,711 3,386 810 50 15,957 0 0 0 0 0 2,986 910 193 81 4,170 125 69	11,481 3,206 663 49 15,399 0 0 1 1 1 3,119 922 293 33 4,427 40 7	8,885 2,859 330 17 12,091 0 0 0 0 0 0 0 2,456 497 177 57 3,187	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 3,899 129	8,2 2,6 4 11,3 1,2 2 1,5 2,8 3 1
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing defe Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 56 52 9 9 32 879 32	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 15 863 119 27 72 29 1,038 400 400 12 1	12,779 3,252 458 22 16,511 0 0 0 0 1,101 35 37 1,384 14 0 4	14,798 3,788 793 33 19,412 0 0 0 0 1,517 382 40 366 1,975	13,529 3,423 634 25 17,611 0 0 0 0 0 1,825 54 2,516 2,516 3 3 4 2 2 5 3 4 2 5 5 5 7 6 1 7 6 1 7 7 8 7 8 7 8 7 8 7 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 8 8 7 8 8 8 8 8 8 7 8	12,621 3,286 604 37 16,548 0 0 0 0 0 0 2,133 607 2,954 65 39 3	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 94 54	11,711 3,386 810 50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170 4,176 69	11,481 3,206 663 49 15,399 0 0 0 1 1 3,119 922 293 93 4,427 40 7	8,885 2,859 330 177 12,091 0 0 0 0 0 2,456 497 177 57 3,187 3,187 112 38 8	8,822 2,889 382 211 12,114 0 0 0 2 2 0 3,192 5199 146 42 3,899 3,899 3,899 149 149 141 111 5	8,2 2,6 4 11,3 1,2 2,2 2,1,5 2,8 3,1
Nur	Total mber 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 mber 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 mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers by customer dass, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 32 27 7 5	0 11,356 2,557 420 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384	14,798 3,788 793 33 19,412 0 0 0 0 0 0 1,517 382 40 36 1,975 1,975	13,529 3,423 634 25 17,611 0 0 0 0 0 1,825 555 82 2 54 2,516	12,621 3,286 604 37 16,548 0 0 0 0 0 0 0 2,133 607 2,954	11,721 3,470 662 43 15,896 0 0 0 0 0 0 2,636 857 86 67 3,646	11,711 3,386 810 50 15,957 0 0 0 0 0 2,986 910 193 81 4,170 125 69	11,481 3,206 663 49 15,399 0 0 1 1 1 3,119 922 293 33 4,427 40 7	8,885 2,859 330 17 12,091 0 0 0 0 0 0 0 2,456 497 177 57 3,187	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 3,899 129	8,2 2,6 4 11,3 1,2 2,2 1,5 2,8 3,1
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&II) Medium / Large (&II) Medium / L	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 56 52 9 9 32 879 32	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 15 863 119 27 72 29 1,038 400 400 12 1	12,779 3,252 458 22 16,511 0 0 0 0 1,101 35 37 1,384 14 0 4	14,798 3,788 793 33 19,412 0 0 0 0 0 0 1,517 382 40 36 1,975 1,975	13,529 3,423 634 25 17,611 0 0 0 0 0 1,825 54 2,516 2,516 3 3 4 2 2 2 3 3 4 2 5 5 5 7 6 1 7 6 1 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 8 7 8 7	12,621 3,286 604 37 16,548 0 0 0 0 0 0 2,133 607 2,954 65 39 3	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 94 54	11,711 3,386 810 50 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170 4,176 69	11,481 3,206 663 49 15,399 0 0 0 1 1 3,119 922 293 93 4,427 40 7	8,885 2,859 330 177 12,091 0 0 0 0 0 2,456 497 177 57 3,187 3,187 112 38 8	8,822 2,889 382 211 12,114 0 0 0 2 2 0 3,192 5199 146 42 3,899 3,899 3,899 149 149 141 111 5	8,2 2,6 4 11,3 1,2 2,2 1,5 2,8 3 1
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Small (&II Medium / Large (&II Total Low income Residential Small (&II Medium / Large (&II Total Small (&II Medium / Large (&II Total Medium / Large (&II Total) Medium / Large (&II Total Medium / Large (&II Total)	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 32,7 7 5 5 4 4 4 4 8 7 6 2 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 119 27 29 1,038 40 12 1	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384 44 62	14,798 3,788 793 33 19,412 0 0 0 0 1,517 382 40 36 1,975 1,975 1,779	13,529 3,423 634 25 17,611 0 0 0 0 0 1,825 555 82 2,516 39 34 42 2	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954 65 39 3 1 1 108	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 7 3,646	11,711 3,386 11,711 5,386 15,957 15,957 0 0 0 0 0 2,986 910 193 193 14,170 125 69 213 6 6 213	11,481 3,206 663 69 15,399 0 0 1 1 3,119 922 93 94,427 107 40 7 115 15 15 15 15 15 15 15 15 15 15 15 15	8,885 2,859 330 17,7 12,091 0 0 0 0 2,456 497 177 57,7 3,187	8,822 2,889 382 211 12,114 0 0 0 2 2 0 0 2 2 3,192 519 9 146 42 2 3,899 14 15 15 15 15 15	8,2 2,6 4 11,3 1,2 2 2,5 1,5 2,8 3 1 1 3,2
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing defe Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing defe Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small (&I) Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small (&I) New Income Residential Small (&I) New Income Residential Small (&I)	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 762 56 56 29 32 879 32 7 7	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 0 13,349 1,038 119 27 77 29 1,038 40 12 1 1 0 53 428 428	12,779 3,252 458 22 16,511 0 0 0 1,101 211 211 37 1,384 44 0 4 62 651	14,798 3,788 793 33 31 19,412 0 0 0 0 0 0 0 1,517 382 40 36 1,975 40 2 1 1,975 2 1 1 7 9	13,529 3,423 634 634 25 17,611 0 0 0 0 1,825 555 54 2,516 39 39 34 4 2 2 2 77	12,621 3,286 604 37 16,548 0 0 0 0 2,133 677 84 60 2,954 11 108	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 94 7 7 2 2 157	11,711 3,386 810 50 115,957 0 0 0 0 0 0 2,986 910 193 81 4,170 69 69 133 66 213	11,481 3,206 663 15,399 0 0 1 1 1 3,119 922 293 33 4,427 107 40 0 11 165	2,456 497 112,091 0 0 0 0 0 0 0 2,456 497 177 57 3,187 112 38 8 4 4 162	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 3,899 129 141 11 5 159	8,2 2,6 4 11,3 1,2 2 2,5 2,8 3 1 1 3,2
Nur	Total mber 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 Medium / Large C&I Total Medium / Large C&I	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 762 29 32 879 32 44 48 48 323 96 7	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 119 27 27 27 1,038 40 12 1 1 0 428 428 428 438 458 458 460 178 488	12,779 3,252 488 22 16,511 0 0 0 1,101 211 35 37 1,384 44 44 44 651 315	14,798 3,788 3,788 3,788 19,412 0 0 0 0 0 1,517 382 40 36 1,975 40 36 2 2 1 1 7 9	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 34 2 2 2 77 77 77	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954 55 39 3 1 1 108 57 790 790 234 14	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 7 3,646 94 54 7 7 2 157 798	11,711 3,386 15,957 15,957 0 0 0 0 0 0 2,986 910 193 14,170 125 69 13 6 6 213 13 4,170 175 144	11,481 3,206 663 49 15,399 0 0 0 1 1 1 3,119 922 293 93 4,427 107 40 7 7 116 15 132 143 143 15 143 15 143 15 15 16 16 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18	2,456 497 177 3,187 49 1,798 49 1,798 366 444	3,192 3,192 146 42 3,899 147 159 1,418 232 45 111	\$,2,2 2,6,4 4 11,3 1,2,2 2,2,5,5 1,5,5 1,5,5 1,1 1,1 1,2,2,8 3,2,2 1,5,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1
Nur	Total mber 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 mber 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 mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 762 56 56 29 32 879 32 7 7	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 0 13,349 1,038 119 27 77 29 1,038 40 12 1 1 0 53 428 428	12,779 3,252 458 22 16,511 0 0 0 1,101 211 211 37 1,384 44 0 4 62 651	14,798 3,788 793 33 31 19,412 0 0 0 0 0 0 0 1,517 382 40 36 1,975 40 2 1 1,975 2 1 1 7 9	13,529 3,423 634 634 25 17,611 0 0 0 0 1,825 555 54 2,516 39 39 34 4 2 2 2 77	12,621 3,286 604 37 16,548 0 0 0 0 2,133 677 84 60 2,954 11 108	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 94 7 7 2 2 157	11,711 3,386 810 50 115,957 0 0 0 0 0 0 2,986 910 193 81 4,170 69 69 133 66 213	11,481 3,206 663 15,399 0 0 1 1 1 3,119 922 293 33 4,427 107 40 0 11 165	2,456 497 112,091 0 0 0 0 0 0 0 2,456 497 177 57 3,187 112 38 8 4 4 162	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 3,899 129 141 11 5 159	\$,2,2 2,6,4 4 11,3 1,2,2 2,2,5,5 1,5,5 1,5,5 1,1 1,1 1,2,2,8 3,2,2 1,5,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1
Nur	Total meer 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 Medium / Large C	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 762 29 22 29 32 7 7 5 4 4 4 8	0 11,356 2,557 4200 16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 119 27 27 29 1,038 40 12 12 14 40 16 16 16 16 16 16 16 16 16 16 16 16 16	12,779 3,252 488 22 16,511 0 0 0 1,101 211 35 37 1,384 44 44 4 62 631 315 11 990	14,798 3,788 3,788 793 33 19,412 0 0 0 0 1,517 382 40 36 1,975 40 36 2 1 79 9 534 210 52 29 825	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 32 2 2 77 77 77 77 77 77	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954 1 108 3 3 1 108 108 109 119 129 149 149 159 169 169 169 169 169 169 169 169 169 16	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 7 3,646 94 54 7 7 2 7 88 94 137 137 137 137 137 137 137 137 137 137	11,711 3,386 810 50 115,957 10,00 0 0 0 0 0 2,986 910 133 81 4,170 125 69 13 66 13 13 14 4,170 175 144 355 1,024	11,481 3,206 663 0 15,399 0 0 1 1 0 1 1 0 1 3,119 922 933 4,427 107 40 7 7 115 1,332 231 241 241 241 241 241 241 241 241 241 24	8,885 2,859 330 17,7 12,091 0 0 0 0 2,456 497 177 57 3,187 112 112 112 144 4 4 4 4 4 4 4 4 4 4 4 4	8,822 2,889 382, 211 12,114 0 0 0 2 2 2 3,192 519 146 42; 3,899 129 149 141 155 159 141 141 141 141 141 141 141 141 141 14	\$,2,0 2,0,0 4 4 11,3 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Small (&II Medium / Large (&II Total Low income Residential Small (&II Medium / Large (&II Total Medium / Larg	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 32 7 7 7 4 48 323 96 6 7 7	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 863 1,038 1,038 1,038 40 12 12 12 1 0 53 176 8 8	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384 44 0 44 62 651 315 315 315 315 315	14,798 3,788 798 3,788 19,412 0 0 0 0 0 1,517 361 40 36 1,975 1,	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 52 22 54 2,516 39 34 2 77 77 8 8 8 8 8 8 8 7 7 7	12,621 3,286 604 37 16,548 0 0 0 0 2,133 677 84 60 2,954 11 108 108	11,721 3,470 662 43 115,896 0 0 0 0 2,636 857 86 67 3,646 54 7 7 2 2 157	11,711 3,386 15,957 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170 4,170 69 213 670 670 175 144 35 1,024	11,481 3,206 649 15,399 0 0 1 1 1 3,119 922 293 4,42 107 107 108 108 108 108 108 108 108 108 108 108	8,885 2,859 330 17,7 12,091 0 0 0 0 2,456 497 177,57 3,187 38 8 8 4 4 162 17,788 366 444 444 441	8,822 2,889 382 21 11,114 0 0 2 2 0 3,192 519 146 42 3,899 149 111 15 159 1418 1418 1418 1418 1418 1418 1418 141	\$,2,0 2,0,0 4 4 11,3 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5
Nur	Total mber 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 mber 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 mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers by customer dass, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential India Medium / Large C&I Total mber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 762 29 29 32 22 879 32 4 4 4 4 4 4 4 4 4 7 7 7 1 4 4 4 4 4 4 4	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 0 0 0 10 19 27 27 29 1,038 40 12 12 1 1 0 12 12 16 16 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18	12,779 3,252 488 22 16,511 0 0 0 1,101 211 35 37 1,384 44 44 4 62 631 315 11 990	14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40 36 6 1,975 1 1 79 9 22 1 1 210 25 2 29 825 5	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 32 2 2 77 77 77 77 77 77	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 600 2,954 108 108 108 108 108 108 108 108 108 108	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 7,3,646 94 54 7,7 2 2 157 193 193 193 193 193 193 193 193 193 193	11,711 3,386 810 50 15,957 0 0 0 0 0 2,986 910 133 81 4,170 125 69 13 66 71 75 1,024	11,481 3,206 663 15,399 0 0 1 1 1 3,119 922 933 4,427 107 40 0 1 1 165 1,332 231 1,620	2,456 497 112,091 0 0 0 0 2,456 497 177 57 3,187 112 112 112 113 114 115 117 117 118 118 118 118 118 118	8,822 2,889 382, 211 12,114 0 0 0 2 2 2 3,192 519 146 42; 3,899 129 149 141 155 159 141 141 141 141 141 141 141 141 141 14	\$,2,0 2,0,0 4 4 11,3 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Small C&I Medulum / Large C&I Total Low income Residential Small C&I Medium / Large C&I Total Medium	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 762 29 322 7 7 5 4 4 4 4 8 8 7 7 7 2 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 119 27 29 1,038 40 12 1 1 0 53 3 176 8 8 100 6 22 27 0 0	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384 44 0 44 62 651 315 315 315 315 315	14,798 3,788 798 3,788 19,412 0 0 0 0 0 1,517 361 40 36 1,975 1,	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 34 2 2 2 77 77 758 88 88 87 724	12,621 3,286 604 37 16,548 0 0 0 0 2,133 677 84 60 2,954 11 108 108	11,721 3,470 662 43 115,896 0 0 0 0 2,636 857 86 67 3,646 54 7 7 2 2 157	11,711 3,386 15,957 15,957 0 0 0 0 0 0 2,986 910 193 81 4,170 4,170 69 213 670 670 175 144 35 1,024	11,481 3,206 649 15,399 0 0 1 1 1 1 3,119 922 293 4,327 40 7 1 1 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1	8,885 2,859 330 17,7 12,091 0 0 0 0 2,456 497 177,57 3,187 38 8 8 4 4 162 17,788 366 444 444 441	8,822 2,889 382 21 11,114 0 0 2 2 0 3,192 519 146 42 3,899 149 111 15 159 1418 1418 1418 1418 1418 1418 1418 141	\$,2,0 2,0,0 4 4 11,3 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5 1,5
Nur	Total mber 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 mber 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 mber of customers, by customer class, taking service at the beginning of the period under existing defe Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing defe Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, renegotiating deferred payment arrangements during the perior Residential Low income Residential Medium / Large C&I Total mber of customers, by customer class, renegotiating deferred payment arrangements during the perior Residential Low income Residential Medium / Large C&I	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 863 119 27 72 29 1,038 40 12 12 1 1 0 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12,779 3,252 458 22 16,511 0 0 0 1,101 211 211 33 37 1,384 44 0 4 62 651 315 13 11 19 990 56 9	14,798 3,788 3,788 3,788 19,412 0 0 0 0 1,517 382 40 36 1,975 40 36 2 1 1 79 534 210 52 29 825 55 5	13,529 3,423 634 25 17,611 0 0 0 1,825 555 555 22 2 2,516 39 39 44 2,77 77 77	12,621 3,286 604 37 16,548 0 0 0 0 2,133 607 2,954 60 2,954 108 108 790 234 14 16 1,054 14 14 3 7	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 7 7 2 2 157 798 193 193 127 27 1,155	11,711 3,386 810 50 15,957 0 0 0 0 0 0 2,986 910 133 81 14,170 125 69 13 66 70 175 1,024	11,481 3,206 663 463 15,399 0 0 1 1 1 3,119 922 293 33 4,427 107 40 0 11 165 1,332 23 1,132 23 1,132 23 1,133 2 1,133 1,133 1,13 2 1,133 2 1,133 2 1,133 2 1,133 2 1,133 2 1,133 2 1,1	2,456 497 117 57 3,187 177 12,091 0 0 0 0 0 2,456 497 177 177 57 3,187 112 38 8 4 162 1798 366 44 14 2,222	8,822 2,889 382 211 12,114 0 0 0 2 2 3,192 519 146 42 2 3,899 14 111 15 5 15 15 16 16 17 17 16 16 17 17 17 17 17 17 17 17 17 17 17 17 17	8,2,6,4 4,4 11,3 11,2,2 2,5 1,5,5 3,2 1,1 1,2,1 3,2,2 1,3,4 1,4 1,4 1,4 1,4 1,4 1,4 1,4 1,4 1,4 1
Nur	Total mber 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	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 762 29 322 7 7 5 4 4 4 4 8 8 7 7 7 2 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 119 27 29 1,038 40 12 1 1 0 53 3 176 8 8 100 6 22 27 0 0	12,779 3,252 488 22 16,511 0 0 0 1,101 211 35 37 1,384 44 44 44 651 315 315 13 11 990	14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40 36 6 1,975 1 1 210 22 29 825 5 1 3	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 34 2 2 2 77 77 758 88 88 87 724	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954 1 108 790 234 14 15 16 1,054	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 7 3,646 94 54 7 7 2 157 193 193 137 127 1,155	11,711 3,386 11,711 3,386 15,957 15,957 0 0 0 0 0 2,986 910 192 193 4,170 4,170 4,170 69 213 13 6 6 213 175 670 175 175 1,024	11,481 3,206 649 15,399 0 0 1 1 1 1 3,119 922 293 4,327 40 7 1 1 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1	8,885 2,859 330 17 12,091 0 0 0 0 0 2,456 497 177 57 3,187 49 112 38 8 4 4 162 2,222 41 7	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 3,899 129 141 111 5 159 141 141 15 159 141 141 141 141 141 141 141 141 141 14	\$,2,6,4 4 4 11,3 11,3,5 1,5 1
Nur	Total mber 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 mber 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 mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I Total mber of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low income Residential Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 32 879 879 879 44 48 48 48 48 49 40 7 7 7 7 7 7 8 7 8 7 8 7 8 7 8 7 8 8 8 8 7 8 8 8 8 7 8	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 119 27 29 1,038 400 12 1 1 1 0 553 428 176 8 10 622 27 0 0 3 3 30	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384 44 62 651 315 13 11 990 566 9 9	14,798 3,788 793 33 19,412 0 0 0 0 1,517 382 40 36 2 1,975 1,797 534 210 52 29 825 55 1 3	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 34 4 2,516 150 8 8 8 8 77 7	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 65 39 3 1 1 108 790 234 14 16 1,054 16 16 16 16 16 16 16 16 16 16 16 16 16	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 7 2 2 157 193 193 193 193 193 193 193 193 193 193	11,711 3,386 810 50 15,957 0 0 0 0 0 0 2,986 910 133 81 4,170 4,170 4,170 125 69 13 13 13 13 13 14 1,024 1,0	11,481 3,206 643 15,399 0 0 1 1 3,119 922 293 4,427 107 40 0 1 1 155 2 2 1 1,332 2 3 1 1,532 2 3 1 1,532 3 4 1,532 3 5 1,532 3 6 1,532 3 6 1,532 3 6 1,532 3 7 1,532 3	8,885 2,859 330 17 12,091 0 0 0 0 0 2,456 497 177 57 3,187 112 38 8 4 4 162 2,222 2,222 41 14 7 7	8,822 2,889 382 211 12,114 0 0 2 2 3,192 519 146 42 3,899 129 141 15 15 15 15 15 15 11 1,706 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	8,2,6,4 4 4 11,3 11,2 1,2 1,5,5 1,5,1 1,2 2,8,8 3 3 3 3 3 3 3 3 3 3 3 4 4 4
Nur	Total mber 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	11,573 2,740 434 18 14,765 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 11,356 2,557 420 16 14,349 0 0 0 0 0 0 0 0 0 863 119 27 72 29 1,038 40 12 12 1 1 0 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12,779 3,252 458 22 16,511 0 0 0 1,101 211 211 33 37 1,384 44 0 4 62 651 315 13 11 19 99 2 2	14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 382 40 36 6 1,975 1 1 210 22 29 825 5 1 3	13,529 3,423 634 25 17,611 0 0 0 1,825 555 555 22 2 2,516 39 39 44 2,77 77 77	12,621 3,286 604 37 16,548 0 0 0 0 2,133 607 2,954 60 2,954 108 108 790 234 14 16 1,054 14 14 3 7	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 7 7 2 2 157 798 193 193 127 27 1,155	11,711 3,386 810 50 15,957 0 0 0 0 0 0 2,986 910 133 81 14,170 125 69 13 66 70 175 1,024	11,481 3,206 663 463 15,399 0 0 1 1 1 3,119 922 293 33 4,427 107 40 0 11 165 1,332 23 1,132 23 1,132 23 1,133 2 1,133 1,133 1,13 2 1,133 2 1,133 2 1,133 2 1,133 2 1,133 2 1,133 2 1,1	2,456 497 117 57 3,187 177 12,091 0 0 0 0 0 2,456 497 177 177 57 3,187 112 38 8 4 162 1798 366 44 14 2,222	8,822 2,889 382 21 12,114 0 0 0 2 2 3,192 519 146 42 3,899 129 141 111 5 159 141 141 15 159 141 141 141 141 141 141 141 141 141 14	\$,2,64 4.4 11,31 1,22 1,55 1,55 1,55 1,1 1,1 1,2 1,55 1,55
Nur	Total mber 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 Me	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 22 29 32 27 7 7 5 5 4 4 4 4 4 7 7 7 7 7 7 7 7 7 7	11,356 2,557 4200 16 14,349 16 14,349 0 0 0 0 0 0 863 119 27 729 1,038 40 12 1 1 0 0 622 27 0 0 0 3 30 3988 3,988 28,717	12,779 3,252 488 22 16,511 0 0 0 1,101 211 35 37 1,384 44 44 14 4 62 62 61 315 11 990 6 9 2 2 2 2 69	14,798 3,788 3,783 33 19,412 0 0 0 0 1,517 382 40 36 1,975 40 36 2 1 1 79 825 5 1 1 3 44 40 4,022 2,048	13,529 3,423 634 25 17,611 0 0 0 0 1,825 555 82 2,516 39 34 2 2 77 77 77 77 7 7 7 7	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954 11 108 84 11 108 84 11 108	11,721 3,470 662 43 15,896 0 0 0 0 0 2,636 857 86 67 7 3,646 137 137 137 127 121 121 123 143 143	11,711 3,386 810 50 115,957 10,00 0 0 0 0 0 2,986 910 133 81 4,170 125 69 13 13 66 117 125 121 125 121 125 125 121 125 126 127 126 127 126 127 127 127 128 128 138 139 139 139 139 139 139 139 139 139 139	11,481 3,206 663 15,399 0 0 1 1 1 3,119 922 933 4,427 107 107 115 1,332 231 1,620 3,68 5 5 2 2	8,885 2,859 330 17, 12,091 0 0 0 0 2,456 497 177 57 3,187 112 112 112 142 144 147 179 183 183 184 185 185 185 185 185 185 185 185 185 185	8,822 2,889 382 211 12,114 0 0 0 2 2 3,192 519 146 42 2 3,899 129 144 111 5 159 148 232 45 149 141 141 141 141 141 141 141 141 141	\$,2,6,6,4,4,4,4,4,4,4,4,4,4,4,4,4,4,4,4,4
Nur	Total mber of customers, by customer class, assessed credit card fees or charges during the period Residential Low income Residential Small (&il Medium / Large (&il Total Low income Residential Small (&il Medium / Large (&il Total Low income Residential Small (&il Medium / Large (&il Total Medium / Large (&il Total Total Medium / Large (&il Total Medium / Large (&il Total Ner of customers, by customer class, renegotiating deferred payment arrangements during the perior Residential Low income Residential Small (&il Medium / Large (&il Total Medium / La	11,573 2,740 434 18 14,765 0 0 0 0 0 0 762 29 32 7 7 7 4 48 8 323 96 6 7 7 1 1 4 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	11,356 2,557 4200 16 14,349 0 0 0 0 0 0 863 863 1,038 1,038 1,038 40 12 12 12 10 62 27 0 0 0 3 3 0 3,988 3,988	12,779 3,252 458 22 16,511 0 0 0 1,101 211 35 37 1,384 44 0 62 651 131 11 19 990 2 2 2 6 8 8,184	14,798 3,788 793 33 19,412 0 0 0 0 0 1,517 40 36 1,975	13,529 3,423 3,423 634 634 25 17,611 0 0 0 1,825 555 82 2,516 2,516 39 34 2,77 77 10 6 65	12,621 3,286 604 37 16,548 0 0 0 0 0 2,133 677 84 60 2,954 108 108 108 14 16 1,055 14 16 16 16 16 16 16 16 16 16 16 16 16 16	11,721 3,470 662 43 15,896 0 0 0 0 2,636 857 86 67 3,646 7 7 2 2 157 157 17 27 1,155 197 21 117 21 127 21 127 21 21 21 21 21 21 21 21 21 21 21 21 21	11,711 3,386 11,731 50 115,957 0 0 0 0 0 0 2,986 910 193 81 4,170 4,170 670 213 670 175 1,024 126 21 15 4 4 156 3,804	11,481 3,206 643 15,399 0 0 1 1 1 3,119 922 293 4,427 107 40,0 1165 165 1,332 231 45 12 1,620 36 5 5 2 2 4 3,768	8,885 2,859 330 117,7 12,091 0 0 0 0 2,456 497 177,557 3,187 112 38,8 8,4 4 162 1,798 364 44 114 2,222 41,798 41,7	8,822 2,889 382 21 12,114 0 0 2 2 3,192 519 146 42 3,899 129 144 111 5 159 1,706 48 4 1 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 1 5 48 4 1 5 48 4 1 1 5 48 4 4 1 5 4 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	8,26 2,66 44

						20						
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential	169	206	252	116	96	101	109	142	120	213	3,270	5
Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	7
Small C&I	0	0	2	0	0	0	0	0	0	0	2	
Medium / Large C&I	0	0	3	0	0	0	0	0	0	0	0	
Total	641	661	817	286	227	226	258	312	283	438	13,312	1,2
Number of customers enrolling in new hardship protections during the period			440							222	***	
Residential Low Income Residential	89 459	97 472	118 606	59 104	57 109	68 106	89 107	76 119	103 109	329 280	416 4,776	2
Small C&I	459	0	0	0	0	0	0	0	0	0	4,776	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	548	569	724	163	166	174		195	212	609	5,194	
Number of customers, by customer class, completing an AMP program during the period	540	503	72-7	103	100	2,7-7	250	133		003	3,134	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	0	0	3	22	3	1	2	4	6	5	2	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	34	52	151	142	172	300	277	245	439	875	499	
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	
Low Income Residential	1	1	3	1	3	6	10	12	109	11	12	
Small C&I	1	3	1	5	0	4		0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	2	4	5	6	3	10	10	12	212	11	12	
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	28	12	26	2	50	73	93	157	192	205	356	
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available) Total	0	0	0 26	0 2	0 50	0	0	0	0 192	0 205	0 356	
	28	12	26	2	50	73	93	157	192	205	356	
Number of customers enrolling in the low-income discount rate program during the period												
	^	0	۸	٥	0	0	0	0	0	0	0	
Residential	0	0 45 722	0	0 43 F10	0	0 4F 140	0 45 000	0	0	0	0	4
Residential 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	4:
Residential Low Income Residential Small C&I	45,095 0	45,722 0	46,374 0	43,510 0	44,492 0	45,149 0	45,900 0	46,101 0	46,349 0	46,901 0	47,535 0	48
Residential Low Income Residential Small C&I Medium / Large C&I	45,095 0 0	45,722 0 0	46,374 0 0	43,510 0 0	44,492 0 0	45,149 0 0	45,900 0 0	46,101 0 0	46,349 0 0	46,901 0	47,535 0	
Residential Low income Residential Small C&i Medium / Large C&i Total	45,095 0	45,722 0	46,374 0	43,510 0	44,492 0	45,149 0	45,900 0	46,101 0	46,349 0	46,901 0	47,535 0	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period	45,095 0 0 45,095	45,722 0 0 45,722	46,374 0 0 46,374	43,510 0 0 43,510	44,492 0 0 44,492	45,149 0 0 45,149	45,900 0 0 45,900	46,101 0 0 46,101	46,349 0 0	46,901 0 0 46,901	47,535 0 0 47,535	
Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential	45,095 0 0 45,095	45,722 0 0 45,722	46,374 0 0 46,374	43,510 0 0 43,510	44,492 0 0 44,492	45,149 0 0 45,149	45,900 0 0 45,900	46,101 0 0 46,101	46,349 0 0 46,349	46,901 0 0 46,901	47,535 0 0 47,535	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period	45,095 0 0 45,095	45,722 0 0 45,722	46,374 0 0 46,374	43,510 0 0 43,510	44,492 0 0 44,492	45,149 0 0 45,149	45,900 0 0 45,900	46,101 0 0 46,101	46,349 0 0 46,349	46,901 0 0 46,901	47,535 0 0 47,535	
Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l	45,095 0 0 45,095 0 52	45,722 0 0 45,722 0 62	46,374 0 0 46,374 0 4,015	43,510 0 0 43,510 0 204	44,492 0 0 44,492 0 66	45,149 0 0 45,149 0 62	45,900 0 0 45,900 0 62	46,101 0 0 46,101 0 51	46,349 0 0 46,349 0 53	46,901 0 0 46,901 0 61	47,535 0 0 47,535 0 76	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential	45,095 0 0 45,095 0 52	45,722 0 0 45,722 0 62 0	46,374 0 0 46,374 0 4,015	43,510 0 0 43,510 0 204 0	44,492 0 0 44,492 0 66 0	45,149 0 0 45,149 0 62 0	45,900 0 0 45,900 0 62 0	46,101 0 0 46,101 0 51	46,349 0 0 46,349 0 53	46,901 0 0 46,901 0 61	47,535 0 0 47,535 0 76	
Residential Low income Residential Small C&I Medium / Large C&I Total 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	45,095 0 0 45,095 0 52 0 0	45,722 0 0 45,722 0 62 0	46,374 0 0 46,374 0 4,015 0	43,510 0 0 43,510 0 204 0	0 0 44,492 0 0 66 0	45,149 0 0 45,149 0 62 0	45,900 0 0 45,900 0 62 0	46,101 0 0 46,101 0 51 0	46,349 0 0 46,349 0 53 0	46,901 0 0 46,901 0 61 0	47,535 0 0 47,535 0 76 0	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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	45,095 0 0 45,095 0 52 0 0	45,722 0 0 45,722 0 62 0	46,374 0 0 46,374 0 4,015 0	43,510 0 0 43,510 0 204 0	0 0 44,492 0 0 66 0	45,149 0 0 45,149 0 62 0	45,900 0 0 45,900 0 62 0	46,101 0 0 46,101 0 51 0	46,349 0 0 46,349 0 53 0	46,901 0 0 46,901 0 61 0	47,535 0 0 47,535 0 76 0	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th	45,095 0 45,095 0 52 0 0 52	45,722 0 0 45,722 0 62 0 0	46,374 0 0 46,374 0 4,015	43,510 0 0 43,510 0 204 0 0 204	44,492 0 0 44,492 0 66 0 0	45,149 0 0 45,149 0 62 0 62	45,900 0 45,900 0 62 0 0	46,101 0 0 46,101 0 51 0 0 51	46,349 0 0 46,349 0 0 53 0 0 53	46,901 0 0 46,901 0 61 0 0	47,535 0 0 47,535 0 76 0 0	
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th Residential	45,095 0 0 45,095 0 52 0 52	45,722 0 0 45,722 0 62 0 62	46,374 0 0 46,374 0 4,015 0 4,015	43,510 0 0 43,510 0 204 0 0 204	44,492 0 0 44,492 0 66 0 0	45,149 0 0 45,149 0 62 0 62	45,900 0 0 45,900 0 62 0 62	46,101 0 0 46,101 0 51 0 51	46,349 0 0 46,349 0 53 0 0 53	46,901 0 0 46,901 0 61 0 61 0	47,535 0 0 47,535 0 76 0 0 76	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th Residential Low income Residential	45,095 0 0 45,095 0 52 0 0 52	45,722 0 0 45,722 0 62 0 0 62	46,374 0 0 46,374 0 4,015 0 4,015	43,510 0 0 43,510 0 204 0 0 204	44,492 0 0 44,492 0 66 0 0 66	45,149 0 0 45,149 0 62 0 0 62	45,900 0 45,900 0 0 0 0 0 62 0 0 0	46,101 0 0 46,101 0 51 0 0 51	46,349 0 0 46,349 0 0 53 0 0 0 53	46,901 0 46,901 0 61 0 0 61 0 0 0	47,535 0 0 47,535 0 76 0 0 76	4
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Small C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low income Residential Low income Residential Small C&I	45,095 0 45,095 0 0 52 0 0 52 0 0 2,404	45,722 0 0 45,722 0 62 0 0 62 62 0 0 2,387	46,374 0 0 46,374 0 4,015 0 4,015 0 4,015	43,510 0 0 43,510 0 204 0 0 204 0 0 204	44,492 0 0 44,492 0 66 0 0 66	45,149 0 0 45,149 0 62 0 0 62 0 0 2,170	45,900 0 0 45,900 0 62 0 0 62 0 0 2,158	46,101 0 0 46,101 0 51 0 0 51 0 0 2,145	46,349 0 0 46,349 0 53 0 0 53 0 0 2,118	46,901 0 0 46,901 0 61 0 0 61 0 0 2,115	47,535 0 0 47,535 0 76 0 76 0 0 2,145	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th 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 th Residential Low income Residential Small C&I Medium / Large C&I Total	45,095 0 0 45,095 0 52 0 0 52 0 2,404	45,722 0 0 45,722 0 62 0 0 62 0 0 0 52 3,387	46,374 0 0 46,374 0 4,015 0 4,015 0 4,015	43,510 0 0 43,510 0 204 0 0 204 0 0 2,168 569	44,492 0 44,492 0 66 0 0 66 0 0 0 2,176 562	45,149 0 0 45,149 0 62 0 0 62 0 0 2,170 569	45,900 0 0 45,900 0 62 0 0 62 0 2,158	46,101 0 0 46,101 0 51 0 51 0 0 2,145 583	46,349 0 0 46,349 0 53 0 0 53 0 0 2,118	46,901 0 0 46,901 0 61 0 61 0 0 2,115 577	47,535 0 0 47,535 0 76 0 0 76 0 0 2,145 542	4
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Residential Residential Residential Residential Residential Residential	45,095 0 0 45,095 0 52 0 0 52 0 0 0 2,404 2,998	45,722 0 0 45,722 0 62 0 62 0 0 62 0 0 2,387 584 2,971	46,374 0 0 46,374 0 4,015 0 4,015 0 0 4,015 2,121 585 2,706	43,510 0 0 43,510 0 204 0 0 204 0 0 2,168 569 2,737	44,492 0 0 44,492 0 0 666 0 0 0 0 2,176 562 2,738	45,149 0 0 45,149 0 62 0 0 62 0 0 2,170 569 2,739	45,900 0 0 45,900 62 0 62 0 0 62 2,158 568 2,726	46,101 0 0 46,101 0 0 51 0 0 51 0 0 2,145 583 2,728	46,349 0 0 46,349 0 53 0 0 53 0 0 2,118 579 2,697	46,901 0 46,901 0 61 0 61 0 0 61 0 2,115 577 2,692	47,535 0 0 47,535 0 0 76 0 0 0 0 0 2,145 542 2,687	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential	45,095 0 0 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 0 45,722 0 0 62 0 0 0 0 0 0 2,387 5,941 2,971	46,374 0 0 46,374 0 4,015 0 0 4,015 0 0 2,121 585 2,706	43,510 0 0 43,510 0 204 0 0 204 0 0 2,168 569 2,737	44,492 0 0 44,492 0 66 66 0 0 0 66 66 0 0 2,176 562 2,738	45,149 0 0 45,149 0 62 0 0 62 0 0 0 2,170 569 2,739 0	45,900 0 45,900 0 0 62 0 0 62 0 0 0 2,158 568 2,726	46,101 0 0 46,101 0 0 51 0 0 51 0 0 2,145 583 2,728	46,349 0 0 46,349 0 0 53 0 0 53 0 0 2,118 579 2,697	46,901 0 0 46,901 0 0 61 0 0 0 0 0 2,115 577 2,692	47,535 0 0 47,535 0 76 0 0 0 0 0 0 2,145 2,687 0	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Rediential Low income Residential Small C&I	45,095 0 0 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 0 45,722 0 0 62 0 0 62 0 0 0 0 2,387 584 2,971 0 0	46,374 0 0 46,374 0 0 46,374 0 0 4,015 0 0 4,015 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	43,510 0 0 43,510 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 0 44,492 0 0 66 0 0 0 0 0 2,176 562 2,738 0 0 0	45,149 0 0 45,149 0 62 0 0 62 0 0 2,179 569 2,739 0 0	45,900 0 45,900 0 0 0 62 0 0 62 0 0 0 2,158 568 2,726	46,101 0 0 46,101 0 0 0 0 0 0 0 0 0 0 0 0 0	46,349 0 0 46,349 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 0 46,901 0 0 61 0 0 61 0 0 0 2,115 577 2,692 0 0	47,535 0 0 47,535 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers Address Total Low Income Residential Low Income Residential Small C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Medium / Large C&I Medium / Large C&I Medium / Large C&I	45,095 0 45,095 0 0 0 0 0 52 0 0 0 0 2,404 2,998 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 0 45,722 0 0 62 0 0 0 0 0 2,387 584 2,9971 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	46,374 0 0 46,374 0 4,015 0 4,015 0 2,121 585 2,706 0 0 0 13	43,510 0 43,510 0 0 0 204 0 0 204 0 0 2,168 569 2,737 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 66 0 0 66 66 2,176 562 2,738 0 0 0 0 0 0 0 0 0 0 0 0 0	45,149 0 0 45,149 0 0 62 0 0 0 2,170 569 2,739 0 0 0 35	45,900 0 0 45,900 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 0 46,101 0 0 51 0 0 51 0 0 2,145 583 2,728	46,349 0 0 46,349 0 0 0 53 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0 47,535 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Total	45,095 0 0 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 0 45,722 0 0 62 0 0 62 0 0 0 0 2,387 584 2,971 0 0	46,374 0 0 46,374 0 0 46,374 0 0 4,015 0 0 4,015 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	43,510 0 0 43,510 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 0 44,492 0 0 66 0 0 0 0 0 2,176 562 2,738 0 0 0	45,149 0 0 45,149 0 62 0 0 62 0 0 2,179 569 2,739 0 0	45,900 0 45,900 0 0 0 62 0 0 62 0 0 0 2,158 568 2,726	46,101 0 0 46,101 0 0 0 0 0 0 0 0 0 0 0 0 0	46,349 0 0 46,349 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 0 46,901 0 0 61 0 0 61 0 0 0 2,115 577 2,692 0 0	47,535 0 0 47,535 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Resident	45,095 0 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 45,722 0 0 62 0 0 62 0 0 0 2,387 584 2,971 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	46,374 0 0 46,374 0 0 4,015 0 0 4,015 0 0 2,121 2,706 0 0 1 3 13	43,510 0 0 43,510 0 0 204 0 0 204 0 0 2,168 569 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 0 44,492 0 0 66 0 0 0 2,176 562 2,738 0 0	45,149 0 0 45,149 0 0 0 62 0 0 0 2,170 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 45,900 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 46,101 0 0 51 0 0 0 0 2,145 583 2,728 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	46,349 0 46,349 0 0 0 53 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0 47,535 0 76 0 0 0 0 2,145 542 2,687 0 0	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential	45,095 0 45,095 0 0 522 0 0 0 0 0 2,2404 2,998 0 0 0 107 300 137	45,722 0 45,722 0 62 0 0 62 0 0 0 0 2 2,387 584 2,971 0 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	46,374 0 0 46,374 0 4,015 0 4,015 0 2,121 585 2,706 0 0 1 13 13	43,510 0 0 43,510 0 204 0 0 0 0 204 0 0 0 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 66 66 66 66 66 66 2 2,178 0 0 0 0 0 13 3 6 6 6 6 6 6 6 6 6 6 6 6 6	45,149 0 0 45,149 0 0 62 0 0 0 0 0 2,170 569 2,739 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 45,900 0 0 0 62 0 0 0 0 2,2158 568 2,726 0 0 0 0 0 138 36 36 36 36 37 38 38 38 38 38 38 38 38 38 38	46,101 0 46,101 0 51 51 0 0 0 0 0 2,145 583 2,728 0 0 6 6 111 67	46,349 0 46,349 0 0 0 0 0 0 0 0 0 0 0 0 2,118 579 2,697 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0,47,535 0 0,47,535 0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0	4
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during t Residential Low income Residential Namall C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low income Residential	45,095 0 0 45,095 0 0 522 0 0 0 0 2,404 2,998 0 0 0 0 107 30 137	45,722 0 0 45,722 0 0 62 0 0 0 2,387 584 2,971 0 0 0 1 1 3 2 0 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	46,374 0 0 46,374 0 0 4,015 0 0 4,015 0 0 2,121 585 2,706 0 0 13 13 0 0	43,510 0 0 43,510 0 204 0 0 204 0 0 2,168 569 2,737 0 0 0 0 1 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 66 0 0 0 0 2,176 562 2,738 0 0 0 0 0 3 6 6 6 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	45,149 0 0 45,149 0 0 62 0 0 0 2,170 0 0 0 2,739 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 0 0 45,900 0 0 0 45,900 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 0 46,101 0 0 51 0 0 0 2,145 583 2,728 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	46,349 0 0 46,349 0 0 0 53 0 0 0 0 2,118 579 2,697 2,697 76	46,901 0 0 0 46,901 0 0 61 0 0 0 2,115 577 2,692 0 0 0 0 13 83	47,535 0 0 47,535 0 0 76 0 0 0 2,145 542 2,687 0 0 128	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low income Residential Low income Residential Low income Residential Low income Residential	45,095 0 45,095 0 0 52 0 0 0 52 0 0 0 0 2,998 0 0 0 107 107 107 107 107 107	45,722 0 45,722 0 62 0 62 0 0 0 2 2,387 584 2,971 0 0 13 2 103	46,374 0 0 46,374 0 0 46,374 0 0 0 0 0 0 0 1 0 1 13 13 0 0 0 0 0 0 0	43,510 0 0 43,510 0 204 0 0 0 204 0 0 2,168 559 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 66 66 0 0 0 2,176 562 2,738 0 0 0 0 0 13 3 63	45,149 0 0 45,149 0 62 0 0 0 0 2,170 0 0 2,270 0 0 0 35 559 2,739 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 45,900 0 0 62 0 0 0 0 0 2,1158 568 2,726 0 0 36 18 4 54	46,101 0 0 46,101 0 51 0 0 51 0 0 0 2,145 583 2,728 0 0 6 6 6 7 6 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9	46,349 0 46,349 0 0 46,349 0 0 0 0 0 0 0 2,118 579 2,697 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0,47,535 0 0,47,535 0 0,56 0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0	4
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 Residential Low income 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 Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Low income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Small C&I Medium / Large C&I	45,095 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 45,722 0 0 45,722 0 0 0 62 0 0 0 0 2,387 584 2,971 0 0 71 32 103 103 103 104 29 29 20 20 20 20 20 20 20 20 20 20	46,374 0 0 46,374 0 0 46,374 0 0 4,015 0 0 0 2,121 585 2,706 0 0 13 13 0 0 0 58	43,510 0 43,510 0 204 0 0 204 0 0 2,168 569 2,737 0 0 61	44,492 0 44,492 0 0 44,492 0 0 66 66 60 0 0 2,176 562 2,738 0 0 0 0 0 3 13 63 63 63 63 64 65 66 66 66 66 66 66 66 66 66	45,149 0 0 45,149 0 0 45,149 0 0 0 0 35 7 7	45,900 0 45,900 0 0 0 0 0 62 0 0 0 2,158 568 2,726 0 0 366 18 54	46,101 0 46,101 0 0 51 0 0 51 0 0 0 2,145 583 2,728 0 0 0 0 0 0 0 0 0 0 0 0 0	46,349 0 46,349 0 0 46,349 0 0 0 0 0 0 0 2,118 579 0 0 0 0 0 0 12,18 76 6 6 6 6 6 6 7 6 6 6 6 6 6 6 6 6 6 6 6 6	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 2,115 577 2,692 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 47,535 0 67,535 0 0 0 0 0 0 0 2,145 542 2,687 0 0 0 0 108 108 108 108 108 1	4
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, do customer class, with required deposits with the company at the beginning of the Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Small C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Small C&I Medium / Large C&I Total	45,095 0 45,095 0 0 52 0 0 0 52 0 0 0 0 2,998 0 0 0 107 107 107 107 107 107	45,722 0 45,722 0 62 0 62 0 0 0 2 2,387 584 2,971 0 0 13 2 103	46,374 0 0 46,374 0 0 46,374 0 0 0 0 0 0 0 1 0 1 13 13 0 0 0 0 0 0 0	43,510 0 0 43,510 0 204 0 0 0 204 0 0 2,168 559 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 66 66 0 0 0 2,176 562 2,738 0 0 0 0 0 13 3 63	45,149 0 0 45,149 0 62 0 0 0 0 2,170 0 0 2,270 0 0 0 35 559 2,739 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 45,900 0 0 62 0 0 0 0 0 2,1158 568 2,726 0 0 36 18 4 54	46,101 0 0 46,101 0 51 0 0 51 0 0 0 2,145 583 2,728 0 0 6 6 6 7 6 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9	46,349 0 46,349 0 0 46,349 0 0 0 0 0 0 0 2,118 579 2,697 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0,47,535 0 0,47,535 0 0,56 0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0	4
Residential Low income Residential Small C&I Medium / Large C&I Total 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 th Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income	45,095 0 45,095 0 0 0 0 522 0 0 0 0 2,404 2,998 0 0 0 107 30 137 0 0 0 137 148 159 159 159 159 159 159 159 159	45,722 0 45,722 0 0 45,722 0 0 62 0 0 0 0 2,387 5884 2,971 0 0 0 0 10 10 10 10 10 10 1	46,374 0 0 46,374 0 0 46,374 0 0 4,015 0 0 4,015 2,706 0 0 13 13 0 0 0 588 144 72	43,510 0 0 43,510 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 0 666 0 0 0 0 2,176 2,176 2,738 0 0 0 0 0 0 0 0 0 0 0 0 0	45,149 0 45,149 0 6 62 0 0 0 0 2,170 0 0 2,773 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 45,900 0 0 0 0 62 0 0 0 0 2,158 568 2,726 0 0 0 0 0 18 568 2,726 0 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 46,101 0 0 0 51 1 0 0 0 0 0 0 2,145 583 2,728 0 0 6 6 11 6 7 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9	46,349 0 46,349 0 0 0 0 0 0 0 0 0 2,118 579 2,697 0 0 0 0 0 0 12 11 12 16 16 16 16 16 16 16 16 16 16	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 47,535 0 47,535 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were returned in full during the period Residential	45,095 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 45,722 0 62 0 0 0 0 0 2,387 584 2,971 103 0 0 0 0 104 104 104 104 104 1	46,374 0 0 46,374 0 0 46,374 0 0 4,015 0 0 2,121 585 2,706 0 0 13 13 13 0 0 0 588 14 72	43,510 0 0 0 43,510 0 0 204 0 0 204 0 0 0 2,168 569 2,737 2,737 0 0 0 0 40 0 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 666 0 0 0 0 2,176 562 2,738 2,738 0 0 0 0 0 0 0 0 0 0 0 0 0	45,149 0 0 45,149 0 62 0 0 0 0 2,170 2,370 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 0 0 45,900 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 0 46,101 0 0 46,101 0 0 51 0 0 51 0 0 0 0 2,145 583 2,728 0 0 0 67 67	46,349 0 46,349 0 0 46,349 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 0 46,901 0 0 0 61 0 0 0 0 2,115 577 2,692 2,692 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0 47,535 0 0 76 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low Income Residential Low Income Residential Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low Income Residential	45,095 0 45,095 0 45,095 0 0 522 0 0 0 0 0 0 0 0 1 0 0 0 1 107 137 0 0 0 111 144 0 0 0 0 0	45,722 0 45,722 0 62 0 0 62 0 0 0 0 2 384 2,971 0 0 0 103 103 104 104 105 105 105 105 105 105 105 105	46,374 0 0 46,374 0 0 46,374 0 0 0 0 0 4,015 0 0 0 0 133 13 0 0 588 144 72	43,510 0 0 43,510 0 204 0 0 0 0 0 2,716 569 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 66 66 60 0 0 0 2,176 562 2,738 0 0 0 0 3 3 4 4 4 9 9 9 9 9 9 9 9 9 9 9 9 9	45,149 0 45,149 0 6 62 0 0 0 0 0 2,2,170 0 0 0 2,2,39 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 45,900 0 0 0 62 2 0 0 0 0 2 2,7256 0 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 46,101 0 51 51 0 0 0 0 2,145 583 2,728 0 0 6 56 111 67 0 0 122 192 193 194 195 195 195 195 195 195 195 195	46,349 0 46,349 0 0 46,349 0 0 0 0 0 0 0 2,118 579 2,697 0 0 0 0 144 144 65	46,901 0 46,901 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 47,535 0 0 47,535 0 0 0 0 0 0 0 0 0 0 0 0 0	
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Low income Residential Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were returned in full during the period Residential	45,095 45,095 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	45,722 0 45,722 0 62 0 0 0 0 0 2,387 584 2,971 103 0 0 0 0 104 104 104 104 104 1	46,374 0 0 46,374 0 0 46,374 0 0 4,015 0 0 2,121 585 2,706 0 0 13 13 13 0 0 0 588 14 72	43,510 0 0 0 43,510 0 0 204 0 0 204 0 0 0 2,168 569 2,737 2,737 0 0 0 0 40 0 0 0 0 0 0 0 0 0 0 0 0 0 0	44,492 0 44,492 0 666 0 0 0 0 2,176 562 2,738 2,738 0 0 0 0 0 0 0 0 0 0 0 0 0	45,149 0 0 45,149 0 62 0 0 0 0 2,170 2,370 0 0 0 0 0 0 0 0 0 0 0 0 0	45,900 0 0 0 45,900 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	46,101 0 0 46,101 0 0 46,101 0 0 51 0 0 51 0 0 0 0 2,145 583 2,728 0 0 0 67 67	46,349 0 46,349 0 0 46,349 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 0 46,901 0 0 0 61 0 0 0 0 2,115 577 2,692 2,692 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 0 47,535 0 0 76 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4.

						20						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	254.755	254 171	353 609	252 645	252 244	250 519	240.902	240.205	247 745	240 200	240.000	251,669
	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	0	0	0	0		0	0	0	0	0	(
	335,112	335,313	335,269	334,121	333,508	333,070	332,728	331,710	331,546	331,789	332,584	335,383
	0	0	0	0	0	0	002	1 260	1.060	707	212	,
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		(
	44	62	0	0	0	0	1,138	1,323	1,252	1,819	270	22
	0	0	0	0	0	14 494	12.050	16 100	7 675	9 100	2 000	
		0		0								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		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
							10.000	40.750	7.405		40.000	
												1,443
			0	0	0							53:
	128	83	0	0	0		214	206	166	160	158	20
Total	824	624	0	0	0	20	12,725	11,717	11,725	12,696	19,390	2,55
												11
												3
												5
			4									20
									,	,		
Residential	11	2	0	0	0	0	301	689	897	458	428	1
Low Income Residential	4	0	0	0	0		64	131	92	785	67	
												15
												74
	3/	47	- 4	U	<u> </u>	0	3/3	047	1,010	1,280	342	11.
Residential	13,132	12,411	13,075	8,573	7,928	7,734	8,912	9,323	8,842	8,223	7,980	8,01
Low Income Residential	3,680	3,609	3,907	2,411	2,446	2,488	2,441	2,335	2,355	3,172	2,879	2,870
Small C&I	948	897	746	193	180	219	269	234	223	254	234	28
												230
	17,819	16,960	17,756	11,290	10,602	10,582	11,/41	11,972	11,521	11,788		11,396
											,	
	2	0	1	0	0	0	0	0	0	0		
Residential	2	0	1 0	0	0	0	0	0	0	0	0	
				0 0	0 0	0 0	0 0	0 0	0	0 0		(
Residential Low Income Residential Small C&l Medium / Large C&l	5,021 1,343	0 4,559 1,092	0 2,502 666	0 0 0	0 0	0	0 0	0	0 0	0 0	0 0 0	(
Residential Low Income Residential Small C&I Medium / Large C&I Total	0 5,021	0 4,559	0 2,502	0	0	0	0 0	0 0	0 0	0 0	0 0	(
Residential Low Income Residential Small C&I Medium / Large C&I Total imber of customers, by customer class, taking service at the beginning of the period under existing defe	0 5,021 1,343 6,366	0 4,559 1,092 5,651	0 2,502 666 3,169	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0	0 0 0 0	
Residential Low income Residential Small C&i Medium / Large C&i Total The Construction of the period under existing defi Residential	0 5,021 1,343 6,366	0 4,559 1,092 5,651	0 2,502 666 3,169 1,518	0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0 0 0	2,52
Residential Low Income Residential Small C&I Medium / Large C&I Total imber of customers, by customer class, taking service at the beginning of the period under existing defe	0 5,021 1,343 6,366 1,595	0 4,559 1,092 5,651 1,416	0 2,502 666 3,169	0 0 0 0 1,898 433	0 0 0 0 2,057 493	0 0 0 0 2,266 501	0 0 0 0 3,555	0 0 0 0 4,492 461	0 0 0 0 4,709	0 0 0 0 3,988 799	0 0 0 0	2,52:
Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low income Residential	0 5,021 1,343 6,366	0 4,559 1,092 5,651	0 2,502 666 3,169 1,518 281	0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0 0 0 3,578 625	2,52 42 12
Residential Low Income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total	0 5,021 1,343 6,366 1,595 182 94	0 4,559 1,092 5,651 1,416 199 81	0 2,502 666 3,169 1,518 281 80	0 0 0 0 1,898 433 70	0 0 0 0 2,057 493 72	0 0 0 0 2,266 501 75	0 0 0 0 3,555 441 153	0 0 0 0 4,492 461 136	0 0 0 0 4,709 550 123	0 0 0 0 3,988 799 158	0 0 0 0 0 0 0 3,578 625 145	2,52 42 12
Residential Low Income Residential Small C&I Medium / Large C&I Total Inher of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Low Income Residential Medium / Large C&I Total Inher of customers by customer dass, completing deferred payment arrangements during the period	0 5,021 1,343 6,366 1,595 182 94 28 1,899	0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 2,502 666 3,169 1,518 281 80 33 1,912	0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 2,057 493 72 25 2,647	0 0 0 0 2,266 501 75 30 2,872	0 0 0 0 3,555 441 153 37 4,186	0 0 0 0 4,492 461 136 38 5,127	0 0 0 0 4,709 550 123 35 5,417	0 0 0 0 3,988 799 158 45 4,990	0 0 0 0 0 3,578 625 145 41 4,389	2,52: 42: 12: 3: 3,10:
Residential Low income Residential Small C&I Medium / Large C&I Total Imber of Customers, by customer class, taking service at the beginning of the period under existing deformation and Customers, by customer class, taking service at the beginning of the period under existing deformation and Customers, by customer class, taking service at the beginning of the period under existing deformation and Customers, by customer class, taking service at the beginning of the period under existing deformation and Customers by customer class, completing deferred payment arrangements during the period Residential	0 5,021 1,343 6,366 1,595 182 94 28 1,899	0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 2,502 666 3,169 1,518 281 80 33 1,912	0 0 0 0 1,898 433 70 21 2,422	0 0 0 0 2,057 493 72 25 2,647	2,266 501 75 30 2,872	0 0 0 0 3,555 441 153 37 4,186	0 0 0 0 4,492 461 136 38 5,127	4,709 550 123 35 5,417	3,988 799 158 45 4,990	0 0 0 0 0 0 3,578 625 145 41 4,389	2,52 42 12 3 3,10
Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Low income Residential	0 5,021 1,343 6,366 1,595 182 94 28 1,899	0 4,559 1,092 5,651 1,416 199 81 33 1,729	0 2,502 666 3,169 1,518 281 80 33 1,912	0 0 0 1,898 433 70 21 2,422	2,057 493 72 25 2,647 46	2,266 501 75 30 2,872	0 0 0 0 3,555 441 153 37 4,186	0 0 0 0 4,492 461 136 38 5,127	4,709 550 123 35 5,417	0 0 0 0 3,988 799 158 45 4,990	0 0 0 0 0 0 3,578 625 145 41 4,389	2,52 42 12 3 3,10
Residential Low Income Residential Small C&I Medium / Large C&I Total Imber of Customers, by customer class, taking service at the beginning of the period under existing defe Residential Low Income Residential Small C&I Medium / Large C&I Total Imber of Customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Residential Low Income Residential Small C&I Small C&I	0 5,021 1,343 6,366 1,595 182 94 28 1,899 66 12	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56	0 2,502 666 3,169 1,518 281 80 33 1,912 50 19	0 0 0 1,898 433 70 21 2,422	2,057 493 72 25 2,647 46 10	2,266 501 75 30 2,872	3,555 441 153 37 4,186	0 0 0 0 4,492 461 136 38 5,127	0 0 0 4,709 550 123 35 5,417	3,988 799 158 45 4,990	0 0 0 0 0 0 3,578 625 145 41 4,389	2,52 42 12 3 3,10
Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Low income Residential	0 5,021 1,343 6,366 1,595 1,595 182 94 28 1,899 66 12 6	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56 7 6	0 2,502 666 3,169 1,518 80 33 1,912 50 19	0 0 0 1,898 433 70 21 2,422 21 6 2	2,057 493 72 255 2,647 46 10 6	0 0 0 2,266 501 75 30 2,872	3,555 441 153 37 4,186	0 0 0 0 4,492 461 136 38 5,127	0 0 0 0 4,709 550 123 35 5,417 42 5	0 0 0 0 3,988 799 158 45 4,990	0 0 0 0 0 0 3,578 625 145 41 4,389	2,52 42 12 3 3,10
Residential Low income Residential Small C&i Medium / Large C&i Total Index of Customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&i Medium / Large C&i Total Index of Customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&i Medium / Large C&i Total Index of Customers by customer class, completing deferred payment arrangements during the period Residential Small C&i Medium / Large C&i Total Index of Customers by Customer class, completing deferred payment arrangements during the period Residential Small C&i Medium / Large C&i Total	0 5,021 1,343 6,366 1,595 182 94 28 1,899 66 12	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56	0 2,502 666 3,169 1,518 281 80 33 1,912 50 19	0 0 0 1,898 433 70 21 2,422	2,057 493 72 25 2,647 46 10	2,266 501 75 30 2,872	3,555 441 153 37 4,186	0 0 0 0 4,492 461 136 38 5,127	0 0 0 4,709 550 123 35 5,417	3,988 799 158 45 4,990	0 0 0 0 0 0 3,578 625 145 41 4,389	2,52 42 12 3 3,10
Residential Low Income Residential Small C&I Medium / Large C&I Total Income Residential Low Income Residential Medium / Large C&I Total Income Residential Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Income Residential Low Income Residential Small C&I Medium / Large C&I Total Income Residential Small C&I Income Residential Small C&I Medium / Large C&I Total Income Residential Small C&I Medium / Large C&I Total Residential Small C&I Residential Small C&I Residential	0 5,021 1,343 6,366 1,595 182 94 28 1,899 66 12 6 3 87	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56 7 6 6 2	0 2,502 666 3,169 1,518 281 80 33 1,912 50 19 7 7	0 0 0 1,898 433 70 21 2,422 21 6 6 2 2	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 2,266 501 75 30 2,872 106 26 10 3 145	0 0 0 0 0 3,555 4411 153 37 4,186 13 4 4 2 2 4 1,142	0 0 0 0 4,492 461 136 388 5,127 18 4 4 2 2 1	0 0 0 0 4,709 550 123 355 5,417 42 5 0 48	0 0 0 0 3,988 799 158 45 4,990 57 13 1 2 73	0 0 0 0 0 0 3,578 625 145 41 4,389 25 1 1 2	2,522 422 122 3 3,100 5 5
Residential Low income Residential Small C&I Medium / Large C&I Total Low income Residential Low income Residential Low income Residential Medium / Large C&I Total Inter of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Inter of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Inter of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential	0 5,021 1,343 6,366 1,595 182 94 28 1,899 66 12 6 3 87	0 4,559 1,092 5,651 1,416 199 81 133 1,729 56 7 6 6 2	0 2,502 666 3,169 1,518 281 80 33 1,912 50 19 7 1 1 77	0 0 0 0 1,898 433 70 21 2,422 21 6 2 1 30	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 2,266 501 75 300 2,872 106 26 10 3 3 3 3 480	0 0 0 0 3,555 441 153 377 4,186 5 2 2 2 4	0 0 0 0 4,492 461 136 338 5,127 18 4 4 2 2 1 1 2,5 5 1,127	0 0 0 0 4,709 550 123 355 5,417 42 5 1 0 0 48	0 0 0 0 0 3,988 799 158 455 4,990 57 13 1 1 2 2 73	0 0 0 0 0 0 0 3,578 625 41 4,389 83 83 2 1 1 1 1 1 154 5 1	2,522 422 121 3 3 3,100 5 5 1
Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, errolling in new deferred payment arrangements during the period Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential Small C&I	0 5,021 1,343 6,366 1,595 182 94 28 1,899 1,899 66 12 6 3 87	0 4,559 1,092 5,651 1,416 199 81 1,33 3,729 56 7 6 6 2 2 71	0 2,502 666 3,169 1,518 281 80 33 1,912 50 19 7 7 1 1 77	0 0 0 0 0 1,898 433 70 21 2,422 21 6 6 2 1 30	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 4,709 550 550 5417 42 5 5 1 1 0 0 48 8 1,373 39 39 39 9	0 0 0 0 0 3,988 799 158 4,990 57 13 1 1 2 2 7 3	0 0 0 0 0 0 3,578 625 145 41 4,389 25 1 1 1 2 111 154	2,52 42 122 3 3,10 5 1
Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Low income Residential Low income Residential Medium / Large C&I	0 5,021 1,343 6,366 1,595 182 28 1,899 66 61 12 2 6 6 3 3 8 7 87 7 7 7 7 7 7 7	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56 7 6 2 7 7 1	0 2,502 666 3,169 1.518 281 80 19.19 7 7 1 1 77 7 843 283 38 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	0 0 0 0 1,898 433 70 21 2,422 21 6 6 2 1 1 30	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 3,578 625 1455 1455 1455 1455 1455 1455 1455 14	2,52 42 12: 33 3,10 5 5
Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, enrolling in new deferred payment arrangements during the pe Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers by customer class, enrolling in new deferred payment arrangements during the pe Residential Low income Residential Small C&I Medium / Large C&I Total	0 5,021 1,343 6,366 1,595 182 94 28 1,899 1,899 66 12 6 3 87	0 4,559 1,092 5,651 1,416 199 81 1,33 3,729 56 7 6 6 2 2 71	0 2,502 666 3,169 1,518 281 80 33 1,912 50 19 7 7 1 1 77	0 0 0 0 0 1,898 433 70 21 2,422 21 6 6 2 1 30	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 3,988 799 158 4,990 57 13 1 1 2 2 7 3	0 0 0 0 0 0 3,578 625 145 41 4,389 25 1 1 1 2 111 154	2,52: 42: 12i
Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Low income Residential Low income Residential Medium / Large C&I	0 5,021 1,343 6,366 1,595 182 28 1,899 66 61 12 2 6 6 3 3 8 7 87 7 7 7 7 7 7 7	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56 7 6 2 7 7 1	0 2,502 666 3,169 1.518 281 80 19.19 7 7 1 1 77 7 843 283 38 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	0 0 0 0 1,898 433 70 21 2,422 21 6 2 2 1 3 30 527 132 15 12 6	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 3,578 6255 145 41 41 4,389 25 1 1 2 1 111 1 154 51 3 3 3	2,52 42 12: 33 3,10 5 5
Residential Low income Residential Small C&i Medium / Large C&i Total Low income Residential Medium / Large C&i Total	0 5,021 1,343 6,366 1,595 182 2 9 4 2 28 1,899 66 12 6 6 3 3 87 7 2 468 137 33 33 137	0 4,559 1,092 5,651 1,416 199 81 33 1,729 56 7 6 6 2 2 71 607 201 588 23	0 2,502 666 3,169 1,518 80 1,518 50 1,912 50 19 7 7 1 1 7 7 7 1 1 3 843 283 3 3 1,167	0 0 0 0 1,898 433 70 2,1 2,422 21 6 2 1 30 527 132 15 12 686	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 3,578 41 4,389 25 115 1 1 1 1 1 154 1 13 3 3 221	2,52 42 42 31 3,10 5 1
Residential Small C&i Medium / Large C&i Total Total Low income Residential Small C&i Medium / Large C&i Total Medium / Large C&i Total Total Medium / Large C&i Total Me	0 5,021 1,343 6,366 1,595 1822 94 28 1,899 66 12 6 6 3 3 87 87 137 3 3 3 2 87 5 65 65 65 65 65 65 65 65 65 65 65 65 6	0 4,559 1,092 5,651 1,416 1999 81 1,729 56 7 6 6 2 2 7 1 1 607 201 58 89 889	0 2,502 666 3,169 1,518 80 80 80 1,912 50 199 7 7 1 1 77 843 38 3 1,167 17 N 7 N 7 N 7 N 7 N 2 2 N N	0 0 0 1,898 433 70 21 2,422 21 6 6 2 2 1 1 30 527 132 686	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,52 42 12 3 3,10 5 1 1
Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Index of customers, by customer class, renegotiating deferred payment arrangements during the perior Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, renegotiating deferred payment arrangements during the perior Residential Low income Residential Small C&I Medium / Large C&I	0 5,021 1,343 6,366 1,595 182 94 28 1,899 1,89 1,8	0 4,559 1,092 5,651 1,416 199 81 33 31,729 1,729 607 2 71 58 23 889 889 24 4	0 2,502 606 3,169 81,518 80 80 80 80 80 80 80 80 80 80 80 80 80	0 0 0 0 1,898 433 770 211 2,422 2,422 2,11 66 2 1 1 30 527 132 155 12 686 686 /A	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,522 42: 122: 3: 3,10: 1: 7. 7.
Residential Low income Residential Small C&i Medium / Large C&i Total Index of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Total Medium / Large C&i Total Medium / Large C&i Total Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&i Medium / Large C&i Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Low income Residential Small C&i Medium / Large C&i Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential Low income Residential Small C&i Total Total Medium / Large C&i Total	0 5,021 1,343 6,366 1,595 1822 94 28 1,899 66 12 6 6 3 3 87 87 137 3 3 3 2 87 5 65 65 65 65 65 65 65 65 65 65 65 65 6	0 4,559 1,092 5,651 1,416 1999 81 1,729 56 7 6 6 2 2 7 1 1 607 201 58 89 889	0 2,502 666 3,169 1,518 80 80 80 1,912 50 199 7 7 1 1 77 843 38 3 1,167 17 N 7 N 7 N 7 N 7 N 2 2 N N	0 0 0 0 1,898 433 770 211 2,422 2,422 2,11 66 2 1 1 30 527 132 155 12 686 686 /A	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,52 42 12 3 3,10 5 1 1
Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Index of customers by customer class, completing deferred payment arrangements during the period Residential Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low income Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total	0 5,021 1,343 6,366 1,595 28 1,899 1,89 1,8	0 4,559 1,092 5,651 1,416 1,416 33 1,729 56 7 7 6 6 6 2 2 71 88 88 88 9	0 2,502 666 3,169 1,518 80 33 3,519 19 19 7 7 1 1 7 7 7 167 17 N 7 7 N 7 7 N 2	0 0 0 0 1,898 43 433 433 433 433 433 433 433 433 433	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 3,578 625 145 41 4,389 25 11 12 111 154 51 1 13 3 221 N/A N/A N/A N/A	2,52 422 122 3 3,100 5 1 1 7 7 7 N/A N/A N/A N/A N/A N/A N/A N/A
Residential Low income Residential Small C&i Medium / Large C&i Total Low income Residential Total Total Medium / Large C&i Total Total Total Total Total Total Medium / Large C&i Total Total Total Medium / Large C&i Total Total Residential	0 5,021 1,343 6,366 1,595 1822 94 28 1,899 66 12 6 6 3 3 87 7 2 5 5 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 4,559 1,092 5,651 1,416 1999 81 33 1,729 56 7 7 6 6 2 2 71 1 58 83 889 24 6 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	0 2,502 666 3,169 80 1,518 80 80 1,512 80 199 7 7 1 1 77 7 1 1 77 8 843 3 3 3 1,167 7 1 N 7 N N 2 1 N 7 7 N N 2 2 N 3,739 3,739	0 0 0 1,898 433 70 21 2,422 21 66 2 2 13 30 0 527 132 15 12 686	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,52 422 12,33 3,10 5 1 7 7 N/A N/A N/A N/A N/A N/A N/A
Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Low income Residential Index of customers by customer class, completing deferred payment arrangements during the period Residential Index of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Index of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low income Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total	0 5,021 1,343 6,366 1,595 28 1,899 1,89 1,8	0 4,559 1,092 5,651 1,416 1,416 33 1,729 56 7 7 6 6 6 2 2 71 88 88 88 9	0 2,502 666 3,169 1,518 80 33 3,519 19 19 7 7 1 1 7 7 7 167 17 N 7 7 N 7 7 N 2	0 0 0 0 1,898 43 433 433 433 433 433 433 433 433 433	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 3,578 625 145 41 4,389 25 11 12 111 154 51 1 13 3 221 N/A N/A N/A N/A	2,52 422 122 3 3,100 5 1 1 7 7 7 N/A N/A N/A N/A N/A N/A N/A N/A
Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, completing deferred payment arrangements during the period Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Imber of customers taking service at the beginning of the period under existing hardship protections Residential Low income Residential Total Imber of customers taking service at the beginning of the period under existing hardship protections Residential Low income Residential	0 5,021 1,343 6,366 1,595 1822 94 28 1,899 1,89 1,8	0 4,559 1,092 5,651 1,416 1,919 81 33 1,729 56 7 6 6 2 2 7 1 201 58 88 23 3 889 24 6 6 2 2 2 3 3 8 3 3 3 3 3 3 3 3 3 4 6 2 2 2 3 3 8 3 8 3 8 3 8 3 8 3 8 3 8 3 8	0 2,502 666 3,169 1,518 80 80 80 133 1 1,518 80 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 1,898 4333 70 70 2,12 2 1 6 6 2 2 1 1 30 5 15 12 666 666 666 666 666 666 666 666 666	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,52 422 422 12 3 3,100 5 1 1 1 7 7 N/A N/A N/A N/A N/A N/A N/A N/A 3,53 3,24,33 2,433
	Medium / Large C&i Total imber of customers, by customer class receiving a 1st notice of disconnect during the period Residential Low income Residential Assistantial Low income Residential Small C&i Medium / Large C&i Total imber of customers, by customer class receiving a 1st notice of disconnect during the period Residential Low income Residential Low income Residential Interest of customers, by customer class receiving Final/72-hour notice of disconnect during the period Residential Low income Residential Interest of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers, by customer class, assessed reconnection fees or charges from the reconnect orde Residential Low income Residential Small C&i Medium / Large C&i Total Imber of customers, by customer class, assessed reconnection fees or charges during the period Residential Low income Residential Small C&i Medium / Large C&i Total Imber 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	Residential 25.4.755 Residential 25.4.755 Residential 25.4.755 Small C&I 24.283 Medium / Large C&I 25.4.835 Medium / Large C&I	Imber of customers, by customer class Residential 254,755 254,171 Low Income Residential 48,706 49,446 Small C&I 24,283 24,318 Medium / Large C&I 335,111 335,313 335,31	Imber of customers, by customer class Residential 254,755 254,171 253,608 10w Income Residential 254,755 254,171 253,608 10w Income Residential 24,283 24,318	Medium Large C&I Streetlights Streetlights	Residential	MA	Inher of customers, by customer class Residential Resid	Mary Mary	Marcon John Feb Marcon Apr Apr Marcon Apr Apr	Marcon Some Feb Mor Mor	Member of customers, by customer class Residential Resid

						202	22					
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential	300	362	396	33	53	53	60	56	57	55	49	3!
Low Income Residential	620	707	745	32	21	7	16	13	25	43	34	2
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	- 1
Total	920	1,069	1,143	65	74	60	76	69	82	98	83	58
4 Number of customers enrolling in new hardship protections during the period	520	1,005	1,145	- 03	7-7	00	,,,	03	02	50	05	
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	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	(
Total	843	904	955	167	186	270	677	771	855	1,050	785	406
Number of customers, by customer class, completing an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential Small C&I	0	11 0	16 0	13	18	26 0	22	21 0	34 0	30 0	17 0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	0	11	16	13	18	26	22	21	34	30	17	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	119	138	242	264	212	309	385	665	1,010	2,056	434	19
Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	119	138	242	264	212	309	385	665	1,010	2,056	434	197
Number of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	0	0	1	0 5	0	0	0	0	0	0	0 171	114
Low Income Residential Small C&I	10 0	6	11 0	0	12 0	26 0	63	106	67 0	372 0	0	114
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	10	6	12	5	12	26	63	106	67	372	171	114
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	(
Low Income Residential	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	(
Medium & Large C&I (not available)	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
9 Number of customers enrolling in the low-income discount rate program during the period												
Residential Low Income Residential	0 48,706	0 49,452	0 49,960	50,353	50,779	51,656	49,949	51,308	52,855	0 51,807	52,406	53,668
Small C&I	48,700			0	0	0 0	49,949	0 0				
							Ū					
	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I Total						51,656	49,949					
Medium / Large C&I	0	0	0	0	0			0	0	0	0	(
Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential	0 48,706 0	0 49,452 0	49,960 0	50,353 0	50,779 0	51,656	49,949	0 51,308 0	0 52,855 0	0 51,807 0	0 52,406 0	53,668
Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential	0 48,706 0 77	0 49,452 0 64	0 49,960 0 84	0 50,353 0 664	0 50,779 0 696	51,656 0 646	49,949 0 696	0 51,308 0 808	0 52,855 0 1,137	0 51,807 0 1,104	0 52,406 0 594	53,668 (1,212
Medium / Large C&I Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	0 48,706 0 77 0	0 49,452 0 64 0	0 49,960 0 84 0	0 50,353 0 664 0	0 50,779 0 696 0	0 646 0	49,949 0 696 0	0 51,308 0 808 0	0 52,855 0 1,137 0	0 51,807 0 1,104 0	0 52,406 0 594 0	53,668 (1,212
Medium / Large C&I Total 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	0 48,706 0 77 0	0 49,452 0 64 0	0 49,960 0 84 0	0 50,353 0 664 0	0 50,779 0 696 0	0 646 0	49,949 0 696 0	0 51,308 0 808 0	0 52,855 0 1,137 0	0 51,807 0 1,104 0 0	0 52,406 0 594 0	53,668 (1,212
Medium / Large C&I Total 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	0 48,706 0 77 0	0 49,452 0 64 0	0 49,960 0 84 0	0 50,353 0 664 0	0 50,779 0 696 0	0 646 0	49,949 0 696 0	0 51,308 0 808 0	0 52,855 0 1,137 0	0 51,807 0 1,104 0	0 52,406 0 594 0	53,668 (1,212
Medium / Large C&I Total 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	0 48,706 0 77 0 0 0	0 49,452 0 64 0 0	0 49,960 0 84 0 0	0 50,353 0 664 0 0 664	0 50,779 0 696 0 0	51,656 0 646 0 0 646	0 696 0 0	0 51,308 0 808 0 0	0 52,855 0 1,137 0 0 1,137	0 51,807 0 1,104 0 0 1,104	0 52,406 0 594 0	53,668 (1,212
Medium / Large C&I Total 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 Residential	0 48,706 0 77 0 0 77	0 49,452 0 64 0	0 49,960 0 84 0	0 50,353 0 664 0	0 50,779 0 696 0	51,656 0 646 0 0 646	49,949 0 696 0	0 51,308 0 808 0	0 52,855 0 1,137 0 0 1,137	0 51,807 0 1,104 0 0	0 52,406 0 594 0 0 594	53,668 (1,212 (1,212
Medium / Large C&I Total 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	0 48,706 0 77 0 0 0	0 49,452 0 64 0 0 64	0 49,960 0 84 0 0 84	0 50,353 0 664 0 0 664	0 50,779 0 696 0 0 696	51,656 0 646 0 0 646	0 696 0 0 696	0 51,308 0 808 0 0 808	0 52,855 0 1,137 0 0 1,137	0 51,807 0 1,104 0 0 1,104	0 52,406 0 594 0 0 594	1,21:
Medium / Large C&I Total 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 Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	0 48,706 0 77 0 0 77 0 0 0 2,198 543	0 49,452 0 64 0 0 64 2 2 0 2,230 538	0 49,960 0 84 0 0 84 0 0 2,189 532	0 50,353 0 664 0 0 664 0 0 0 5 0	0 50,779 0 696 0 0 696	51,656 0 646 0 0 646 0 0 0 0 0	49,949 0 696 0 0 696 0 0 0 0 0	0 51,308 0 808 0 0 0 808 0 0 2	0 52,855 0 1,137 0 0 1,137 0 0 6	0 51,807 0 1,104 0 0 1,104 0 0 0 2,28	0 52,406 0 594 0 0 594 0 0 0 594	1,21: 1,21: 1,21: 1,21: 1,21:
Medium / Large C&I Total 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 Residential Low income Residential Small C&I Sm	0 48,706 0 77 0 0 77 0 0 0 0 2,198	0 49,452 0 64 0 0 64 2 2 0 2,230	0 49,960 0 84 0 0 84 0 0 0 2,189	0 50,353 0 664 0 0 664	0 50,779 0 696 0 0 696	0 646 0 0 646 0 0 0 646	49,949 0 696 0 0 696	0 51,308 0 808 0 0 808 0 0 0 2	0 52,855 0 1,137 0 0 1,137 0 0 0	0 51,807 0 1,104 0 0 1,104 0 0 2,28	0 52,406 0 594 0 0 594 0 0 0 594	53,668 (1,212 ((1,212
Medium / Large C&I Total 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 Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during it	0 48,706 0 77 0 0 77 0 0 0 2,198 543 2,741	0 49,452 0 64 0 0 64 2 2 0 2,230 538 2,770	0 49,960 0 84 0 0 84 0 0 2,189 532 2,721	0 50,353 0 664 0 0 0 664 0 0 5 5	0 50,779 0 696 0 0 696	0 646 0 0 646 0 0 0 646	49,949 0 696 0 0 696 0 0 0 0	0 51,308 0 808 0 0 808 0 0 2 0 2	0 52,855 0 1,137 0 0 1,137 0 0 0 6 0	0 51,807 0 1,104 0 0 1,104 0 0 2,8 7	0 52,406 0 594 0 0 594 0 0 0 69 10	53,664 1,213
Medium / Large C&I Total 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 Residential Low Income Residential Small C&I Medium / Large C&I Total Nember of customers, by customer class, required to submit new deposits or increased deposits during to Residential Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential	0 48,706 0 77 0 0 0 77 0 0 2,198 543 2,741	0 49,452 0 64 0 0 64 2 2 0 2,230 538 2,770	0 49,960 0 84 0 0 0 88 0 0 2,189 532 2,721	0 50,353 0 664 0 0 664 0 0 5 0 0	0 50,779 0 696 0 0 696 0 0 0 0 0 0	0 646 0 0 646 0 0 0 646	49,949 0 696 0 0 696 0 0 0 0	0 51,308 0 808 0 0 0 808 0 0 2 0 0	0 52,855 0 1,137 0 0 1,137 0 0 6 0 0	0 51,807 0 1,104 0 0 1,104 0 0 0 28 7	0 52,406 0 594 0 0 594 0 0 0 69 10 79	1,21 1,21 7,7 1,8
Medium / Large C&I Total 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 Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential	0 48,706 0 77 0 0 77 0 0 2,198 543 2,741	0 49,452 0 64 0 0 64 2 2 0 2,230 538 2,770	0 49,960 0 84 0 0 84 0 0 2,189 532 2,721	0 50,353 0 664 0 0 664 0 0 5 0 5	0 50,779 0 696 0 0 0 696	0 646 0 0 646 0 0 0 0 0 0 0 0	49,949 0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 808 0 0 808 0 0 2 2 2	0 52,855 0 1,137 0 0 1,137 0 0 0 6 0 6 0 0	0 51,807 0 1,104 0 0 1,104 0 0 28 7 35	0 52,406 0 594 0 0 594 0 0 0 69 10 79	1,21 1,21 7,1 1,8
Medium / Large C&I Total 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 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 Residential Low Income Residential Small C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I	0 48,706 0 77 0 0 0 2,198 543 2,741 0 0	0 49,452 0 64 0 0 64 2 2 0 2,230 538 2,770 0 0	0 49,960 0 84 0 0 0 2,189 532 2,721 0 0	0 50,353 0 664 0 0 0 5 0 0 5 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0	0 646 0 0 646 0 0 0 0 646 0 0 0 0 0 0	49,949 0 696 0 0 0 696 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 808 0 0 0 2 0 0 2 2 0 0	0 52,855 0 1,137 0 0 1,137 0 0 6 6 0 0	0 51,807 0 1,104 0 0 1,104 0 0 0 28 7 35	0 52,406 0 594 0 0 594 0 0 69 10 79	1,21 1,21 7,7 1,8 8
Medium / Large C&I Total 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 Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Residential Low income Residential Small C&I Medium / Large C&I Residential Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I	0 48,706 0 77 0 0 0 77 0 0 2,198 543 2,741	0 49,452 0 64 0 0 0 2,230 538 2,770 0 0 0 59	0 49,960 0 84 0 0 84 0 0 2,189 532 2,721 0 0 46	0 50,353 0 664 0 0 0 664 0 0 5 5 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,855 0 1,137 0 0 0 1,137 0 6 6 0 0 6 6	0 51,807 0 1,104 0 0 1,104 0 0 28 7 35	0 52,406 0 594 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 1,21 7 7 1 1 8
Medium / Large C&I Total 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 Residential Low Income 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 Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total	0 48,706 0 77 0 0 0 2,198 543 2,741 0 0	0 49,452 0 64 0 0 64 2 2 0 2,230 538 2,770 0 0	0 49,960 0 84 0 0 0 2,189 532 2,721 0 0	0 50,353 0 664 0 0 0 5 0 0 5 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0	0 646 0 0 646 0 0 0 0 646 0 0 0 0 0 0	49,949 0 696 0 0 0 696 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 808 0 0 0 2 0 0 2 2 0 0	0 52,855 0 1,137 0 0 1,137 0 0 6 6 0 0	0 51,807 0 1,104 0 0 1,104 0 0 0 28 7 35	0 52,406 0 594 0 0 594 0 0 69 10 79	53,66° 1,21 1,21 1,21 1,21 1,01 1,01 1,01 1,01
Medium / Large C&I Total 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 Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Low income Residential Small C&I Medium / Large C&I Total	0 48,706 0 0 77.7 77.7 0 0 0 2,198 543 2,741 0 0 0 1	0 49,452 0 64 0 0 0 2,230 538 2,770 0 0 0 59	0 49,960 0 84 0 0 84 0 0 2,189 532 2,721 0 0 46	0 50,353 0 664 0 0 0 664 0 0 5 5 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 8088 0 0 0 0 2 2 0 0 0 0 16 0	0 52,855 0 0 1,137 0 0 0 0 0 6 6 0 0 0 0 50 0 50 0 15 65	0 51,807 0 1,104 0 0 1,104 0 0 28 7 35	0 52,406 0 594 0 0 0 0 0 0 0 0 0 0 0 0 0	53,66 1,21 1,21 7 1 1 8 8
Medium / Large C&I Total 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 Residential Low Income 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 Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total	0 48,706 0 77 0 0 0 77 0 0 2,198 543 2,741	0 49,452 0 64 4 2 0 0 0 2,230 538 2,770 0 0 0 12 2,710	0 49,960 0 84 4 0 0 0 2,189 532 2,721 0 0 0 7 7	0 50,353 0 664 0 0 0 0 0 0 5 5 0 0 0 0 0 0 0 0 0 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	\$1,656 0 646 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,855 0 1,137 0 0 0 1,137 0 6 6 0 0 6 6	0 51,807 0 1,104 1,104 1,104 1,104 1,104 28 7 7 35 0 0 0 0 33 33 33	0 52,406 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	53,666 1,21 1,21 7 1 8 100 3 13
Medium / Large C&I Total 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 Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential	0 48,706 0 777 0 0 0 0 2,198 543 2,741 0 0 0 87 2,55	0 49,452 0 64 0 0 64 2 2 0 0 2,230 538 2,770 0 0 0 0	0 49,960 0 0 84 0 0 0 0 0 2,189 532 2,721 0 0 0 46 46 7 7	0 50,353 0 664 0 0 0 0 5 5 0 0 0 2 2 0 0 2 5 5 0 0 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 0 0 0 0 0 0 0 16 0 0 0 0 0 0 0 0 0 0	0 52,855 0 0 1,137 0 0 0 1,137 0 0 6 6 6 0 0 0 0 5 0 0 0 0 0 0 0 0 0 0	0 51,807 0 1,104 0 0 1,104 0 0 0 28 7 7 7 3 5 3 3 3 3 3 3 3	0 52,406 0 0 594 0 0 0 0 69 10 0 0 69 10 0 69 7 7	53,66 1,21 1,21 7 1 8 8
Medium / Large C&I Total 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 th Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during t Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during t Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	0 48,706 0 0 7 77 0 0 0 9 77 77 2,198 543 2,741 2,741 2,711 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 49,452 0 64 0 0 0 64 2 2,230 538 2,770 0 0 0 0 0 0 0 12 71	0 49,960 0 0 84 0 0 0 0 0 2,189 532 2,721 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 50,353 0 0 664 0 0 0 0 5 5 0 0 0 2 0 0 2 0 0 0 0 0 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 51,308 0 0 808 0 0 0 808 0 0 0 0 0 0 0	0 52,855 0 0 1,137 0 0 0 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,807 0 1,104 0 0 0 1,104 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,406 0 0 0 0 0 0 0 0 0 0 0 0 0	53,666 1,21 1,21 7 1 10 33 13
Medium / Large C&I Total 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 Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Medium / Large C&I Total Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total	0 48,706 0 0 777 0 0 0 777 0 0 0 0 2,198 543 2,741 0 0 0 0 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1	0 49,452 0 0 64 0 0 0 64 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 49,960 0 0 84 0 0 0 2,189 532 2,721 0 0 46 7 53	0 50,353 0 0 664 0 0 0 5 5 0 0 0 2 2 2 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,855 0 1,137 0 0 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,807 0 1,104 0 0 0 1,104 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,406 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	53,666 1,21 1,21 7 1 10 33 13
Medium / Large C&I Total 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 Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total	0 48,706 0 0 777 0 0 0 777 0 0 0 0 777 0 0 0 0 0	0 49,452 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 49,960 0 0 84 0 0 0 0 2,189 532 2,721 0 0 0 46 7 7 53	0 50,353 0 0 664 0 0 0 0 5 5 0 0 0 0 2 2 2 0 0 0 0 0 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,855 0 1,137 0 0 0 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,807 0 0 1,104 0 0 0 1,104 0 0 0 0 0 0 0 0 0	0 52,406 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 1,21 1,21 1,21 1,21 1,21 1,21
Medium / Large C&I Total 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 Low income Residential Low income Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Number of customers, by customer class, whose required deposits were returned in full during the period Residential Residential	0 48,706 0 0,777 0 0 0,077,77 77,70 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,	0 49,452 0 0 64 0 0 0 64 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 49,960 0 0 84 0 0 0 0 0 0 2,189 532 2,721 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 50,353 0 0 664 0 0 0 0 0 0 0 5 5 5 0 0 0 0 0 0 0 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 808 0 0 0 2 0 0 0 16 0 0 0 16 0 0 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 3 3 4 3 3 3 3	0 52,855 0 0 1,137 0 0 0 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,807 0 0 1,104 0 0 0 1,104 0 0 0 28 7 7 35 5 0 0 0 0 3 3 3 3 3 0 0 0 0 0 0 0 0	0 52,406 0 0 0 0 0 0 0 0 0 0 0 0 0	53,666 1,21 1,21 7 7 13 8 8 100 3 13
Medium / Large C&I Total 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 Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were returned in full during the period Residential Low income Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low income Residential	0 48,706 0 77 0 0 0 77 77 0 0 0 0 77 77 0 0 0 0	0 49,452 0 64 0 0 0 64 64 2 0 0 0 538 2,770 0 0 0 0 0 0 12 71 0 0 0 0 13 88	0 49,960 0 0 84 0 0 0 0 0 0 2,189 532 2,721 0 0 0 46 7 7 53 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 50,353 0 0 664 0 0 0 0 0 5 5 0 0 0 0 0 0 0 0 0 0 0 0	0 50,779 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949	0 51,308 808 808 808	0	0 51,807 0 1,104 0 0 1,104 0 0 0 1,104 0 0 0 0 0 0 0 0 0	0	53,66 1,21 1,21 7 7 1 8 8 100 3 13
Medium / Large C&I Total 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 Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 48,706 0 0,777 0 0 0,077,77 77,70 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,0 0,	0 49,452 0 0 64 0 0 0 64 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 49,960 0 0 84 0 0 0 0 0 0 2,189 532 2,721 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 50,353 0 0 664 0 0 0 0 0 0 0 5 5 5 0 0 0 0 0 0 0 0 0	0 50,779 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	51,656 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	49,949 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,308 0 808 0 0 0 2 0 0 0 2 2 2 0 0 16 0 0 0 9 0 16 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 52,855 0 0 1,137 0 0 0 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51,807 0 0 1,104 0 0 0 1,104 0 0 0 28 7 7 35 5 0 0 0 0 3 3 3 3 3 0 0 0 0 0 0 0 0	0 52,406 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 7 7 1 8

						2	023				
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov Dec
Number of customers, by customer class											
Residential	251,917		253,498	251,160	251,333	251,218	250,982	250,914	251,048		
Low Income Residential Small C&I	51,993 24,324		52,283 24.308	51,749 23.887	51,616 23,739	51,480 23.652	51,283 23,556	51,169 23,505	51,159 23,496		
Medium / Large C&I	7,409		7,402	7,338	7,327	7,332	7,313	7,307	7,305		
Streetlights	0	0	0	0	0	0	0	0	0		
Total	335,643	335,204	337,491	334,134	334,015	333,682	333,134	332,895	333,008		
Number of customers, by customer class, disconnected during the period											
Residential	0		0	0	113	915	957	889	845		
Low Income Residential Small C&I	43		0 143	182	15 71	419	310 77	261 46	243 35		
Medium / Large C&i	43		143	182	2	12	7/	46 5	5		
Streetlights	0		0	0	0		0	0	0		
Total	48	115	150	191	201	1,386	1,351	1,201	1,128		
Number of customers, by customer class receiving a 1st notice of disconnect during the period											
Residential	5		12	5,196	7,352	11,176	10,715	11,034	6,335		
Low Income Residential	12		18		4,344	5,913	4,597	4,399	3,856		
Small C&I Medium / Large C&I	2,497 747		3,016 937	699 196	451 582	1,122 888	1,117 690	970 732	591 415		
Total	3,261						17,119				
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period											
Residential	11		5	359	1,527	6,361	6,943	7,603	6,196		
Low Income Residential	7	0	0		950	3,584	2,916	3,002	2,483		
Small C&I	958		1,183	839	232		634	508	331	-	
Medium / Large C&I Total	237 1,213		242 1,430				153 10,646		130 9,140		
Number of customers, by customer class, reconnected during the period	1,213	1,421	1,430	1,4/4	2,773	10,351	10,046	11,264	5,140		
Residential	52	22	22	12	29	578	586	839	756		
Low Income Residential	12		4	3			203	234	273		
Small C&I	47	78	83	76	43	9	17	11	39		
Medium / Large C&I	4		5	7	1		2	3	4		
Total	115	117	114	98	78	814	808	1,087	1,072		
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect ord Residential	ei 32	8	14	22	36	487	475	629	613		
Low Income Residential	2		0				144				
Small C&I	34		72				18		20		
Medium / Large C&I	3	3	4	6	0		4	4	1		
Total	71	76	90	99	68	675	641	823	791		
Number of customers, by customer class, assessed credit card fees or charges during the period											
Residential	8,869		8,767	50	0		0				
Low Income Residential Small C&I	2,984 332	2,831 338	3,078 452	5 409	0 249		0 454	0 430	0 422		
Medium / Large C&I	186	191	254	156	94		315	251	284		
Total	12,371			620			769				
Number of customers, by customer class, assessed late payment fees or charges during the period		-									
Residential	0		0		0		0		0		
Low Income Residential	0		0		0		0		0		
Small C&I	0			4,156			3,472		3,734		
Medium / Large C&I Total	0	0		881 5,037	891 4,745	809 4,547	781 4,253	707 4,143	803 4,537		
Number of customers, by customer class, taking service at the beginning of the period under existing de			3,117	3,037	4,743	4,347	4,233	4,143	4,557		
Residential	1.936	1.880	2,038	1.949	2,016	2.488	4,170	5,077	4,426		
Low Income Residential	318		311	306	357	365	536	649	682		
Small C&I	113	112	153			83	141	130	88		
Medium / Large C&I	36		45	38			45	49	41		
Total	2,403	2,359	2,547	2,441	2,529	2,970	4,892	5,905	5,237		
Number of customers by customer class, completing deferred payment arrangements during the period Residential	58	37	45	19	13	34	85	91	59	-	
Low Income Residential	58			19			12			-	
Small C&I	3		0				12	6	2		
Medium / Large C&I	0	0	0	0	0	0	1	4	2		
Total	65	40	50	27	21	40	99	112	73		
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p	e										
Residential	123		267				678	1,227	885		
Low Income Residential Small C&I	35 15		23 48	82 33	78 16		119 12	152 15	72 0		
Small C&I Medium / Large C&I	15			33			12			+	
Total	176						813				
lotal	d										
***			N/A	N/A	N/A	N/A	N/A	N/A	N/A		
***	N/A	N/A			N/A	N/A	N/A	N/A	N/A		
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential	N/A	N/A	N/A	N/A							
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Small C&I	N/A N/A	N/A N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-	
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Medium/ Large C&I	N/A N/A N/A	N/A N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A	N/A		
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I	N/A N/A	N/A N/A	N/A	N/A	N/A	N/A	N/A				
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I Total	N/A N/A N/A N/A	N/A N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A N/A	N/A N/A	N/A N/A		
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Medium/ Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections Residential	N/A N/A N/A N/A 3,621	N/A N/A N/A N/A 3,680	N/A N/A N/A 3,767	N/A N/A N/A 3,677	N/A N/A N/A 3,791	N/A N/A N/A 4,286	N/A N/A N/A 4,721	N/A N/A 5,158	N/A N/A 5,752		
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections	N/A N/A N/A N/A N/A 3,621 2,160	N/A N/A N/A N/A N/A 3,680 2,227 0	N/A N/A N/A 3,767 2,334 0	N/A N/A N/A 3,677 2,325 0	N/A N/A N/A 3,791 2,556	N/A N/A N/A 4,286 3,016	N/A N/A N/A 4,721 3,313 0	N/A N/A 5,158 3,535 0	N/A N/A 5,752 4,031 0		
Number of customers, by customer class, renegotiating deferred payment arrangements during the per Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections Residential Low income Residential	N/A N/A N/A N/A 3,621 2,160	N/A N/A N/A N/A N/A 3,680 2,227 0	N/A N/A N/A N/A 3,767 2,334 0	N/A N/A N/A N/A 3,677 2,325 0	N/A N/A N/A N/A 3,791 2,556 0	N/A N/A N/A N/A 4,286 3,016 0	N/A N/A N/A 4,721 3,313	N/A N/A 5,158 3,535 0	N/A N/A 5,752 4,031 0		

						200						
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dei
Number of customers completing hardship protections during the period												
Residential	38	27	32	9	14	76	58	41	55			
Low Income Residential	25	27	28	68	55	38	25	25	26			
Small C&I	0		0	0	0	0	0	0	0			
Medium / Large C&I	0	0	0	0	0	0	0	0	0			
Total	63	54	60	77	69	114	83	66	81			
Number of customers enrolling in new hardship protections during the period												
Residential	290	257	251	211	279	685	686	622	618			
Low Income Residential	143	157	277	220	267	563	406	371	351			
Small C&I	0	0	0	0	0	0	0	0	0			1
Medium / Large C&I	0	0	0	0	0	0	0	0	0			1
Total	433	414	528	431	546	1,248	1,092	993	969			
Number of customers, by customer class, completing an AMP program during the period							,					_
Residential	0	0	0	0	0	0	0	0	0			+
Low Income Residential	9	8	16	14	30	32	44	47	126			+
	0						0	0	0			+
Small C&I	0	0	0	0	0	0			0			+
Medium / Large C&I		0		0			0	0				
Total	9	8	16	14	30	32	44	47	126			_
Number of customers, by customer class, enrolling in an AMP program during the period											1	+
Residential	0	0	0	0	0	0	0	0	0		ļ	
Low Income Residential	249	205	374	438	666	1,346	6,847	604	729		ļ	1
Small C&I	0	0	0	0	0	0	0	0	0		1	
Medium / Large C&I	0	0	0	0	0	0	0	0	0			1
Total	249	205	374	438	666	1,346	6,847	604	729			
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			T
Low Income Residential	86	132	214	206	298	516	1,298	370	584			1
Small C&I	0	0	0	0	0	0	0	0	0			+
Medium / Large C&I	0	0	0	0	0	0	0	0	0			+
Total	86	132	214	206	298	516	1,298	370	584			_
	- 00	132	214	200	230	310	1,230	370	304			+
Number of customers, by customer class, dropping off an AMP program during the period	_	_	_		_	_						+
Residential	0	0	0	0	0	0	0	0	0			+
Low Income Residential	854	534	476	363	529	672	1,040	1,656	4,110			
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0			
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0			
Total	854	534	476	363	529	672	1,040	1,656	4,110			
Number of customers enrolling in the low-income discount rate program during the period												
Residential	0	0	0	0	0	0	0	0	0			T
Low Income Residential	61,999	63,618	67,037	71,040	74,190	77,028	77,445	78,991	56,618			
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			1
Total	61,999	63,618	67,037	71,040	74,190	77,028	77,445	78.991	56,618			
Number of customers dropping off the low-income discount rate program during the period												_
Residential	0	0	0	0	0	0	0	0	0			+
Low Income Residential	536	478	233	465	584	758	588	597	571			+
Small C&I	0	4/8	0	463	0	738	0	0	0			+
	0	0	0	0	0	0	0	0	0			+
Medium / Large C&I	536	478	233	465	584	758	588	597	571			_
Total	536	4/8	233	465	584	/58	588	597	5/1			
Number of customers, by customer class, with required deposits with the company at the beginning of th	1										ļ	4
Residential	0	0	0	0	0	0	0	0	0		ļ	4
Low Income Residential	0	0	0	0	0	0	0	0	0		ļ	4
Small C&I	90	85	101	73	63	36	74	70	66		1	1
Medium / Large C&I	13	16	16	14	8	0	19	14	20			1
Total	103	101	117	87	71	36	93	84	86			
Number of customers, by customer class, required to submit new deposits or increased deposits during t												T
Residential	0	0	0	0	0	0	0	0	0			
Low Income Residential	0	0	0	0	0	0	0	0	0			1
Small C&I	4		43	17	17	38	4	11	61			1
Medium / Large C&I	2		5	2	3	6	1	3	9		İ .	†
Total	6		48	19	20	44	5	14	70			
Number of customers, by customer class, whose required deposits were reduced in part or foregone duri		50			20				,,,			-
Residential	0	0	0	0	0	0	0	0	0		 	+
											1	+
Low Income Residential	0		0	0	0	0	0	0	0		-	+
	19		16	17	17	13	17	15	21		 	+
Small C&I	4		3	6	2	1	1	4	0			
Medium / Large C&I		22	19	23	19	14	18	19	21			
Medium / Large C&I Total	23											1
Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period	23											
Medium / Large C&i 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			
Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period	23	0	0	0	0	0	0	0	0			+
Medium / Large C&i Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0	0										
Medium / Large C&I Total lumber 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			-

	lectric	Jan	Feb	Mar	Apr	May 2	020 Jun	Jul	Aug	Sep	Oct	Nov	D
	r of customers, by customer class	Jan	reb	Mar	Apr	мау	Jun	Jui	Aug	Sep	Oct	Nov	D
·······································	Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	9
	Low Income Residential	89,743	90,679	91,284	91,213	90,805	91,025	91,260	92,556	93,314	95,036	91,752	
	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	1
	Medium / Large C&I	4,883	4,930	4,937	4,983	4,929	4,908	4,908	4,978		4,895	4,908	
	Streetlights Total	13,251 1,232,340	13,287 1.237,033	13,237 1,234,993	13,240	13,217 1,233,828	13,204	13,214	13,143 1,220,591	13,154 1,224,030	13,298	13,066 1,205,581	
b	r of customers, by customer class, disconnected during the period	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	1,2
imbei	Residential	893	1,062	489	0	0	0	0	0	0	0	0	
	Low Income Residential	0,0	0	0	0	0	0	0	0		0	0	
	Small C&I	127	85	49	0	0	0	0	0			28	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Streetlights	0	0	0	0	0	0	0	0		0	0	
	Total	1,020	1,147	538	0	0	0	0	0	0	0	28	
mbei	r of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	
	Low Income Residential	129	118	53	0	0	0	0	0		13	15	
	Small C&I	4,712	4,681	2,384	0	0	0	0	0			4,893	
	Medium / Large C&I	0	0	0	0	0	0	0	0			0	
	Streetlights	11	14	8	0	0	0	0	0		5	8	
	Total	44,223	44,443	21,663	U	0	0	0	0	2,412	11,965	6,465	
mbei	r of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	24,597	22,805	12.235	0	0	0	0	0	0	1	1	
	Residential Low Income Residential	24,397	124	12,235	0	0	0	0	0			0	
	Low income residential Small C&I	2.850	2,546	1,664	0	0	0	0	0			1,620	
	Medium/Large C&I	2,850	2,346	1,664	0	0	0	0	0			1,620	
	Streetlights	9	8	2	0	0	0	0	0		4	3	
	Total	27,577	25,483	13,938	0	0	0	0	0			1,624	
mber	r of customers, by customer class, reconnected during the period	,//	.,	.,							-,	-,+	
	Residential	587	738	346	11	1	0	0	0	0	0	1	
	Low Income Residential	18	18	13	3	0	0	0	0			0	
	Small C&I	88	81	53	0	0	0	0	0	0	0	17	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
Ξ	Streetlights	0	0	0	0	0	0	0	0		0	0	
	Total	693	837	412	14	1	0	0	0	0	0	18	
mber	r of customers, by customer class, assessed reconnection fees or charges from the reconnect orders c		e period										
	Residential	579	728	343	0	0	0	0	0			1	
	Low Income Residential	18	16	13	0	0	0	0	0			0	
	Small C&I	86	80	51	0	0	0	0	0			17	
	Medium / Large C&I	0	0	0	0	0	0	0	0			0	
	Streetlights	0	0	0	0	0	0	0	0		0	0	
	Total	683	824	407	0	0	0	0	0	0	0	18	
mbei	r of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786		25,415	22,257	
	Low Income Residential	0 1 304			774	715	729	745	715			837	
	Small C&I	1,304	1,240 21	1,013	25		19		21			32	
	Medium / Large C&I Streetlights	20	£1	20	23	18	19	24	- 21	23	29 4	32	
	Total	28,504	28,253	27,123	25,806	25,682	25,358	26,186	25,523	26,274		23,129	
umbei	r of customers, by customer class, assessed late payment fees or charges during the period	20,000		21,122	20,000	,	20,000	20,700	,	,	20,010	20,127	
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	16	14	8	0	0	0	0	0	0	0	0	
	Small C&I	25,728	25,117	12,303	0	0	0	0	0	0	0	0	
	Medium / Large C&I	564	445	272	0	0	0	0	0	0	0	0	
	Streetlights	879	875	344	0	0	0	0	0	0	0	0	
	Total	27,187	26,451	12,927	0	0	0	0	0	0	0	0	
mbei	r of customers, by customer class, taking service at the beginning of the period under existing deferr	ed payment arrangemer	its (excluding Nev	vstart and Covi	(AMP)								
	Residential	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567			2,831	
	Low Income Residential	1,069	663	505	364	337	400	362	376		450	567	
	Small C&I	42	59	53	45	36	46	50	41		5	6	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
_	Streetlights	0	0	0	0	0	0	0	0	0	0	0	_
	Total	3,826	3,337	3,348	2,830	2,266	2,107	1,855	1,984	1,882	2,511	3,404	
mbei	r of customers by customer class, completing deferred payment arrangements during the period(exc	uuung Newstart and Co	via AMP)	245	254	231	214	132	117	112	115	115	-
	Residential	223 97	240 78	245 79	254 55	231	214 45	132	117		115	115	
	Low Income Residential Small C&I	97	78	79	55	63	45 14	55 10	50			25	!
	Small C&I Medium / Large C&I	0	0	0	0	12	0	10 0	- 4 0			0	—
	recomment and go cook		0	0	0	0	0	0	0		0	0	
	Streetlights	n I		328	311	306	273	197	171			140	
	Streetlights Total	0 327	318						-/-		.40	. 10	
mbe	Streetlights Total	327		326	511								
mber	Streetlights	327		1,917	1,872	863	531	911	938	1,410	2,264	1,622	
nber	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the peric	327 d (excluding Newstart a	nd Covid AMP)			863 295	531 146	911 170	938 166		2,264 385	1,622 157	
mber	Streetlights Total Total Total Residential	327 d (excluding Newstart a 1,865 120 74	nd Covid AMP) 1,828	1,917	1,872			170 61		278 5	385 2		
nber	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the peric Residential Low Income Residential Small (24) Medium / Large C&I	327 d (excluding Newstart a 1,865 120	1,828 140 52	1,917 136	1,872 249 78 0	295	146 52 0	170	166 31 0	278 5 0	385 2 0	157	
nbei	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	327 d (excluding Newstart a 1,865 120 74 0 0	1,828 140 52 0	1,917 136 54 0	1,872 249 78 0	295 50 0	146 52 0	170 61 0	166 31 0	278 5 0	385 2 0	157 0 0	
	Streetlights Total of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Small C&I Medium/ Large C&I Streetlights Total	327 d (excluding Newstart a 1,865 120 74 0 0 0 2,059	1,828 140 52 0 0 2,020	1,917 136 54 0	1,872 249 78 0	295 50 0	146 52 0	170 61	166 31 0	278 5 0	385 2 0	157 0	
	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior good customers are supported by the perior good customers and customers are supported by the perior good customers are customers and customers are cu	327 d (excluding Newstart a 1,865 120 74 0 0 2,059 excluding Newstart and	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP)	1,917 136 54 0 0 2,107	1,872 249 78 0 0 2,199	295 50 0 0 1,208	146 52 0 0 729	170 61 0 0 1,142	166 31 0 0 1,135	278 5 0 0 1,693	385 2 0 0 2,651	157 0 0 0 1,779	
	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Small C&I Medium / Larpe C&I Streetlights Total r of customers, by customer class, renegotiating deferred payment arrangements during the period of Residential	327 d (excluding Newstart a 1,865 120 74 0 0 2,059 excluding Newstart and	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP)	1,917 136 54 0 0 2,107	1,872 249 78 0 0 2,199	295 50 0 0 1,208	146 52 0 0 729	170 61 0 0 1,142	166 31 0 0 1,135	278 5 0 0 1,693	385 2 0 0 2,651	157 0 0 0 1,779	
	Streetlights Total of customers, by customer class, enrolling in new deferred payment arrangements during the perior and customers, by customer class, enrolling in new deferred payment arrangements during the perior Small C&L Low Income Residential Streetlights Total Residential Low Income Residential Low Income Residential	327 d (excluding Newstart a 1,865 120 74 0 0 2,059 excluding Newstart and 20 1	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP) 19 0	1,917 136 54 0 0 2,107	1,872 249 78 0 0 2,199	295 50 0 0 1,208	146 52 0 0 729	170 61 0 0 1,142	166 31 0 0 1,135	278 5 0 0 1,693	385 2 0 0 2,651 37	157 0 0 0 1,779 58	
	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Small C&I Medium / Larpe C&I Streetlights Total r of customers, by customer class, renegotiating deferred payment arrangements during the period of Residential Low Income Residential Low Income Residentia	327 d (excluding Newstart at 1,865 120 74 0 0 2,059 excluding Newstart and 20 1 1	nd Covid AMP) 1,828 140 52 0 0 2,020 Covid AMP) 19 0 1	1,917 136 54 0 0 2,107	1,872 249 78 0 0 2,199 44 9	295 50 0 0 1,208	146 52 0 0 729 15 3	170 61 0 0 1,142	166 31 0 0 1,135 17 5	278 5 0 0 1,693 34 1	385 2 0 0 2,651 37 3	157 0 0 0 1,779 58 1	
	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior of customers, by customer class, enrolling in new deferred payment arrangements during the perior Small C&L Medium / Large C&L Streetlights Total Total Residential Low Income Residential Low Income Residential Small C&L Medium / Large C&L Streetlights Total Residential Medium / Large C&L Streetlights Total Residential Medium / Large C&L Small C&L Medium / Large C&L	327 d (excluding Newstart a 1.865 120 74 0 2.059 excluding Newstart and 20 1 1 1 0 0	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP) 19 0 1 0	1,917 136 54 0 0 2,107 34 4	1,872 249 78 0 0 2,199 44 9 3	295 50 0 0 1,208 9 2 1	146 52 0 0 729 15 3 1	170 61 0 0 1,142	166 31 0 0 1,135 17 5 0	278 5 0 0 1,693 34 1 0	385 2 0 0 2,651 37 3 0	157 0 0 0 1,779 58 1 0	
	Streetlijhs Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perie Residential Low Income Residential Smell C&I Medium / Large C&I Streetlijhts Total r of customers, by customer class, renegotiating deferred payment arrangements during the period of Residential Low Income Residential Low Income Residential Medium / Large C&I Medium / Large C&I Smell C&I Medium / Large C&I	327 d (excluding Newstart as 1,865 120 74 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP) 19 0 1 0 0	1,917 136 54 0 0 2,107 34 4 1 0 0	1,872 249 78 0 0 2,199 44 9 3 0	295 50 0 1,208 9 2 1 0 0	146 52 0 0 729 15 3 1 0	170 61 0 0 1,142 19 1 1 0 0	166 31 0 0 1,135 17 5 0 0	278 5 0 1,693 34 1 0 0	385 2 0 0 2,651 37 3 0 0	157 0 0 0 1,779 58 1 0 0	
mber	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior of customers, by customer class, enrolling in new deferred payment arrangements during the perior small (c.R.) Low Income Residential Streetlights Total Residential Low Income Residential Small (c.R.) Medium / Lage (c.R.) Streetlights Small (c.R.) Medium / Lage (c.R.) Streetlights Small (c.R.) Medium / Lage (c.R.) Streetlights Streetlights	327 d (excluding Newstart a 1,865 120 74 0 2,059 excluding Newstart and 20 1 1 0 0 2,2059 20 20 20 20 20 20 20 20 20 20 20 20 20	nd Covid AMP) 1,828 140 52 0 0 2,020 Covid AMP) 19 0 1 0 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1,917 136 54 0 0 2,107 34 4 1 0 0 39	1,872 249 78 0 0 2,199 44 9 3 0 0	295 50 0 0 1,208 9 2 1	146 52 0 0 729 15 3 1	170 61 0 0 1,142	166 31 0 0 1,135 17 5 0	278 5 0 1,693 34 1 0 0	385 2 0 0 2,651 37 3 0 0	157 0 0 0 1,779 58 1 0	
mber	Streetlijdes Total of customers, by customer class, enrolling in new deferred payment arrangements during the peric Residentia Low Income Residentia Small C&I Medium Large C&I Streetlijdes of customers, by customer class, renegotiating deferred payment arrangements during the period of customers, by customer class, renegotiating deferred payment arrangements during the period of Residentia Low Income Residentia Small C&I Medium Large C&I Streetlijdes Total Total	327 d (excluding Newstart a 1,865 120 74 0 0 2,089 excluding Newstart and 20 1 1 0 0 0 exceptions with experiments	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP) 19 0 1 0 20 larch 31) or M,	1,917 136 54 0 0 2,107 34 4 1 0 0 39 Y and S protec	1,872 249 78 0 0 2,199 44 9 3 0 0 0 0 56	295 50 0 1,208 9 2 1 0 0 1,208	146 52 0 0 729 15 3 1 0 0 0	170 61 0 0 1,142 19 1 1 0 0 2 1 1 1 1 0 0 0 1 1 1 1 1 0 0 0 1 1 1 1	166 31 0 0 1,135 17 5 0 0 0 22	278 5 0 1,693 34 1 0 0 0 35	385 2 0 0 2,651 37 3 0 0 0 0	157 0 0 0 1,779 58 1 0 0 0 59	
mber	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior of customers, by customer class, enrolling in new deferred payment arrangements during the perior small (&L low Income Residential Streetlights Total Low Income Residential Low Income Residential Low Income Residential Small (&L low Income Resi	327 d (excluding Newstart a 1,865 120 74 0 0 2,059 excluding Newstart and 1 1 0 0 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	nd Covid AMP) 1,828 1,40 52 0 0 2,020 Covid AMP) 19 0 1 0 0 1 1 0 0 1 Inch 31) or M , 9,740	1,917 136 54 0 0 2,107 34 4 1 0 0 39 Y and S protec	1,872 249 78 0 0 2,199 44 9 3 0 0 0 56 ions	295 50 0 1,208 9 2 1 0 0 12 7,852	146 52 0 0 729 15 3 1 0 0 19 8,057	170 61 0 1,142 19 1 1 1 0 0 2 1,7,937	166 31 0 0 1,135 17 5 0 0 2 7,897	278 5 0 1,693 34 1 0 0 0 35	385 2 0 0 2,651 37 3 0 0 0 0 7,754	157 0 0 0 1,779 58 1 0 0 0 59	
mber	Streetlijds Total of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Streetlijds Medium Large C&I Streetlijds Total Streetlijds Total Low Income Residential Low Income Residentia Streetlijds Low Income Residentia Streetlijds Total	327 d (excluding Newstart 1,1865 1200 744 0 0 0 0 0 0 0 0 0	nd Covid AMP) 1,828 140 52 0 2,020 Covid AMP) 19 0 1 0 20 larch 31) or M,	1,917 136 54 0 0 2,107 34 4 1 1 0 0 39 Y and S protec 10,114 41,793	1,872 249 78 0 0 2,199 2,199 44 9 3 0 0 0 56 ions	295 50 0 1,208 9 2 1 0 0 1,208	146 52 0 0 729 15 3 1 0 0 19 8,057 6,042	170 61 0 0 1,142 19 1 1 0 0 21 7,937 5,904	166 31 0 0 1,135 17 5 0 0 2 7,897 5,833	278 5 0 1,693 34 1 0 0 35 7,850 5,747	385 2 0 0 0 2,651 37 3 0 0 0 40 7,754	157 0 0 0 1,779 58 1 0 0 0 59 8.889 45,646	
mber	Streetlights Total r of customers, by customer class, enrolling in new deferred payment arrangements during the perior of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total of customers taking service at the beginning of the period under existing hardship protections (O Residential Low Income Residential Low Income Residential Streetlights Total	327 d (excluding Newstar 1 d (excluding Newstar 1 1,865 1200 2,469 2,469 excluding Newstar and 20 1 1 1 0 0 2 2 2 2 2 2 2 2 2 2 2 2 2	nd Covid AMP) 1.828 140 52 0 0 2.020 Covid AMP) 19 0 1 1 0 0 20 Larch 31) or M, 9,740 40,501	1,917 136 54 0 0 2,107 34 4 1 0 0 0 39 Y and S protec 10,114 41,793 0	1,872 249 78 0 0 2,199 44 9 3 0 0 56 ions 10,093 42,564	295 50 0 0 1,208 9 2 1 0 0 12 12 13 14 15 16 16 17 18 18 18 18 18 18 18 18 18 18	146 52 0 0 729 15 3 1 0 0 19 8,057 6,042	170 61 0 0 1,142 19 1 1 0 0 0 21 7,937 5,904	166 31 0 0 1,135 17 5 0 0 22 7,897 5,833	278 5 0 0 1,693 34 1 0 0 0 35 7,850 5,747 0	385 2 0 0 2,651 37 3 0 0 40 7,754 5,604	157 0 0 0 1,779 58 1 0 0 59 8,889 45,646 0	
mber	Streetlijds Total of customers, by customer class, enrolling in new deferred payment arrangements during the perior Residential Low Income Residential Streetlijds Medium Large C&I Streetlijds Total Streetlijds Total Low Income Residential Low Income Residentia Streetlijds Low Income Residentia Streetlijds Total	327 d (excluding Newstart 1,1865 1200 744 0 0 0 0 0 0 0 0 0	nd Covid AMP) 1,828 1,40 52 0 0 2,020 Covid AMP) 19 0 1 0 0 1 1 0 0 1 Inch 31) or M , 9,740	1,917 136 54 0 0 2,107 34 4 1 1 0 0 39 Y and S protec 10,114 41,793	1,872 249 78 0 0 2,199 2,199 44 9 3 0 0 0 56 ions	295 50 0 1,208 9 2 1 0 0 12 7,852	146 52 0 0 729 15 3 1 0 0 19 8,057 6,042	170 61 0 0 1,142 19 1 1 0 0 21 7,937 5,904	166 31 0 0 1,135 17 5 0 0 2 7,897 5,833	278 5 0 0 1,693 34 1 0 0 0 35 7,850 5,747 0	385 2 0 0 2,651 37 3 0 0 40 7,754 5,604	157 0 0 0 1,779 58 1 0 0 0 59 8.889 45,646	

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EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period Residential	161	168	2,857	122	87	61	66	52	64	42	64	
Low Income Residential	794	732	41,465	1,156	686	287	260	257	326		321	2
Small C&I	0	0	0	0	0	0	0	0			0	
Medium / Large C&I	0	0	0	0	0	0	0	0				
Streetlights	0	0	0	0	0	0	0	0				
Total	955	900	44,322	1,278	773	348	326	309	390	577	385	;
Number of customers enrolling in new hardship protections during the period Residential	483	428	374	44	57	53	58	40	64	1.224	135	
Low Income Residential	1,093	1,474	1,173	44	337	226	234	184			1,087	1,4
Small C&I	0	0	0	0	0	0	0	0				
Medium / Large C&I	0	0	0	0	0	0	0	0			0	
Streetlights	0	0	0	0	0	0	0	0				
Total	1,576	1,902	1,547	522	394	279	292	224	324	5,521	1,222	1,
Number of customers, by customer class, completing an AMP program during the period												
Residential	0 57	0 85	0 142	0 280	205	0 87	97	0 83	74	69	0 48	
Low Income Residential Small C&I	0	85	0	280	205	0	0	83				
Medium / Large C&I	0	0	0	0	0	0	0	0			0	
Streetlights	0	0	0	0	0	0	0	0				
Total	57	85	142	280	205	87	97	83	74	69	48	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0				
Low Income Residential	197	386	422	767	833	724	686	746			1,029	
Small C&I	0	0	0	0	0	0	0	0		0	0	
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0			0	
Total	197	386	422	767	833	724		746				
Number of customers, by customer class, re-enrolling in an AMP program during the period	• • • • • • • • • • • • • • • • • • • •	20			300			.40	.,100	, , , , , , , , , , , , , , , , , , ,	2,027	
Residential	5	8	6	5	8	8	6	5			17	
Low Income Residential	132	265	358	543	596	540	503	444	664	515	447	
Small C&I	0	0	2	3	21	27	69	190			427	
Medium / Large C&I	0	0	0	0	0	0	0	0				
Streetlights	0	0	0	0 551	0	0 575	0	0				
Total	137	273	366	551	625	5/5	578	639	957	1,231	891	
Number of customers, by customer class, dropping off an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	958	463	357	459	433	232	292	356				
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	
Streetlights	0	0	0	0	0	0	0	0				
Total	958	463	357	459	433	232	292	356	400	464	613	
Number of customers enrolling in the low-income discount rate program during the period	0		0	0								
Residential												
		0 247			01.726	01.427	04.460	02.257			02.000	- 04
Low Income Residential	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94
Small C&I	91,272 0	91,347 0	91,152 0			91,437 0	94,469 0	93,257 0	93,565 0	94,500 0	93,900 0	94
Small C&I Medium / Large C&I	91,272 0 0	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0	93,900 0	94
Small C&I	91,272 0	91,347 0	91,152 0	92,578 0	91,736 0	91,437 0	94,469 0	93,257 0	93,565 0 0	94,500 0 0	93,900 0 0	94
Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period	91,272 0 0 0 91,272	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential	91,272 0 0 0	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&1 Medium Large C&1 Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	91,272 0 0 0 91,272	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low income Residential Small C&I	91,272 0 0 0 91,272	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&I Medium / Large C&I	91,272 0 0 0 91,272	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&I Medium /Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I 1 Medium /Large C&I Streetlights	91,272 0 0 0 91,272	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&1 Medium Large C&1 Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&1 Medium Large C&1 Streetlights Total	91,272 0 0 0 91,272 Unable to Obtain Data	91,347 0 0	91,152 0 0	92,578 0 0	91,736 0 0	91,437 0 0	94,469 0 0	93,257 0 0	93,565 0 0	94,500 0 0	93,900 0 0	
Small C&1 Medium /Large C&1 Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential	91,272 0 0 0 91,272 Unable to Obtain Data the period 0	91,347 0 0 0 91,347	91,152 0 0 0 91,152	92,578 0 0 0 92,578	91,736 0 0 91,736	91,437 0 0 0 91,437	94,469 0 0 0 94,469	93,257 0 0 93,257	93,565 0 0 0 93,565	94,500 0 0 94,500	93,900 0 0 0 93,900	
Small C&I Medium /Large C&I Medium /Large C&I Streetlights Total 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 Medium /Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low income Residential	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0	91,347 0 0 0 91,347	91,152 0 0 0 91,152	92,578 0 0 0 92,578	91,736 0 0 91,736	91,437 0 0 0 91,437	94,469 0 0 0 94,469	93,257 0 0 0 93,257	93,565 0 0 0 93,565	94,500 0 0 94,500	93,900 0 0 93,900	94
Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Low Income Residential Small C&I	91,272 0 0 91,272 Unable to Obtain Data the period 0 0 4,729	91,347 0 0 0 91,347 0 0 91,347	91,152 0 0 0 91,152	92,578 0 0 0 92,578	91,736 0 0 91,736 0 91,736	91,437 0 0 91,437 0 0 91,437	94,469 0 0 0 94,469 0 0 0 4,384	93,257 0 0 0 93,257 0 0 4,325	93,565 0 0 0 93,565 0 0 2,754	94,500 0 0 94,500 0 0 2,682	93,900 0 0 0 93,900 0 0 0 2,629	94
Small C&I Medium Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium Large C&I Medium Large C&I Medium Large C&I Medium Large C&I	91,272 0 0 9 91,272 Unable to Obtain Data the period 0 4,729 81	91,347 0 0 0 91,347 0 0 91,347	91,152 0 0 0 91,152	92,578 0 0 0 92,578	91,736 0 0 91,736	91,437 0 0 91,437 0 0 91,437	94,469 0 0 0 94,469	93,257 0 0 0 93,257 0 0 93,257	93,565 0 0 0 93,565 0 0 2,754	94,500 0 0 94,500 0 94,500 0 0 2,682 63	93,900 0 0 0 93,900 0 0 0 2,629	94
Small C&I Medium / Large C&I Streetlights Total 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 Low Income Residential Small C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Streetlights Streetlights Streetlights Streetlights Streetlights Small C&I Streetlights Small C&I Streetlights Small C&I Streetlights Small C&I Streetlights	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 4,729 81 2 1	91,347 0 0 91,347 0 91,347 0 0 4,696 80 2	91,152 0 0 0 91,152 0 0 91,152	92,578 0 0 0 92,578 0 0 0 4,602 79 2	91,736 0 0 0 91,736 0 0 4,537 78 2	91,437 0 0 0 91,437 0 0 4,443 76 2	94,469 0 0 0 94,469 0 0 0 4,384 75 2	93,257 0 0 0 93,257 0 0 4,325 75 2	93,565 0 0 93,565 0 0 0 0 2,754 62 2	94,500 0 0 94,500 0 0 2,682 63	93,900 0 0 93,900 0 0 2,629 60	94
Small C&I Medium Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium Large C&I Streetlights Total Small C&I Medium Large C&I Streetlights	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 4,729 811 2 4,812	91,347 0 0 0 91,347 0 0 91,347	91,152 0 0 0 91,152 0 0 91,452	92,578 0 0 0 92,578	91,736 0 0 91,736 0 91,736	91,437 0 0 91,437 0 0 91,437	94,469 0 0 0 94,469 0 0 0 4,384	93,257 0 0 0 93,257 0 0 93,257	93,565 0 0 93,565 0 0 0 0 2,754 62 2	94,500 0 0 94,500 0 0 2,682 63	93,900 0 0 93,900 0 0 2,629 60	94
Small C&1 Medium / Large C&1 Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Low Income Residential Small C&1 Small C&2 Small C&1 Small C&2 Small C&2 Small C&3 Small C&1 Small C&3 Small C&1 Small C&3 Small C&4	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 4,729 811 2 4,812	91,347 0 0 91,347 0 91,347 0 0 4,696 80 2	91,152 0 0 0 91,152 0 0 91,152	92,578 0 0 0 92,578 0 0 0 4,602 79 2	91,736 0 0 0 91,736 0 0 4,537 78 2	91,437 0 0 0 91,437 0 0 4,443 76 2	94,469 0 0 0 94,469 0 0 0 4,384 75 2	93,257 0 0 0 93,257 0 0 4,325 75 2	93,565 0 0 93,565 0 0 2,754 62 2,2818	94,500 0 0 94,500 0 0 2,682 63	93,900 0 0 93,900 0 0 2,629 60	94
Small C&I Medium /Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium /Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Small C&I Medium /Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential	91,272 0 0 91,272 Unable to Obtain Data the period 0 4,729 81 4,812	91,347 0 0 91,347 0 0 91,347 0 0 0 0 4,696 80 80 2 2 4,778	91,152 0 0 0 91,152 0 0 0 0 4,661 78 2 4,741	92,578 0 0 0 92,578 0 0 0 4,602 79 2 4,683	91,736 0 0 91,736 0 91,736 0 0 0 4,537 78 8 2 2 2	91,437 0 0 91,437 0 0 91,437 0 0 4,443 76 2 2 4,521	94,469 0 0 94,469 0 0 94,469 0 0 4,384 75 2	93,257 0 0 0 93,257 0 0 0 0 0 93,257	93,565 0 0 93,565 0 93,565 0 0 0 2,754 62 2,818	94,500 0 0 94,500 0 94,500 0 0 2,682 63 2 2,747	93,900 0 0 93,900 0 0 2,629 60 2 2,691	
Small C&1 Medium / Large C&1 Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Low Income Residential Small C&1 Small C&2 Small C&1 Small C&2 Small C&2 Small C&3 Small C&1 Small C&3 Small C&1 Small C&3 Small C&4	91,272 0 0 0 91,272 Unable to Obtain Data the period 4,729 8,9 1 1 2 4,812 the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 91,347 0 91,347 0 0 0 0 4,696 80 2 4,778	91,152 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 71,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 4,602 79 2 4,683	91,736 0 0 91,736 0 91,736	91,437 0 0 91,437 0 0 91,437 0 0 4,443 76 2 2 4,521	94,469 0 0 94,469 0 0 4,484 75 2 4,461	93,257 0 0 0 93,257 0 0 0 0 4,325 75 75 2 2 4,402	93,565 0 0 0 0 93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 0 94,500 0 0 0 0 0 0 0 0 2,682 2,747 0 0	93,900 0 0 93,900 93,900 0 0 0 0 2,629 2 2,691	94
Small C&! Medium / Large C&! Medium / Large C&! Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&! Medium / Large C&! Medium / Large C&! Streetlights Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Low Income Residential Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&! Medium / Large C&!	91272 0 0 91,272 Unable to Obtain Data the period 0 4,729 81 2 4,812 the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 0 91,347 0 0 91,347 0 0 0 4,696 80 0 2 4,778 0 0 0 2 6	91,152 0 0 0 0 91,152 0 0 91,152 0 0 0 0 4,661 78 2 2 4,741 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 0 4,602 79 2 4,683 0 0	91,736 0 0 91,736 0 91,736 0 0 4,537 78 2 2 4,617	91,437 0 0 91,437 0 0 0 0 4,443 766 2 4,521 0 0 3 5 9 9	94,469 0 0 0 94,469 0 0 0 0 0 4,469 0 0 0 0 4,384 7.5 2.5 4,461	93,257 0 0 0 93,257 0 0 0 0 4,325 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 2,691 0 0 0 17 7	94
Small C&! Medium / Large C&! Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Small C&!	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0 544 1	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	94
Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Small C&I Medium / Large C&I Small C&I	91,272 0 0 91,272 Unable to Obtain Data the period 0 4,729 81 2,729 81 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 0 91,347 0 0 91,347 0 0 0 4,696 80 0 2 4,778 0 0 0 2 6	91,152 0 0 0 0 91,152 0 0 91,152 0 0 0 0 4,661 78 2 2 4,741 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 0 4,602 79 2 4,683 0 0	91,736 0 0 91,736 0 91,736 0 0 4,537 78 2 2 4,617	91,437 0 0 91,437 0 0 0 0 4,443 766 2 4,521 0 0 3 5 9 9	94,469 0 0 0 94,469 0 0 0 0 0 4,469 0 0 0 0 4,384 7.5 2.5 4,461	93,257 0 0 0 93,257 0 0 0 0 4,325 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	94
Small C&! Medium / Large C&! Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone du	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 4,729 81 1 2 4,82 4,10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0 544 1	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	94
Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Sm	91,272 0 0 91,272 Unable to Obtain Data the period 0 4,729 81 2,729 81 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0 544 1	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	94
Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during 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 du Residential Low Income Residential	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 4,729 81 1 2 4,82 4,10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0 544 1	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	9.
Small C&! Medium / Large C&! Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Streetlights Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customer she customer class, required to submit new deposits or increased deposits during Residential Small C&! Number of customers of the customer class, whose required deposits were reduced in part or foregone du Residential Low Income Residential Low Income Residential Small C&!	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 4,729 81 1 2 4,82 4,10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	9.
Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Streetlights Total Low Income Residential Low Income Res	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 4,729 81 1 2 4,82 4,10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	9
Small C&! Medium / Large C&! Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Low Income Residential Small C&! Medium / Large C&! Streetlights Total Small C&! Medium / Large C&! Streetlights Total Medium / Large C&! Streetlights Total	91,272 0 0 0 91,272 Unable to Obtain Data the period 0 0 4,729 81 1 2 4,82 4,10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 91,347 0 0 0 0 0 0 0 0 4,696 80 0 0 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 0 0 4,602 79 2 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0	94,469 0 0 94,469 0 0 0 0 0 0 4,484 75 2 2 4,461 0 0 0 0	93,257 0 0 93,257 0 0 0 0 0 0 0 4,432 75 2 2 4,402	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	9
Small C&I Medium Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Streetlights Total Streetlights Total Streetlights Total Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during 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 du Medium / Large C&I Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period	91,272 0 0 91,272 Unable to Obtain Data the period 4,729 81 2,729 81 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 0 0 0 91,347 0 0 0 4,696 4,696 80 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 92,578 0 0 0 0 0 4,602 79 2 4,683 0 0 0	91,736 0 0 0 91,736 0 0 0 0 0 0 0 4,437 78 2 2 4,617	91,437 0 0 91,437 0 0 91,437 0 0 0 4,443 76 2 4,521 0 0 0 35 9 0 0 444	94,469 0 0 0 94,469 0 0 0 4384 755 2 4,461 0 0 55	93,257 0 0 93,257 0 0 0 0 0 0 4.325 7.5 2 4.402 0 0 0 0 0 0 0 0 0 0 0 0 0	93,565 0 0 0 93,565 0 0 0 0 0 0 2,754 62 2 2,818 0 0 47 2 49 49	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 0 93,900 0 93,900 0 0 0 2,629 60 0 0 0 17 7	9
Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during 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 du 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 du 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	91,272 0 0 0 1,272 Unable to Obtain Data the period 0 4,729 81 2 2 4,812 the period 0 0 0 0 0 ring the period Unable to Obtain Data	91,347 0 0 0 91,347 0 0 91,347 0 0 0 0 4,696 80 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 92,578 0 0 0 0 4,602 79 2 4,683 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 91,736 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,437 0 0 0 91,437 0 0 91,437 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	04,469 0 0 94,469 0 0 94,469 0 0 0 0 0 0 1,4384 75 2 2 4,461 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	93,257 0 0 93,257 0 0 0 0 0 4,425 75 75 2 2 4,402 0 0 0 0 0 0 0 0 0 0 0 0 0	93,565 0 0 0 0 93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 2,268 63 2,2747 0 0 0 0 0 5 6 5 6 5 6 5 6 6 6 6 7 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8	93,900 0 93,900 0 93,900 0 0 0 2,2629 60 0 0 0 2,2691 177 177 177 177 177 177 177 1	9
Small C&! Medium / Large C&! Medium / Large C&! Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Medium / Large C&! Streetlights Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Residential Low Income Residential	91,272 0 0 0 91,272 Unable to Obtain Data the period 4,729 81 2 4,812 0 0 0 0 0 ring the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 0 91,347 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92.578 0 0 92,578 0 0 0 4,602 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 4.537 7 8 2 4,617 0 0 0 0 50	91,437 0 0 0 91,437 0 0 0 91,437 0 0 0 4,443 76 2 4,521 0 0 0 3 5 9 0 0 444 444	94,469 0 0 94,469 0 0 0 4384 75 75 2 4461 0 0 0 555	93,257 0 0 0 93,257	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 2,682 2 2,747 0 0 0 0 0 5 6 3 2 2 3 2 5 6 6 6 6 6 6 6 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8	93,900 0 93,900 93,900 0 0 0 0 2,659 60 2,691 0 0 17 7 0 24	9.
Small C&I Medium / Large C&I Streetlights Total 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 Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Number of customers, by customer class, with required deposits with the company at the beginning of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during 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 du Residential Low Income Residential Low Income Residential Number of customers, by customer class, whose required deposits were reduced in part or foregone du Residential Low Income Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Low Income Residential Small C&I	91,272 0 0 91,272 Unable to Obtain Data the period 0 4,729 81 2 4,812 the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 91,347 0 0 91,347 0 0 0 0 4,696 80 2 2 4,778 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 4,661 78 2 4,741 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92,578 0 0 0 92,578 0 0 92,578 0 0 4,602 79 0 22 4,683 0 0 0 0 0 0 4,602 84 4 84 84	91,736 0 0 0 91,736 0 0 0 0 91,736 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,437 0 0 91,437 0 0 91,437 0 0 0 0 0 44 4443 35 35 35 35 44	04,469 0 0 94,469 0 0 94,469 0 0 0 0 0 0 1,4384 75 2 2 4,461 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	93,257 0 0 93,257 0 0 0 0 0 0 0 4,425 75 75 2 2 4,402 0 0 0 0 0 0 0 0 0 0 0 0 0	93,565 0 0 0 0 93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 0 0 0 0 0	93,900 0 93,900 0 93,900 0 0 0 2,2629 60 0 0 0 0 24 24 0 0 0 0 0 0 0 0 0 0 0 0 0	9.
Small C&I Medium / Large C&I	91,272 0 0 0 91,272 Unable to Obtain Data the period 4,729 81 2 4,812 0 0 0 0 0 ring the period 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,347 0 0 0 0 91,347 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	91,152 0 0 0 0 91,152 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	92.578 0 0 92,578 0 0 0 4,602 4,683 0 0 0 0 0 0 0 0 0 0 0 0 0	91,736 0 0 0 91,736 0 0 0 0 4.537 7 8 2 4,617 0 0 0 0 50	91,437 0 0 0 91,437 0 0 0 91,437 0 0 0 4,443 76 2 4,521 0 0 0 3 5 9 0 0 444 444	94,469 0 0 94,469 0 0 0 4384 75 75 2 4461 0 0 0 555	93,257 0 0 0 93,257	93,565 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	94,500 0 0 94,500 0 0 0 0 0 0 0 2,682 2 2,747 0 0 0 0 0 5 6 3 2 2 3 2 5 6 6 6 6 6 6 6 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8	93,900 0 93,900 93,900 0 0 0 0 2,659 60 2,691 0 0 17 7 0 24	9.

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MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
umber of customers, by customer class												
Residential	959,912 94,295	959,647 95,430	961,078 96,547	963,353 97,375	961,143 97.808	962,877 97,685	962,105 97.848	956,213 97,759	966,178 98,064	941,607 95.841	987,184 98,617	96
Low Income Residential 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	16
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	
Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	1
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	1,23
umber of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I Medium / Large C&I	162 0	82 0	124	96 0	90	84 0	76 0	70 0	73 0	41 0	78 0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	162		124	96	90	84	675	1,527	2,251	1,260	863	
imber of customers, by customer class receiving a 1st notice of disconnect during the period	102	0.2	124	,,,	,,,		0,5	1,027	2,201	1,200	005	
Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	
Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507	6,640	2,959	
Small C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808	4,640	4,957	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	9	12	12	33	12	12	39	38	41	28	10	
Total	5,594	5,579	6,094	88,703	44,584	7,738	23,535	38,824	49,643	41,670	46,849	
mber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
Residential	0	0	1	2	0	1	3,220	11,891	15,519	14,538	15,142	
Low Income Residential	0	0	0	0	0	0	167	5,255	4,608	3,792	2,012	
Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,694	
Medium / Large C&I	0	0 8	0	0	0	0	0 30	0	0 34	0	0	
Streetlights Total	3,015	2,649	10 2,992	13 2,400	1,850	2,217	5,741	16 19,317	23,033	18 20,863	19 19,867	
Total	3,015	2,649	2,992	2,400	1,850	2,217	5,/41	19,317	23,033	20,863	19,867	
mber of customers, by customer class, reconnected during the period Residential	0	0	0	0	0	0	466	779	1.389	876	551	
Low Income Residential	0	0	0	0	0	0	26	424	1,389	367	163	
Small C&I	77	65	90	66	51	53	40	35	26	16	51	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	77		90	66	51	53	532	1,238	2,074	1,259	765	
mber of customers, by customer class, assessed reconnection fees or charges from the reconnect orde												
Residential	0	0	0	0	0	0	367	649	1,186	765	479	
Low Income Residential	0		0	0	0	0	24	361	576	312	129	
Small C&I	71	65	85	61	50	51	38	34	25	16	48	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	71	65	85	61	50	51	429	1,044	1,787	1,093	656	
mber of customers, by customer class, assessed credit card fees or charges during the period												
Residential	25,606	23,539	27,361	25,848	26,013	26,768	28,866	31,502	34,184	35,995	33,691	
Low Income Residential	1.110	924	1.123	974	913	952	978	959	970	1.139	1.066	
Small C&I	1,110	924	1,123	974	913	952 34	978	959 32	9/0	1,139	1,066	
Medium / Large C&I Streetlights	46	1	46	40 9	3/	.54 8	7	5	31 8	6	6	
Total	26,767	24,503	28,534	26,871	26,971	27,762	29,878	32,498	35,193	37,206	34,838	
imber of customers, by customer class, assessed late payment fees or charges during the period	20,707	2.1,0.02	20,00	20,012	20,111	21,102	23,010	,			- 1,000	
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	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	0	0	0	0	0	0	0	0	0	0	0	
mber of customers, by customer class, taking service at the beginning of the period under existing de												
Residential	4,219	3,230	2,955	2,593	2,594	3,650	5,295	7,119	7,414	9,532	10,413	
Low Income Residential Small C&I	480 1	388 0	355 1	323 1	312 1	420 6	626 8	880	801 7	1,012 15	1,473	
	1 0	0	0	1 0	0	6	8	11 0	7	15	18	
Medium / Large C&I Streetlights	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	
mber of customers by customer class, completing deferred payment arrangements during the period		5,013	0,0	29717	2,707	4,070		0,010	0,222	20,007	.,,,,,,	
Residential	168	126	206	172	171	263	195	229	263	284	380	
Low Income Residential	34	16	44	39	18	36	54	68	46	50	128	
Small C&I	0	0	0	1	0	0	0	3	0	4	2	
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	202	142	250	212	189	299	249	300	309	338	510	
mber of customers, by customer class, enrolling in new deferred payment arrangements during the p		⊢ -										
Residential	987 102	863 111	906	1,168	2,034 185	3,605	3,834	4,238	6,866 796	6,711 1,397	5,015	
Low Income Residential Small C&I	102	111	122	124	185	439	555	388	796	1,397	1,153	
Small C&I Medium / Large C&I	0		0	0	0	0	0	0	14 0	13	0	
Streetlights	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	
mber of customers, by customer class, renegotiating deferred payment arrangements during the per			2,050	-,-,-,-	-,-24	.,70	.,./2	.,	.,.,0	.,.21	5,100	
Residential	16	8	20	16	27	66	58	90	95	88	69	
Low Income Residential	2	2	0	1	5	7	6	7	17	22	7	
	0	0	1	0	1	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	0	0									
Medium/Large C&I Streetlights Total	0 18	0	0 21	17	33	73	64	97	112	110	76	
Medium/Large C&I Streetlights Total mber of customers taking service at the beginning of the period under existing hardship protections	0 18	0 10	21	17	33	73	64	97	112	110	76	
Medium / Large C&I Streetlights Total Total aber of customers taking service at the beginning of the period under existing hardship protections Residential	0 18 10,337	0 10 10,463	10,587	7,184	6,828	7,420	7,187	7,353	7,110	6,982	7,105	
Medium / Large C&I Streetlighus Total Muher of eustomers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	10,337 44,746	10,463 45,112	10,587 46,111	17	33	73	7,187 5,171	7,353 5,497	112	110	7,105 6,391	
Medium / Large C&I Streetlighs Total under of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small (C&I)	10,337 44,746 0	10,463 45,112 0	10,587 46,111 0	7,184 4,790	6,828 4,685 5	7,420 5,098 9	7,187 5,171 0	7,353 5,497 0	7,110 5,965	6,982 6,179	7,105 6,391 0	
Medium / Large C&I Streetlights Total Inner of ensomers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I Medium / Large C&I	10,337 44,746 0	10,463 45,112 0	10,587 46,111 0	7,184 4,790 1	6,828 4,685 5	7,420 5,098 9	7,187 5,171 0	7,353 5,497 0	7,110 5,965 1 0	6,982 6,179 1 0	7,105 6,391 0	
Medium / Large C&I Streetlighs Total under of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small (C&I)	10,337 44,746 0	10,463 45,112 0	10,587 46,111 0	7,184 4,790	6,828 4,685 5	7,420 5,098 9	7,187 5,171 0	7,353 5,497 0	7,110 5,965	6,982 6,179	7,105 6,391 0	

	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
3	Number of customers completing hardship protections during the period											
Г	Residential	34	16	3,303	67	78	107	135	135			
Г	Low Income Residential	221	160	46,697	295	185	174	182	215	5 287	475	
L	Small C&I	0			1		0	0	0			
L	Medium / Large C&I	0	0	0	0	0	0	0	0			
L	Streetlights	0			0		0	0	0			
L	Total	255	176	50,000	363	263	281	317	350	0 436	624	
ľ	Number of customers enrolling in new hardship protections during the period											
L	Residential	125	102	102	130	123	167	200	223			
E	Low Income Residential	1,148			421		381	407	858			4:
L	Small C&I	0	0	0	6	2	0	0	0			
Ε	Medium / Large C&I	0	0	0	0		0	0	0	0 0	0	
Г	Streetlights	0	0	0	0	0	0	0	0	0 0	0	
П	Total	1,273	1,465	910	557	471	548	607	1,081	1 928	795	4.
7	Number of customers, by customer class, completing an AMP program during the period											
Г	Residential	0			0		0	0	0			
Г	Low Income Residential	57	80	108	190	194	158	196	256			
Г	Small C&I	0	0	0	0	0	0	0	0	0 0	0	
Г	Medium / Large C&I	0	0	0	0	0	0	0	0	0 0	0	
Г	Streetlights	0	0	0	0	0	0	0	0			
ı	Total	57	80	108	190	194	158	196	256	6 264	343	
7	Number of customers, by customer class, enrolling in an AMP program during the period											
ŕ	Residential	0	0	0	0	0	0	0	0	0 0	0	
H	Low Income Residential	644	655		2,185		2,526	2,136	2,921			
r	Small C&I	0			2,183		2,320	2,130	2,921			1
H	Medium / Large C&I	0	0	0	0	0	0	0	0			
H	Streetlights	0	0		0		0	0	0			
H	Total	644	655		2,185	2,697	2,526	2,136	2,921			
N	Number of customers, by customer class, re-enrolling in an AMP program during the period	J44	333	2,033	2,103	2,097	2,020	2,130	2,721	2,019	2,750	
ľ		1	2	2	4	2	7	8	14	4 9		-
H	Residential Low Income Residential	286		429	549	459	607	475	1,170			-
ŀ	Low Income Residential Small C&I	536	377	429	253	184	229	209	1,170			-
ŀ	Medium / Large C&I	336	0		255		229	209	148			-
ŀ		0			0		0	0	0			-
ŀ	Streetlights Total	823	0 606		806	0 645	843	692	1,332		1,002	_
ŀ		823	606	858	806	645	843	692	1,332	1,188	1,002	
F	Number of customers, by customer class, dropping off an AMP program during the period		_									-
ŀ	Residential	0		0	0		0	0	0		0	-
ŀ	Low Income Residential	619		482	404		645	1,090	1,195			
ŀ	Small C&I (Total C&I)	0	0		0	0	0	0	0			-
ŀ	Medium & Large C&I	0					0	0	0			
ŀ	Streetlights	0	0	0	0	0	0	0	0			
ŀ	Total	619	459	482	404	499	645	1,090	1,195	5 1,236	1,975	
ľ	Number of customers enrolling in the low-income discount rate program during the period										1	
L	Residential	0	0	0	0	0	0	0	0			
L	Low Income Residential	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326			9
L	Small C&I	0			0		0	0	0			
L	Medium / Large C&I	0	0	0	0	0	0	0	0			
L	Streetlights	0	0	0	0	0	0	0	0			
L	Total	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	6 98,255	97,752	9
N	Number of customers dropping off the low-income discount rate program during the period											
ı	Residential											
Г	Low Income Residential											
Г	Small C&I											
Г	Medium / Large C&I											
Г	Streetlights			l i				i				
Ī	Total											
7	Number of customers, by customer class, with required deposits with the company at the beginning of t											
Г	Residential	0	0	0	0	0	0	0	0	0 0	0	
t	Low Income Residential	0	0	0	0		0	0	0			
r	Small C&I	2,508	2,485	2,459	2,452	2,431	2,401	2,357	2,365			
r	Medium / Large C&I	56	56	54	50	49	46	47	48		48	
t	Streetlights	2	2	2	2	2	2	2	7	2 2	2	
h	Total	2,566	2,543		2,504		2,449	2,406	2,415	5 2,412		
ŀ	Number of customers, by customer class, required to submit new deposits or increased deposits during	_,00	2,240	-,	-,	-, .02	-,,	2,.00	-,710	2,412	_,,,,,	
ľ	Residential Residential	0	0	0	0	0	0	0	0	0 0	0	
ŀ	Low Income Residential	0	0	0	0	0	0	0	0			+
ŀ	Low income Residential Small C&I	30	47		73		35	62	92			
		30 1			/3 0			2	2			-
r	Medium / Large C&I Streetlights	0	3 0	0	0	0	0	0	0			-
F		31			73		35	64	94			_
Ē	Total	31	50	57	73	64	35	64	94	71	91	
E	Number of customers, by customer class, whose required deposits were reduced in part or foregone dur										1	
											1	1
	Residential										1	
	Low Income Residential										1	1
	Low Income Residential Small C&I											
	Low Income Residential Small C&I Medium / Large C&I											
	Low Income Residential Small C&I Medium / Large C&I Streetlights											
	Low Income Residential											
	Low Income Residential Small C&I Medium / Large C&I Streetlights											
	Low Income Residential	0	0	0	0	0	0	0	0	0 0	0	
	Low Income Resiontial Small CKell Medium / Large CKel Streedighted Streedighted To ctual Number of customers, by customer class, whose deposits were returned in full during the period	0	0				0	0	0			
	Low Income Residential Small CEd! Medium / Large CEd Streetlights 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	
	Low Income Residential Small C&l Medium / Large C&l Streetlights Total Vaumber of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&l	0	0	0 83		0 83				0 0	0 0	
	Low Income Residential Small CEd! Medium / Large CEd Streetlights Streetlights Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 94	70	0 83 2	0 81 4	0 83 3	0 91	0 106	0 84	0 0 4 73 1 1	0 0 102	

						(-)	ustomer specific						
ĺ	EMA Electric	Jan	Feh	Mar	Anr	May	.hm	.lul	Auσ	Sen	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	973,956	960,324	974,815	968,249	958,556	975,991 103,952	967,924 102,454	968,890	967,991	969,642	972,729 102.071	972,732
	Low Income Residential Small C&I	98,610 162,661	99,208 159,991	100,920 163,800	101,047 161,698	100,732 158,596	164,174	161,642	102,129 162,149	102,442 162,232	102,103 161,251	162,996	103,188 162,031
	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	5,024
	Streetlights Total	13,072 1,253,344	12,984	13,043 1,257,495	13,006	12,949 1,235,837	13,095 1,262,334	12,998	12,982	12,999 1,250,664	12,984 1,250,996	12,960 1,255,764	12,930 1,255,906
2	Number of customers, by customer class, disconnected during the period	1,255,544	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	1,255,906
	Residential	206	468	1,377	1,545	2,189	2,108	2,085	3,121	3,238	3,128	1,437	198
	Low Income Residential	0 64	67	0 111	0 56	0 30	0 65	0 46	0 53	0 32	0 42	0 106	73
	Small C&I Medium / Large C&I	0	0	0	0		0	0		0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
3.1	Total Number of customers, by customer class receiving a 1st notice of disconnect during the period	270	535	1,488	1,601	2,219	2,173	2,131	3,174	3,270	3,170	1,543	271
5.1	Residential	41,709	36,250	53,731	10,889	10,336	45,037	33,304	47,003	46,395	44,613	40,141	18,608
	Low Income Residential	0	0	0	10,415	3,998	12,602	8,270	10,906	11,001	10,955	4,510	126
	Small C&I Medium / Large C&I	5,507	4,825 0	6,900	4,673	4,597 0	5,294	4,664	6,002	5,721	5,966	5,216	5,227
	Streetlights	35	30	54	35	10	23	27	42	37	33	34	40
2.2	Total	47,251	41,105	60,685	26,012	18,941	62,956	46,265	63,953	63,154	61,567	49,901	24,001
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	18,839	19,552	26,179	18,875	8,513	10,398	20,317	20,785	21,770	23,136	22,707	11,464
	Low Income Residential	0	0	0	3,841	4,515	4,235	6,661	6,026	6,095	6,420	2,815	95
	Small C&I Medium / Large C&I	2,438	2,087	3,102	2,827	2,543	2,232	2,280	2,934	2,798	3,064	2,840	2,558
	Streetlights	19	11	35	21	19	10	12	40	24	27	28	24
,	Total	21,296	21,650	29,316	25,564	15,590	16,875	29,270	29,785	30,687	32,647	28,390	14,141
4	Number of customers, by customer class, reconnected during the period Residential	164	360	1,120	1,396	866	1,161	1,123	1,799	2,065	1,936	975	191
	Low Income Residential	0	0	0	22	1,253	597	494	751	838	842	388	15
	Small C&I	41	39	59	36 0	21	49 0	32	35 0	18	29	60	53
	Medium / Large C&I 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	2,807	1,423	259
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orde Residential	159	349	1,007	1,206	715	1,109	1,074	1,702	2,011	1,869	942	183
	Low Income Residential	0	0	0	18	1,083	571	451	708	801	817	371	14
	Small C&I	40	39	57	34		48	30	34	17	28	57	50
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0		0	0	0	0
	Total	199	388	1,064		1,817	1,728	1,555	2,444	2,829	2,714	1,370	247
6	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	36,398
	Low Income Residential	30,902	29,840	0	0	0	0	40,820	42,023	0	45,071	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	1,623
	Medium / Large C&I Streetlights	53	58	50	87	78	94	47 8	76	45 8	88 14	45 11	113
	Total	32,014	30,923	34,728		36,303	38,068	42,163		46,330	46,729	41,801	38,153
7	Number of customers, by customer class, assessed late payment fees or charges during the period	0	0	0	0	0	0	0	0	0	0	0	
	Residential Low Income Residential	0	0	0		0	0	0		0	0	0	0
	Small C&I	31,045	29,858	33,502	10,394	12,367	13,165	10,866	13,179	14,592	11,865	13,206	10,812
	Medium / Large C&I Streetlights	734 877	760 823	804 876	203 487	204 476	243 487	191	290 502	329 549	276 489	271 567	151 457
	Total	32,656	31,441	35,182	11,084	13,047	13,895	11,455	13,971	15,470	12,630	14,044	11,420
8	Number of customers, by customer class, taking service at the beginning of the period under existing de	10,412	8,711	9,603	9,386	10,578	8,797	7,084	8,378	8,193	8,120	7,929	8,558
	Residential 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	11,782	9,596	10,446		11,569	9,808	8,145		10,433	10,538	10,495	11,520
9	Number of customers by customer class, completing deferred payment arrangements during the period	326	297	420	419	448	484	396	392	282	367	415	390
	Residential Low Income Residential	326 123	46	420 56		448 69	484 78	396 77	392 198	138	367 121	415 147	390 77
	Small C&I	1	2	7 0	9	5	7	2	8	3	3	8	3
	Medium / Large C&I Streetlights	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 p	4,728	3,869	5,465	5,273	3,931	3,630	4,821	5,963	4,851	5,615	5,955	5,383
	Residential Low Income Residential	4,728	3,869	331	5,273	3,931 570	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 Streetlights	0	0	0	0	0	0	0		0	0	0	0
	Total	4,993	4,054	5,829		4,539	4,738	6,025	8,222	6,618	7,686	8,164	6,616
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the per	18	14	32	32	33	37	-		81	0.5	101	64
	Residential Low Income Residential	18	14	32	32 8	33	37 13	61	88 43	81 40	86 36	101 30	5
	Small C&I	0	0	0	1	0	0	0	1	1	0	0	0
	Medium / Large C&I	0	0	0			0	0		0	0	0	0
	Streetlights Total	20	15	35		42	50	94		122	122	131	69
12	Number of customers taking service at the beginning of the period under existing hardship protections												
	Residential Low Income Residential	9,108 43,944	7,920 41,966	9,114 47,364	6,695 5,169	6,950 5,557	7,018 6,494	6,515 6,456	7,234 7,379	6,921 7,540	7,229 7,921	7,133 8,481	8,055 46,812
	Small C&I	0	0	6	2	0	3	4	5	4	7	5	5
	Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	Total Total	53,052	49,886	56,484			13,515	12,975	14,618		15,157	15,619	54,872

	EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2	Number of customers completing hardship protections during the period											
F	Residential	131	128	153	2,487	177	129	169	172	187	227	2-
ı	Low Income Residential	405	578	587	46,595	432	253	299	400	592	811	1,0
ı	Small C&I	0	0	0	15	0	2	2	1	0	0	
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	
ŀ	Streetlights	0	0	0	0	0	0	0	0	0	0	
H	Total	536	706		49.097	609	384	470	573	779	1,038	1.24
٠,	Number of customers enrolling in new hardship protections during the period		700	740	47,077	007	504	470	375	.,,	1,000	1,2
* 	Residential	420	413	540	251	230	235	239	297	274	299	1,1
ŀ				2.041	703	1.237	829	688	879	910	1.145	48.0
ŀ	Low Income Residential	1,410	1,422	2,041	/03	1,237	829	688	8/9	910	1,145	
╌	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	
H	Streetlights											
- 1	Total	1,830	1,835	2,596	955	1,467	1,068	928	1,177	1,187	1,444	49,10
2	Number of customers, by customer class, completing an AMP program during the period											
- 1	Residential	0	0	0	0	0	0	0	0	0	0	
L	Low Income Residential	190	292	364	426	451	430	379	268	244	202	1:
L	Small C&I	0	0	0	0	0	0	0	0	0	0	
L	Medium / Large C&I	0	0		0	0	0	0	0	0	0	
L	Streetlights	0	0	0	0	0	0	0	0	0	0	
	Total	190	292	364	426	451	430	379	268	244	202	15
5 1	Number of customers, by customer class, enrolling in an AMP program during the period											
Г	Residential	0	0	0	0	0	0	0	0	0	0	
ı	Low Income Residential	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,19
ı	Small C&I	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	
ŀ	Streetlights	0	0	0	0	0	0	0	0	0	0	
H	Streetiights Total	282			1,589	3,690	1,907	2,201	1,346	1,320	1,597	1.19
7	Number of customers, by customer class, re-enrolling in an AMP program during the period	202	10,524	330	1,369	3,090	1,507	2,201	1,540	1,520	1,597	1,13
′ ľ		1					7		- ,-			
ŀ	Residential	106	1	6	6	21			13	10	12	1
L	Low Income Residential	4,716	133		1,242	2,411	1,197	966	1,069	905	958	52
L	Small C&I	147	145	122	125	0	130	82	99	90	115	9
L	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	
L	Streetlights	0	0	0	0	0	0	0	0	0	0	
Ш	Total	4,969	279	594	1,373	2,432	1,334	1,055	1,181	1,005	1,085	62
8 1	Number of customers, by customer class, dropping off an AMP program during the period											
L	Residential	0	0	0	0	0	0	0	0	0	0	
Г	Low Income Residential	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	1,762	1,46
Г	Small C&I (Total C&I)	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	
ı	Streetlights	0	0	0	0	0	0	0	0	0	0	
ı	Total	2.158	1,303		1.283	1,391	1.439	2,154	1.631	1,637	1,762	1.46
, 5	Number of customers enrolling in the low-income discount rate program during the period	2,100	-,,,,,,	1,90.10	1,202	-,,,,,	1,107	2,11.1	1,001	2,00	2,7.02	2,10
ľ	Residential	0	0	0	0	0	0	0	0	0	0	
ŀ		98,476	99,695	101,418	102,445	102,422	103,551	102,759	101.843	102,886	102,532	103,63
⊢	Low Income Residential	98,476	99,693	101,418		102,422	0 0	102,739	101,643	102,880	102,332	103,03
ŀ	Small C&I Medium / Large C&I		0	0	0	0	0	0	0	0	0	
- 1-		0			0							
H	Streetlights	0	0	0	0	0	0	0	0	0	0	
- 1	Total	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886	102,532	103,63
0 1	Number of customers dropping off the low-income discount rate program during the period											
L	Residential											
L	Low Income Residential											
Г	Small C&I											
ı	Medium / Large C&I											
ı	Streetlights							T I				
ı	Total											
1 7	Number of customers, by customer class, with required deposits with the company at the beginning of t											
ľ	Residential	0	0	0	0	0	0	0	0	0	0	
ŀ		0	0	0	0	0	0	0	0	0	0	
- 1-	Low Income Residential											
	Small C&I	2,333	2,333	2,328	2,354	2,350	2,321	2,335	2,352	2,406	2,419	2,42
ŀ	Medium / Large C&I	44	41	42	41	42	42	44	43	46	47	4
t	Streetlights	2 270	2	2	3 200	3 2 2 2 2	2	2	2 207	2	2 460	
ŀ	Total	2,379	2,376	2,372	2,398	2,395	2,365	2,381	2,397	2,454	2,468	2,48
	Number of customers, by customer class, required to submit new deposits or increased deposits during							,				
2 !			0	0	0	0	0	0	0	0	0	
12 1	Residential	0			0	0	0	0	0	0	0	
12	Residential Low Income Residential	0	0	0			63	111	66	110	80	-
2 1	Residential	0			109	71				3	2	
22 1	Residential Low Income Residential Small C&I		91 0	77		71	0.5	3	0			
2 1	Residential Low Income Residential Small C&I Medium / Large C&I	0 87 4	91 0	77 1	109	3	0				0	
22 1	Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Streetlights	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0	0	
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 87 4	91 0 0	77 1 0	109	3 0	0	3			0 82	
	Residential Low Income Residential Small C&I Medium Large C&I Streetlights Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone dur	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vaunher of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Residential	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
	Residential Low Income Residential Small C&I Medium / Large C&I Streedlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Small C&I	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Small C&I	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
	Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of castomers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium/Large C&I	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Streetlights	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
3 7	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 dur Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total	0 87 4 0	91 0 0	77 1 0	109 0 1	3 0	0	3 0	0	0		
23 7	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vaunher of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vaunher of customers, by customer class, whose deposits were returned in full during the period Vaunher of customers, by customer class, whose deposits were returned in full during the period	0 87 4 0 91	91 0 0 91	77 1 0 78	109 0 1 110	3 0 74	63	3 0 114	66	0 113	82	
3	Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of restources, by eastomer class, whose required deposits were reduced in part or foregone dur Residential Residential Residential Small C&I Medium Large C&I Streetlights Total Small C&I Medium Large C&I Streetlights Total Streetlights Total Residential	0 87 4 0 91	91 0 0 91	77 1 0 78	109 0 1 110	3 0 74	63	3 0 114	0 66	0 113	82	
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 dur 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 Low Income Residential	0 87 4 0 91	91 0 91 91	77 1 0 78	109 0 1 110	3 0 74	0 0 63	3 0 114	0 0 0	0 113	82 0 0	
3 2	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I	0 87 4 0 91	91 0 91 91	77 1 0 78 78	109 0 11 110	3 0 74 74 0 0 0 75	0 0 63 0 0 0 0 92	3 0 114 0 0 0 97	0 66 0 0 0 49	0 113 0 0 0 56	0 0 67	5
3	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vumber of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 87 4 0 91	91 0 0 91 91	77 1 0 78 0 0 0 0 0 99 0	109 0 110 110	0 0 0 0 0 2	0 63 63 0 0 0 92	3 0 114 0 0 0 0 97 1	0 66 0 0 0 49	0 113 0 0 0 56	0 0 67 1	5
3 7	Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I	0 87 4 0 91	91 0 91 91	77 1 0 78 0 0 0 0 99 0	109 0 11 110	0 0 0 0 75 2	0 0 63 0 0 0 0 92	3 0 114 0 0 0 97	0 66 0 0 0 49	0 113 0 0 0 56	0 0 67	5.5

-											
EMA Electric	Jan	Feh	Mar	Anr	May	2023 .hun	Jul	Aug	Sen Oct	Nov	D
Number of customers, by customer class					,					1.07	Ť
Residential	974,106	969,552	970,684	970,484	967,053	973,759	970,245	968,717	962,361		
Low Income Residential	104,173	104,869	106,468	107,602	108,687	109,393	108,900	109,122	108,813		₩
Small C&I	164,163 4 384	163,302 4 387	162,623 4.440	162,412 4 373	162,403 4.459	163,498 4,428	162,515 4.443	162,337 4.439	161,359 4.442		+
Medium / Large C&I Streetlights	12.896	12.309	12,335	12,345	12.316	12.293	12,268	12.256	12.241		+
Total	1,259,722	1,254,419	1,256,549	1,257,216	1,254,919	1,263,372	1,258,372		1,249,216		+
Number of customers, by customer class, disconnected during the period			, ,					, ,			т
Residential	272	488	890	1,563	2,026	1,485	1,297	2,051	1,842		$oldsymbol{ol}}}}}}}}}}}}}$
Low Income Residential	0	0	0	0	0	0	0	0	0		Ш.
Small C&I	80	63	78	70	68	61	64	50	67		+
Medium / Large C&I Streetlights	0	0	0	0	0	0	0		0		+
Total	352	551	968	1.633	2,094	1,546	1,361	2,101	1,909		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	32,236	45,481	41,731		
Low Income Residential	90	69	174	14,879	11,064	10,885	8,654		10,349		╙
Small C&I	5,412	4,856	6,592	5,058	6,235	6,204	5,168		5,601		+
Medium / Large C&I	0 52	0 32	0 47	0 25	0 43	69	39	64	0		+
Streetlights Total	22,131	30.051	45,912	45,194	62,169	59,139	46,097	62,026	57,719		_
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	22,101	50,051	43,712	40,174	02,107	57,107	40,077	02,020	51,115		-
Residential	7,711	9,311	21,333	14,128	20,373	22,035	16,778	23,359	20,715		+
Low Income Residential	71	71	114	2,506	9,724	7,141	4,631	7,065	5,849		
Small C&I	2,466	2,262	3,246	2,700	3,206	3,476	2,772	3,585	3,078		
Medium / Large C&I	0	0	0	0	0	0	0	0	0	+	4
Streetlights Total	23 10,271	22 11.666	46 24,739	19,353	33,320	32,686	18 24.199	34,043	34 29,676		+
Total Number of customers, by customer class, reconnected during the period	10,2/1	11,006	24,739	19,353	33,320	32,686	24,199	34,043	29,6/6		一
Number of customers, by customer class, reconnected during the period Residential	237	349	741	1,145	916	836	567	1,064	997	+ +	+
Low Income Residential	6	10	12	22	829	530	412	640		1 1	t
Small C&I	50	63	41	41	44	32	28	28	33		I
Medium / Large C&I	0	0	0	0	0	0	0	0	0		
Streetlights	0	0	0	1 200	0	0	0	0	0		+
Total	293	422	794	1,209	1,789	1,398	1,007	1,732	1,615		+
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order	227	337	708	1,092	849	797	536	1,000	942		+
Residential Low Income Residential	4	10	12	21	724	493	380	609	545		+
Small C&I	50	60	39	41	41	29	27	27	32		t
Medium / Large C&I	0	0	0	0	0	0	0	0	0		т
Streetlights	0	0	0	1	0	0	0		0		Т
Total	281	407	759	1,155	1,614	1,319	943	1,636	1,519		
Number of customers, by customer class, assessed credit card fees or charges during the period											+
Residential	35,501	35,114 0	41,470	213	0	0	0	0	0		+
Low Income Residential Small C&I	1 495	1.536	1.704	1.598	1.651	1 941	1.881	2.842	1.887		+
Medium / Large C&I	83	55	48	105	78	127	111	188	68		$^{+}$
Streetlights	11	12	14	8	4	14	9	25	13		T
Total	37,090	36,717	43,236	1,924	1,733	2,082	2,001	3,055	1,968		
Number of customers, by customer class, assessed late payment fees or charges during the period											+
Residential	0	0	0	0	0	0	0		0		+
Low Income Residential Small C&I	11.885	14.105	14,339	11.506	13,654	14.184	12,252	13,375	10.964		+
Medium / Large C&I	17,883	243	207	11,300	13,034	210	161	222	176		+
Streetlights	492	532	504	464	542	268	482	497	383		T
Total	12,551	14,880	15,050	12,120	14,379	14,662	12,895	14,094	11,523		
Number of customers, by customer class, taking service at the beginning of the period under existing de											Т
Residential	8,470	6,408	7,035	6,615	8,227	8,471	7,193				_
Low Income Residential	2,302	1,419	1,310	933	1,050	1,534	1,871	2,056	1,979		+
Small C&I Medium / Large C&I	56 0	32	45 0	41	42	53	50	38	50		+
Streetlights	0	0	0	0	0	0	0		0		+
Total	10,828	7,859	8,390	7,589	9,319	10,058	9,114	9,863	9,208		T
Number of customers by customer class, completing deferred payment arrangements during the period											Ι
Residential	314	242	398	273	443	440	321	376	300		₽
Low Income Residential	87	61	113	67	137	150	195		106	+	+
Small C&I Medium / Large C&I	12	4	6	6	3	17	8	9	3	+	╁
Streetlights	0	0	0	0	0	0	0		0		+
Total	413	307	517	346	583	607	524	678	409		t
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p											т
Residential	3,478	3,146	5,425	5,532	5,498	5,531	4,507	5,679	4,649		Ι
Low Income Residential	177	168	179	258	1,101	1,880	1,272		1,585	\perp	Į.
Small C&I	41	43	55	47	62	54	49	72	59	+	+
Medium / Large C&I	0	0	0	0	0	0	0			+	+
Streetlights Total	3,696	3,357	5,659	5,837	6,661	7,465	5,828	7,310	6,293		٠
Number of customers, by customer class, renegotiating deferred payment arrangements during the per-	0,070	0,007	-5,057	5,007	0,001	7,403	5,020	1,010	-,270		۲
Residential	44	45	84	61	66	61	60	77	63		I
Low Income Residential	3	1	2	8	37	30	21	25	16		Γ
Small C&I	4	0	0	0	0	0	0		0		Ţ
Medium / Large C&I	0	0	0	0	0	0	0		0	+	+
Streetlights	0	0	0	0	0	0	0		0		₽
Total Number of auctomore taking comics at the beginning of the period under existing hardship protections	51	46	86	69	103	91	81	102	79		۳
Number of customers taking service at the beginning of the period under existing hardship protections Residential	8,594	8,537	9,586	6.320	6,903	6.811	6,056	7.023	6.411	+ +	+
Low Income Residential	48,209	45.581	50,903	5,773	6,107	7,070	6,940	8,250	8,208		+
		7,381	30,903	5,775	8	7,070	6,540	7	5,208		†
Small C&I	6	/									
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0		I
Small C&I				0 0 12.098	0 0 13,018	0 0 13,889	0 0 13,002	0	0		E

						2023					
MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
number of customers completing hardship protections during the period											
Residential	96	136	180	2,947	211	191	140	161	145		
Low Income Residential	566	531	775	47,164	782	436	359	482	518		
Small C&I	0	1	1	8	3	1	1	0	0		
Medium / Large C&I	0	0	0	0	0	0	0	0	0		
Streetlights	0	0	0	0	0	0	0	0	0		
Total	662	668	956	50,119	996	628	500	643	663		
umber of customers enrolling in new hardship protections during the period											
Residential	449	478	701	211	271	268	199	262	249		
Low Income Residential Small C&I	1,756 2	1,778	2,180	638	1,648	1,052	811 0	991 0	949		
	0	0	0	0	0	0	0	0	0		
Medium / Large C&I	0	0	0	0	0	0	0	0	0		
Streetlights Total	2,207	2,256	2,887	853	1,922	1,321	1,010	1,253	1,199		
	2,207	2,256	2,887	853	1,922	1,321	1,010	1,253	1,199		
umber of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0		
	321	160	163	280	190	189	179	103	106		
Low Income Residential	321 0	0	0	280	190	189	0	103	106		
Small C&I	0	0		0	0	0	0		0		
Medium/Large C&I			0					0			
Streetlights	0 321	0	0	0	0	0	0 179	0	0		
Total	321	160	163	280	190	189	179	103	106		
umber of customers, by customer class, enrolling in an AMP program during the period											
Residential	0	0	0	0	0	0	0	0	0		
Low Income Residential	2,153	14,518	410	2,424	4,009	1,803	1,941	1,539	1,811		
Small C&I	0	0	0	0	0	0	0	0	0		
Medium/Large C&I	0	0	0	0	0	0	0	0	0		
Streetlights	0	0	0	0	0	0	0	0	0		
Total	2,153	14,518	410	2,424	4,009	1,803	1,941	1,539	1,811		
umber of customers, by customer class, re-enrolling in an AMP program during the period											
Residential	5	101	4	8	18	20	9	20	14		
Low Income Residential	1,629	8,051	96	678	3,039	1,224	1,080	1,223	1,110		
Small C&I	96	84	111	59	82	83	69	63	69		
Medium / Large C&I	0	0	0	0	0	0	0	0	0		
Streetlights	0	0	0	0	0	0	0	0	0		
Total	1,730	8,236	211	745	3,139	1,327	1,158	1,306	1,193		
umber of customers, by customer class, dropping off an AMP program during the period											
Residential	0	0	0	0	0	0	0	0	0		
Low Income Residential	1,363	895	819	9,558	1,795	2,051	2,422	2,166	2,135		
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0		
Medium & Large C&I	0	0	0	0	0	0	0	0	0		
Streetlights	1,363	0 895	0 819	9,558	1,795	2,051	2,422	2,166	2,135		
Total	1,363	895	819	9,558	1,795	2,051	2,422	2,166	2,135		
Number of customers enrolling in the low-income discount rate program during the period	0	0	0	0	0	0	0	0	0		
Residential Low Income Residential					109,446				0		
									100 142	_	
	104,434	106,355	107,458	108,828		109,492	109,378	109,291	109,142		
Small C&I	0	0	0	0	0	0	0	0	0		
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0		
Small C&I Medium / Large C&I Streetlights	0 0	0 0 0	0 0 0	0	0	0	0	0 0	0		
Small C&I Medium / Large C&I Streetlights Total	0	0	0	0	0	0	0	0	0		
Small C&I Medium / Large C&I Streedights Streedights Total umber 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	0 0	0		
Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total unable 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	0 0	0		
Small C&I Medium Large C&I Streetlights Total Total umber of enstomers dropping off the low-income discount rate program during the period Residential Low Income Residential	0 0	0 0 0	0 0 0	0	0	0	0	0 0	0		
Small C&I Medium Large C&I Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	0 0	0 0 0	0 0 0	0	0	0	0	0 0	0		
Small C&I Medium / Large C&I Streetlights Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Medium /	0 0	0 0 0	0 0 0	0	0	0	0	0 0	0		
Small C&I Medium / Large C&I Streetlights Total Uniter Customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Streetlights	0 0	0 0 0	0 0 0	0	0	0	0	0 0	0		
Small C&I Medium / Large C&I Streetlights Total umber 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 University of the low-income discount rate program during the period Residential Small C&I Streetlights	0 0	0 0 0	0 0 0	0	0	0	0	0 0	0		
Small C&I Medium/Large C&I Streetlights Total unther of extsomers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total unther of extsomers, by customer class, with required deposits with the company at the beginning of the company of the period of the company of the period of the company at the beginning of the company of the company at the beginning of the company of the company at the beginning of the company at the company at the company at the beginning of the company at the company at the company at the beginning of the company at	0 0 0 104,434	0 0 0 106,355	0 0 0 107,458	0 0 0 108,828	0 0 0 109,446	0 0 0 109,492	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unther 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 unther of customers, by customer class, with required deposits with the company at the beginning of t Residential	0 0 104,434	0 0 0 106,355	0 0 0 107,458	0 0 0 108,828	0 0 0 109,446	0 0 0 0 109,492	0 0 0 109,378	0 0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unther of enstoners dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total University of the Streetlights Total Residential For the Streetlights Total Low Income Residential Low Income Residential Low Income Residential	0 0 0 104,434	0 0 0 106,355	0 0 0 107,458	0 0 0 108,828	0 0 0 109,446	0 0 0 109,492	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unther 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 unther of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Small CMall Small C&I Small CMall Small CMall Small CMall Small C&I Small CMall Small CMa	0 0 104,434 0 0 0 2,524	0 0 0 106,355	0 0 107,458	0 0 108,828	0 0 0 109,446	0 0 109,492	0 0 0 109,378	0 0 109,291	0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unther of extonmen dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unther of extonmen-, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 104,434	0 0 0 106,355	0 0 0 107,458	0 0 108,828 0 0 0 2,600 42	0 0 0 109,446	0 0 109,492	0 0 109,378	0 0 109,291 0 0 0 0 2,618 42	0 0 109,142 109,142 0 0 0 2,608 41		
Small C&I Medium/Large C&I Streetlights Total under 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 under of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Small C&I Streetlights Small C&I Streetlights Small C&I Streetlights	0 0 104,434	0 0 1106,355	0 0 107,458	0 0 108,828 0 0 0 0 2,600 42 2	0 0 109,446	0 0 109,492 0 0 2,634 44 42	0 0 109,378 0 0 0 2,665 48 2	0 0 109,291 0 0 0 0 2,618 42	0 0 0 109,142		
Small C&I Medium Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium Large C&I Streetlights Total Low Income Residential Low Income Residential Streetlights Medium Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of t Residential Small C&I Medium Large C&I Streetlights Medium Large C&I Streetlights	0 0 104,434 0 0 0 2,524	0 0 0 106,355	0 0 0 107,458	0 0 108,828 0 0 0 2,600 42	0 0 0 109,446	0 0 109,492	0 0 109,378	0 0 109,291 0 0 0 0 2,618 42	0 0 109,142 109,142 0 0 0 2,608 41		
Small C&I Medium/Large C&I Streetlights Total umber 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 umber of customers, by customer class, with required deposits with the company at the beginning of of Residential Low Income Residential Low Income Residential Small C&I Small C&I Medium/Large C&I Streetlights Total University of the Small C&I Small C&I Small C&I Small C&I Small C&I Streetlights Total University of the Small C&I Streetlights Total	0 0 0 104,434	0 0 106,355	0 0 107,458	0 0 108,828 0 0 0 0 2,600 42 2 2,644	0 0 109,446	0 0 109,492 0 0 2,634 44 2 2,680	0 0 109,378 0 0 0 2,665 488 2 2,715	0 0 0 109,291 0 2,618 42 1 2,661	0 0 0 109,142 0 0 0 2,668 41 1 2,650		
Small C&I Medium / Large C&I Streetlights Total unther 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 unther of customers, by customer class, with required deposits with the company at the beginning of C Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under the Customers of the Control	0 0 0 104,434 0 0 0,524 42 2 2,568	0 0 106,355	0 0 0 107,458	0 0 108,828 0 0 0 0 0 2,600 42 2,644	0 0 109,446	0 0 0 109,492 0 0 0,034 444 2,689	0 0 0 109,378 0 0 0 0.5,665 48 2,715	0 0 109,291	0 0 109,142 0 0 0 0 2,668 41 1 2,650		
Small C&I Medium / Large C&I Streetlishs Total Inher 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 Inher of customers, by customer class, with required deposits with the company at the beginning of the company of the	0 0 104,434	0 0 106,355	0 0 0 107,458	0 0 108,828	0 0 109,446 0 0 2,661 42 2 2,645	0 0 0 109,492 0 0 2,634 44 42 2,689	0 0 0 109,378 0 0 0,2,665 48 48 2 2,715	0 0 109,291	0 0 109,142 0 0 0 0 2,668 41 1 1 2,659		
Small C&I Medium / Large C&I Streetlights Total unther 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 unther of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unther of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Small C&	0 0 0 104,434	0 0 0 106,355	0 0 0 107,458 0 0 0 2,578 41 2 2,621 0 0	0 0 0 108,828	0 0 109,446	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,378 0 0 0 2,665 48 2 2,715 0 0	0 0 109,291 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Inher 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 Inher of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Inher of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Medium / Large C&I Streetlights Total Inher of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 104,434	0 0 0 106,355	0 0 0 107,458	0 0 108,828 0 0 0 2,660 42 2,2644 0 0 0 115	0 0 109,446	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unther 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 unther of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unther of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Streetlights Small C&I Streetlights Streetlights	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,142		
Small C&I Medium / Large C&I Streedights Total Inher of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streedights Total Inher of customers by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Streedights Total Inher of customers by customer class, with required deposits with the company at the beginning of t Residential Small C&I Streedights Total Inher of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Modium / Large C&I Streedights Total Modium / Large C&I Streedights Total	0 0 0 104,434	0 0 0 106,355	0 0 0 107,458	0 0 108,828 0 0 0 2,660 42 2,2644 0 0 0 115	0 0 109,446	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total under 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 under of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total under of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Streetlights Total Streetlights Total Streetlights Total The of Customers and Call Streetlights Total	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,142		
Small C&I Medium / Large C&I Streedights Total Inher of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streedights Total Low Income Residential Small C&I Streedights Total Low Incomes Residential Small C&I Streedights Total Low Income Residential Small C&I Smell C&I S	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Uniber of existomers dropping off the low-income discount rate program during the period Residential Low Income Residential Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Uniber of existomers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Uniber of existomers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Medium / Large C&I Streetlights Total Uniber of existomers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Inher 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 Inher of customers, by customer class, with required deposits with the company at the beginning of of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Streetlights Total Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Income Residential Low Income Residential	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Uniber of existences dropping off the low-income discount rate program during the period Residential Low Income Residential Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Low Income Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of existences, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Medium / Large C&I Streetlights Total Under of existences, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of existences, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total University of the Company of the Company of the Residential Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Inher 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 Inher of customers, by customer class, with required deposits with the company at the beginning of of Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers, by customer class, with required to submit new deposits or increased deposits during Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers, by customer class, required to submit new deposits or increased deposits during Residential Small C&I Smell C&I Streetlights Total Inher of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Smell ghts	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unber 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 unber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unber of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unber of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Small C&I Medium / Large C&I Streetlights Total Unwin Foreigne Company of the Company of the Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total	0 0 0 104,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 10	0 0 0 109,378 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total University of Customer dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total University of Continuer Cass, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total University of Continuer Cass, required to submit new deposits or increased deposits during the Continuer Cass of Cass of Continuer Cass of Cas	0 0 0 194,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 0 109,446	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total unber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under Ocustomers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Small C&I Medium / Large C&I Streetlights Total Under Ocustomers, by customer class, whose deposits were returned in full during the period Residential	0 0 0 104,434 0 0 0 0 2,2524 42 2 2 2,568 0 0 98 1 1 0 99	0 0 0 106,355	0 0 0 107,458	0 0 0 108,828	0 0 109,446 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 2,668 2,668 2,715 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Uniber 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 Uniber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Uniber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Uniber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium of Large C&I Residential Low Income Residential	0 0 0 194,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlishs Total Inter 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 Streetlights Inter of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inter of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inter of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inter of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Streetlights Total Inter of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I Streetlights Total Inter of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I Small	0 0 0 104,434 0 0 0 0 2,254 42 2 2,2568 0 98 1 1 0 99	0 0 0 106,355	0 0 0 107,458	0 0 0 108,828	0 0 0 109,446	0 0 109,492 0 109,492 0 0 1 10 10 10 10 10 10 10 10 10 10 10	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		
Small C&I Medium / Large C&I Streetlights Total Uniber 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 Uniber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Uniber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Uniber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium of Large C&I Residential Low Income Residential	0 0 0 194,434	0 0 0 106,355	0 0 0 107,488	0 0 0 108,828	0 0 109,446	0 0 109,492 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 109,378	0 0 0 109,291	0 0 0 109,142		

							2020						
	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class	242.57	242.1	241.633	241.65	241.651	241.415	241 205	240.21-	240.15"	240.251	240.75	242.42
	Residential Low Income Residential	242,579 29,036	242,120 29,560	241,657 29,801	241,634 30,012	241,654 29,948	241,415 30,099	241,382 29,967	240,317 30,820	240,158 30,531	240,376 30,987	240,752 29,748	243,424 30,378
	Small C&I	24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	24,713
	Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	4,276
	Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	302,791
2	Number of customers, by customer class, disconnected during the period		_										_
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	29		38	0	0	0	0	0	0	0	3	49
	Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	0
	Total	29	86	38	0	0	0	0	0	0	0	3	49
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
	Residential	4,749 20	5,648 24	4,251 17	0	0	0	0	0	0	0	1 0	0
	Low Income Residential Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	1,061
	Medium / Large C&I	140	147	73	0	0	0	0	0	148	55	61	155
	Total	5,858	6,869	4,814	0	0	0	0	0	598	277	366	1,216
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	2,797 20	3,253 21	1,596	0	0	0	0	0	0	1 0	1 0	0
	Low Income Residential Small C&I	374	575	407	0	0	0	0	0	0	435	156	375
	Medium / Large C&I	79	79	51	0	0	0	0	0	0	98	9	40
	Total	3,270	3,928	2,061	0	0	0	0	0	0	534	166	415
4	Number of customers, by customer class, reconnected during the period												
	Residential	0	0	0	10 11	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	11	Ü	26	11	0	0	0	0	0	0	0	29
	Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	0
	Total	11			22	0	0	0	0	0	0	1	29
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	0 11		0 24	0	0	0	0	0	0	0	0	0 26
	Smail C&I Medium / Large C&I	0		0		0	0	0	0	0	0	0	0
	Total	11			0	0	0	0	0	0	0	1	26
6	Number of customers, by customer class, assessed credit card fees or charges during the period				_						-		
	Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	4,715
	Low Income Residential	0 197	0 274	201	0 154	0 110	0 140	101	0 80	72	95	0 81	130
	Small C&I Medium / Large C&I	35	30	201	20	110	140	101	6	9	95	16	22
	Total	5,709	6,061		5,943	5,775	5,478	5,153	4,465	4,722	4,709	4,408	4,867
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	3		5	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	4,378 599	4,458 636	2,280 258	0	0	0	0	0	0	0	0	0
	Total	4,980			0	0	0	0	0	0	0	0	0
8	Number of customers, by customer class, taking service at the beginning of the period under existing defer	rred payment			vstart and Cov	id AMP)				-			
	Residential	514	490	687	878	886	968	855	774	567	575	688	733
	Low Income Residential	108	69	72	80	95	127	113	97	69	68	68	62
	Small C&I	2	2	9	6	5	13	12	10	0	4	1	31
	Medium / Large C&I	625			965	988	1,110	981	883	638	651	10 767	827
9	Number of customers by customer class, completing deferred payment arrangements during the period(ex				,33	,50	2,2.0	701	000	030	0.51	,3,	027
	Residential	40	21	14	46	58	82	127	118	132	92	55	39
	Low Income Residential	10		3	6	10	15	24	18	18	14	3	5
	Small C&I	0		0	1	1	6	1 0	4	2	3	0	0
	Medium / Large C&I Total	50	28	17	1 54	0 69	1 104	152	0 140	156	109	1 59	44
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the per				34	03	104	132	140	130	107	37	
-	Residential	371	517	713	929	435	276	368	243	357	573	353	659
	Low Income Residential	18	38	52	89	77	42	38	27	46	55	28	30
	Small C&I	0	11	8	10	18	9	10	3	7	1 7	0	0
	Medium / Large C&I Total	389	568	773	1,030	532	329	418	1 274	414	636	19 400	695
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period				1,030	332	327	710	2/4	714	030	400	0/3
	Residential	3		17	21	3	7	7	6	9	2	6	4
	Low Income Residential	0		0	2	0	0	0	2	2	3	0	0
	Small C&I	0		1	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0	5	0 18	0 23	0	7	0	0 8	0 11	0 5	0 6	0
12	Number of customers taking service at the beginning of the period under existing hardship protections (C						7	/	8	- 11	3	6	4
**	Residential	3,209	3,238			2,586	2,698	2,688	2,650	2,649	2,613	2,812	3,053
	Low Income Residential	15,459	16,294	17,109	17,615	1,761	1,711	1,678	1,643	1,623	1,573	17,728	17,959
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	18,668	19,532	20.539	21.130	4,347	4.409	4,366	4.293	4.272	4.186	0 20,540	21,012
	I Otal	15,068	19,532	20,539	21,130	4,34/	4,409	4,300	4,293	4,2/2	4,186	20,540	21,012

							2020						
ſ	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period				1				Ü				
	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15
	Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	249	224	18,124	320	204	87	65	71	101	134	84	63
14	Number of customers enrolling in new hardship protections during the period												
	Residential	196	146	173	18	16	18	10	9	14	271	39	33
	Low Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	500
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,079	980	753	131	96	78	58	51	68	1,389	292	533
15	Number of customers, by customer class, completing an AMP program during the period	0				0		0	0			0	
	Residential Low Income Residential	6	0 17	0 23	0 39	51	0 46	36	26	0 31	0 23	6	0
	Small C&I	0	0	0	0	0	0	0	20 0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6	17	23	39	51	46	36	26	31	23	6	1
16	Number of customers, by customer class, enrolling in an AMP program during the period		.,	20	5,		-10	50	20	51	20		•
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	33	95	128	218	239	216	163	212	281	219	206	90
•	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	33	95	128	218	239	216	163	212	281	219	206	90
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	2	2	2	1	3	0	0	2	3	4	0
	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41
	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	27	74	117	180	180	169	142	167	232	223	151	119
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	315	157	93	90	113	84	90	121	132	133	183	264
1	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
Ì													
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I Total	0 315				0 113	0 84		0 121	132	0 133	0 183	264
19	Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period	315	0 157	93	0 90	113	84	9 0	121	132	133	183	264
19	Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential	315	0 157 0	0 93 0	0 90 0	113	84	0 90 0	121	132	133	183	264
19	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential	0 29,953	0 157 0 29,980	0 93 0 30,019	0 90 0 30,618	0 30,351	0 30,307	0 90 0 31,344	0 30,807	0 30,884	0 31,178	0 30,480	0 30,547
19	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l	0 29,953 0	0 157 0 29,980 0	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0	0 30,807 0	0 30,884 0	0 31,178 0	0 30,480 0	0 30,547 0
19	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l	0 29,953 0 0	0 157 0 29,980 0	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total	0 29,953 0	0 157 0 29,980 0	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0	0 30,807 0	0 30,884 0	0 31,178 0	0 30,480 0	0 30,547 0
	Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium 7 Large C&I Total Number of customers dropping off the low-income discount rate program during the period	0 29,953 0 0 29,953	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium/Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential	0 29,953 0 0	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium 7 Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	0 29,953 0 0 29,953	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Small C&l Small C&l Small C&l Small C&l Small C&l	0 29,953 0 0 29,953	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
	Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 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 dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 29,953 0 0 29,953	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
20	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Medium / Large C&l Total	315 0 29,953 0 0 29,953 Unable to Obta	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0	0 31,178 0 0	0 30,480 0 0	0 30,547 0 0
	Medium & Large C&I Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 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 dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	315 0 29,953 0 0 29,953 Unable to Obta	0 157 0 29,980 0 0 29,980 sin Data	0 93 0 30,019 0	0 90 0 30,618 0	0 30,351 0	0 30,307 0	0 90 0 31,344 0 0	0 30,807 0 0	0 30,884 0 0 30,884	133 0 31,178 0 0 31,178	0 30,480 0 0	0 30,547 0 0
20	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total	315 0 29,953 0 0 29,953 Unable to Obta	0 157 0 29,980 0 0 29,980	0 93 0 30,019 0 0 30,019	0 90 0 30,618 0 0 30,618	113 0 30,351 0 0 30,351	84 0 30,307 0 0 30,307	0 90 0 31,344 0 0 31,344	121 0 30,807 0 0 30,807	0 30,884 0	0 31,178 0 0	183 0 30,480 0 0 30,480	264 0 30,547 0 0 30,547
20	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	315 0 29,953 0 0 29,953 Unable to Obta	0 157 0 29,980 0 0 29,980 iiin Data	0 93 0 30,019 0 30,019	0 90 0 30,618 0 0 30,618	0 30,351 0 0 30,351	84 0 30,307 0 0 30,307 30,307	0 90 0 31,344 0 0 31,344	0 30,807 0 0 30,807	132 0 30,884 0 0 30,884	133 0 31,178 0 0 31,178 31,178	0 30,480 0 0 30,480 0 30,480	264 0 30,547 0 0 30,547
20	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Low Income Residential Small C&l Residential Low Income Residential Small C&l Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Wedium / Large C&l Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&l	315 0 29,953 0 0 29,953 Unable to Obta	0 157 0 29,980 0 29,980 sim Data 0 0 0 1,298	0 93 0 30,019 0 30,019	0 90 0 30,618 0 0 30,618	0 30,351 0 30,351 30,351	0 30,307 0 0 30,307 30,307	0 90 0 31,344 0 0 31,344	0 30,807 0 0 30,807 30,807	0 30,884 0 30,884 0 30,884	0 31,178 0 31,178 0 31,178	0 30,480 0 30,480 0 30,480	0 30,547 0 0 30,547
20	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&l Medium / Large C&l	315 0 29,953 0 0 29,953 Unable to Obta	0 157 0 29,980 0 0 29,980 siin Data 0 0 0 1,298	0 93 0 30,019 0 30,019 0 30,019	0 90 0 30,618 0 0 30,618	0 30,351 0 30,351 30,351	0 30,307 0 30,307 30,307	0 90 0 31,344 0 0 31,344	0 30,807 0 30,807 0 30,807	0 30,884 0 0 30,884 0 0 30,884	0 31,178 0 0 31,178 0 0 31,178	0 30,480 0 30,480 0 30,480	0 30,547 0 30,547 0 30,547
20	Medium & Large C&l Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&l Medium / Large C&l Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&l Medium / Large C&l Total Medium / Large C&l Total	315 0 29,953 0 0 29,953 Unable to Obta period 0 1,295 193 1,488	0 157 0 29,980 0 29,980 sim Data 0 0 0 1,298	0 93 0 30,019 0 30,019	0 90 0 30,618 0 0 30,618	0 30,351 0 30,351 30,351	0 30,307 0 0 30,307 30,307	0 90 0 31,344 0 0 31,344	0 30,807 0 0 30,807 30,807	0 30,884 0 30,884 0 30,884	0 31,178 0 31,178 0 31,178	0 30,480 0 30,480 0 30,480	0 30,547 0 0 30,547
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1	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class Residential	242,553	242,635	242,201	242,260	241.781	241.375	241.124	240.015	240,601	239,761	244,178	243,374
	Low Income Residential	30,336	30,706	31,070	31,316	31,504	31,713	31,876	31,917	31,978	30,935	30,932	30,999
	Small C&I	24,620	24,680	24,647	24,630	24,486	24,544	24,445	24,362	24,349	24,299	24,403	24,535
	Medium / Large C&I	4,235	4,404	4,097	4,227	4,220	4,220	4,221	4,181	4,255	4,180	4,224	4,202
2	Total	301,744	302,425	302,015	302,433	301,991	301,852	301,666	300,475	301,183	299,175	303,737	303,110
2	Number of customers, by customer class, disconnected during the period Residential	0	0	0	0	0	0	260	318	279	132	46	- 0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	50	40	75	93	71	80	60	35	8	6	3	9
	Medium / Large C&I Total	0 50	0 40	0 75	93	0 71	0 80	320	0 353	0 287	0 138	0 49	9
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	30	40	13	,,,	/1	80	320	555	207	130	7/	
	Residential	1	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	3
	Low Income Residential	0	0	1 571	8,319	4,177	30	1,107	2,627	3,080	2,156	478	0
	Small C&I Medium / Large C&I	1,192 171	1,381 165	1,571	1,217 181	909 104	847 124	569 168	467 127	425 140	427 115	423 120	787 186
	Total	1,364	1,546	1,753	32,105	17,086	2,568	3,910	10,044	10,930	7,906	2,172	976
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
	Residential	0	0	0	0	0	0	1,580	2,152	5,639	4,245	3,761	158
	Low Income Residential Small C&I	0 423	0 581	735	0 685	530	0 543	53 480	1,121 313	2,262 324	1,758 251	730 330	312
	Small C&I Medium / Large C&I	423 56	59	73	57	530	543	480 81	313 44	324 70	67	76	79
	Total	479	640	808	742	581	600	2,194	3,630	8,295	6,321	4,897	551
4	Number of customers, by customer class, reconnected during the period												
	Residential Low Income Residential	0	0	0	0	0	0	71	67 33	98 51	69 21	23 17	4
	Small C&I	24	25	31	27	10	18	16	8	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	Total	26	28	33	29	11	20	90	108	151	96	45	11
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders or	0	0	0	0	0	0	(2	"	97		23	- 4
	Residential Low Income Residential	0	0	0	0	0	0	62	66 33	51	66 21	17	3
	Small C&I	23	24	29	27	10	18	15	7	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	Total	25	27	31	29	11	20	79	106	150	93	45	10
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	6,210
	Low Income Residential	0	0	0	0	0,000	0	0	0	0,021	0,770	0,251	0,210
	Small C&I	189	186	230	191	128	119	109	82	75	90	104	140
	Medium / Large C&I	6,039	18	20	18	25	24	8	5,958	6	11	6,355	36 6,386
7	Total Number of customers, by customer class, assessed late payment fees or charges during the period	6,039	5,573	6,802	6,057	6,243	6,015	6,092	5,958	6,705	6,871	6,355	6,386
,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2,670
	Medium / Large C&I Total	0	0	0	0	0	0	0	0	0	0	0	420 3,090
8	Number of customers, by customer class, taking service at the beginning of the period under existing defer			-	-	-	-					-	-,,,,
	Residential	920	752	730	740	931	1,548	2,370	3,005	2,958	3,134	3,849	3,481
	Low Income Residential	56	42	60	90	108	150	239	296	278	309 4	446 5	374 4
	Small C&I Medium / Large C&I	29	0 26	28	24	24	24	21	21	20	14	10	11
	Total	1,006	820	818	854	1,063	1,722	2,630	3,323	3,258	3,461	4,310	3,870
9	Number of customers by customer class, completing deferred payment arrangements during the period(ex												
	Residential	24	18	34	26	38	53	76	135	149	213	234	131
	Low Income Residential Small C&I	6	0	7	7	1	13	16	28	29	34	106	15
	Medium / Large C&I	1	3	2	0	3	3	3	1	4	4	1	1
	Total	32	21	43	33	42	69	95	164	183	251	341	147
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the per	222	262	240	450	1.012	1.610	1.502	1 240	1.000	2.252	1 470	1.242
	Residential Low Income Residential	232 15	263 41	340 62	459 58	1,013 86	1,618 171	1,503 171	1,249 119	1,686 188	2,353 380	1,470 273	1,243 111
	Small C&I	0	0	02	0	1	0	1/1	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
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	2	4	5	12	7	23	11	31	27	21	22	
	Low Income Residential	0	1	0	12	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
12	Total Number of customers taking service at the beginning of the period under existing hardship protections (C	2	5	5	13	11	24	15	32	30	25	25	4
12	Residential	3,714	3,795	3,800	2,378	2,366	2,465	2,411	2,368	2,331	2,311	2,404	2,895
	Low Income Residential	16,995	17,520	18,190	1,313	1,378	1,459	1,498	1,545	1,665	1,682	1,793	17,251
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I 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
	· viii	20,709	21,013	21,770	3,071	3,/44	3,724	3,709	3,713	3,770	3,773	4,17/	20,140

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	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period												
ŀ	Residential	5	5	1,377	19	39	39	40	43	44	43	31	26
ŀ	Low Income Residential Small C&I	41	31 0	18,561	81 0	59	51 0	47 0	37 0	71 0	129	126 0	97
ŀ	Smail C&I 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 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
Į.	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0 852	910	0 468	0 170	0 171	0 161	0 174	232	0 237	0	0 17,958	605
15	Number of customers, by customer class, completing an AMP program during the period	852	910	408	1/0	1/1	101	1/4	232	231	196	17,958	003
1.5	Residential	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Low Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	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					0					0	0	0
ŀ	Residential Low Income Residential	0 125	0 134	0 296	0 758	972	0 842	0 466	0 854	1,024	673	316	89
ŀ	Small C&I	0	0	0	0	0	0	400	0	1,024	0/3	0	0
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Ī	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
ŀ	Low Income Residential	63	39	94	154	145	147	119	242	343	242	198	54
ŀ	Small C&I Medium / Large C&I	85 0	61	77	44 0	40	37 1	33	14	20	26	23	21
- 1	Total	148	101	172	201	186	186	156	262	366	272	223	79
18	Number of customers, by customer class, dropping off an AMP program during the period	140	101	1/2	201	100	100	130	202	300	2/2	223	- 17
	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
L	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
10	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
ŀ	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
Į.	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												
ŀ	Residential Low Income Residential												
ŀ	Low income Residential Small C&I												
F	Medium / Large C&I												
Ī	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the												
	Residential	0	0										
ļ				0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
-	Small C&I	0 794	0 793	0 779	761	0 740	720	0 699	0 703	0 698	0 716	0 738	754
ļ	Small C&I Medium / Large C&I	0 794 141	0 793 140	0 779 135	761 128	740 121	720 117	0 699 110	0 703 108	0 698 107	0 716 103	738 100	754 99
22	Small C&l Medium / Large C&l Total	0 794	0 793	0 779	761	0 740	720	0 699	0 703	0 698	0 716	0 738	754
22 1	Small C&I Medium / Large C&I	0 794 141	0 793 140 933	0 779 135 914	761 128	740 121	720 117	0 699 110	0 703 108	0 698 107	0 716 103	738 100	754 99
22	Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential	0 794 141 935	0 793 140 933 0	0 779 135 914 0 0	0 761 128 889 0	0 740 121 861 0 0	0 720 117 837	0 699 110 809 0	0 703 108 811 0	0 698 107 805	0 716 103 819 0	0 738 100 838 0	754 99 853 0
22	Small C&I Medium / Large C&I Total Tumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Small C&I	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0	0 740 121 861 0 0	0 720 117 837 0 0 9	0 699 110 809 0 0	0 703 108 811 0 0 0 25	0 698 107 805 0 0	0 716 103 819 0 0 40	0 738 100 838 0 0 52	754 99 853 0 0
22	Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0 19	0 740 121 861 0 0 14 2	0 720 117 837 0 0 9	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 40 2	0 738 100 838 0 0 0 52	754 99 853 0 0 39
	Small C&I Medium/Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium/Large C&I Total	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0	0 740 121 861 0 0	0 720 117 837 0 0 9	0 699 110 809 0 0	0 703 108 811 0 0 0 25	0 698 107 805 0 0	0 716 103 819 0 0 40	0 738 100 838 0 0 52	754 99 853 0 0
	Small C&I Medium / Large C&I Total Vumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone durin	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0 19	0 740 121 861 0 0 14 2	0 720 117 837 0 0 9	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 40 2	0 738 100 838 0 0 0 52	754 99 853 0 0 39
	Small C&I Medium / Large C&I Total Newber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0 19	0 740 121 861 0 0 14 2	0 720 117 837 0 0 9	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 40 2	0 738 100 838 0 0 0 52	754 99 853 0 0 39
	Small C&I Medium / Large C&I Total Vumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone durin	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0 19	0 740 121 861 0 0 14 2	0 720 117 837 0 0 9	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 40 2	0 738 100 838 0 0 0 52	754 99 853 0 0 39
	Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Low Income Residential	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0 19	0 740 121 861 0 0 14 2	0 720 117 837 0 0 9	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 40 2	0 738 100 838 0 0 0 52	754 99 853 0 0 39
23	Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Total	0 794 141 935 0 0 10	0 793 140 933 0 0 13	0 779 135 914 0 0 13	0 761 128 889 0 0 19	0 740 121 861 0 0 14 2	0 720 117 837 0 0 9	0 699 110 809 0 0 11 2	0 703 108 811 0 0 0 25	0 698 107 805 0 0 18	0 716 103 819 0 0 40 2	0 738 100 838 0 0 0 52	754 99 853 0 0 39
23	Small C&I Medium/Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium/Large C&I Total New Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period	0 794 141 935 0 0 10 11	0 793 140 933 0 0 13 2 15	0 779 135 914 0 0 13 1 1	0 761 128 889 0 0 19 2 21	0 740 121 861 0 0 14 2 16	0 720 117 837 0 0 9 1 10	0 699 110 809 0 0 111 2 13	0 703 108 811 0 0 25 0 25	0 698 107 805 0 0 18 1 19	0 716 103 819 0 0 40 2 42	0 738 100 838 0 0 52 0 52	754 99 853 0 0 39 4 43
23	Small C&I Medium / Large C&I Total Vumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Small C&I Medium / Large C&I Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Small C&I Medium / Large C&I Total	0 794 141 935 0 0 10 11 11	0 793 140 933 0 0 13 2 15	0 779 135 914 0 0 0 13 1 1 14	0 761 128 889 0 0 0 19 2 21	0 740 121 861 0 0 14 2 16	0 720 117 837 0 0 9 1 10	0 699 110 809 0 0 11 2 13	0 703 108 811 0 0 0 25 0 25	0 698 107 805 0 0 18 1 1	0 716 103 819 0 0 40 2 42	0 738 100 838 0 0 0 52 0 52	754 99 853 0 0 39 4 43
23	Small C&I Medium/Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium/ Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	0 794 141 935 0 0 10 11 11	0 793 140 933 0 0 13 2 15	0 779 135 914 0 0 13 1 1 14	0 761 128 889 0 0 0 19 2 2 2 2 2 1	0 740 121 861 0 0 14 2 16	0 720 117 837 0 0 0 9 1 1 10	0 699 1110 809 0 0 111 2 13	0 703 108 811 0 0 0 25 0 25 0 0	0 698 1077 805 0 0 18 11 19	0 716 103 819 0 0 40 2 42	0 738 100 838 0 0 52 0 52 0	754 99 853 0 0 0 39 4 4 43
23	Small C&I Medium / Large C&I Total Vumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Small C&I Medium / Large C&I Total Vumber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Small C&I Medium / Large C&I Total	0 794 141 935 0 0 10 11 11	0 793 140 933 0 0 13 2 15	0 779 135 914 0 0 0 13 1 1 14	0 761 128 889 0 0 0 19 2 21	0 740 121 861 0 0 14 2 16	0 720 117 837 0 0 9 1 10	0 699 110 809 0 0 11 2 13	0 703 108 811 0 0 0 25 0 25	0 698 107 805 0 0 18 1 1	0 716 103 819 0 0 40 2 42	0 738 100 838 0 0 0 52 0 52	754 99 853 0 0 39 4 43

	EMA Gas	Jan	Feb	Mar	Apr	May	Jun 20	Jul	Aug	Sep	Oct	Nov	Т
1	Number of customers, by customer class	Jun -	100	.,,,,,,	р.	may	01171	<i>0</i>	8	Зер	Oc.		+
	Residential	243,308	243,095	242,517	243,430	242,533	241,930	241,775	241,336	241,989	243,565	243,728	T
	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	
	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	
	Medium / Large C&I	4,228	4,231	4,250	4,196	4,204	4,171	4,223	4,202	4,217	4,220	4,196	
	Total	303,451	303,544	303,288	304,443	303,687	303,533	303,324	302,979	303,560	304,495	304,788	4
2	Number of customers, by customer class, disconnected during the period						240	272	225	260	210	121	+
	Residential	0	0	0	1	4	248	373	235	360	218	121	
	Low Income Residential	22	0 27	0 27	0 44	0 41	0 57	0 32	12	7	15	0 10	
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Total	22	27	27		45	305	405	247	367	233	131	
.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period					40	505	405	24/	507	200	101	۰
	Residential	0	0	964	2,007	1,876	8,200	16,266	7,908	6,907	6,839	3,584	Ť
	Low Income Residential	0	0	0	837	654	2,412	5,310	3,500	2,847	2,761	1,186	
	Small C&I	1,060	1,159	1,503	929	1,030	931	699	653	532	531	613	
	Medium / Large C&I	183	176	221	166	159	177	148	154	159	143	154	
	Total	1,243	1,335	2,688	3,939	3,719	11,720	22,423	12,215	10,445	10,274	5,537	
.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												1
	Residential	0	0	0	931	1,821	2,176	5,865	10,245	5,395	5,316	2,682	
	Low Income Residential	0 412	538	0	330	531	623	1,931 539	3,948	2,251 383	2,149	834 335	
	Small C&I			781	804 95	612	603		469		382 95	335 72	
	Medium / Large C&I Total	74 486	67 605	104 885		82 3,046	86 3,488	71 8,406	84 14,746	83 8,112	7,942	3,923	
4	Number of customers, by customer class, reconnected during the period	480	003	000	2,100	3,040	3,468	0,400	14,/40	0,112	1,742	3,923	+
7	Residential Residential	0	0	0	0	1	59	135	81	96	81	60	+
	Low Income Residential	0	0	0	0	0	20	42	33	55	50	40	
	Small C&I	14	13	14		8	14	5	2	1	7	7	
	Medium / Large C&I	0	1	1	1	0	1	2	0	2	1	0	
	Total	14	14	15	10	9	94	184	116	154	139	107	
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders of												
	Residential	0	0	0	0	0	59	133	76	94	75	60	
	Low Income Residential	0	0	0	0	0	19	40	33	53	44	40	
	Small C&I	14	11	14			14	5	2	1	5	6	
	Medium / Large C&I	0	1	1	1	0	1	2	0	1	0	0	
	Total	14	12	15	10	8	93	180	111	149	124	106	+
6	Number of customers, by customer class, assessed credit card fees or charges during the period	6,255	(224	7 121	7.420	7.102	7.020	0.700	0.077	7.000	7 770	7.446	+
	Residential Low Income Residential	0,233	6,324	7,121	7,439	7,103	7,029	8,708	8,977	7,696	7,778	7,446	
	Small C&I	156	204	244	289	183	167	130	132	124	148	138	
	Medium / Large C&I	29	18	24	50	40	44	40	29	38	38	45	
	Total	6,440	6,546	7,389	7,778	7,326	7,240	8,878	9,138	7,858	7,964	7,629	
7	Number of customers, by customer class, assessed late payment fees or charges during the period												T
	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	5,241	5,075	5,396	1,661	1,841	1,924	1,652	1,903	2,144	1,786	2,047	
	Medium / Large C&I	727	679 5,754	737	176	184	184	158	215	235	178	221 2,268	
8	Total	5,968	5,/54	6,133	1,837	2,025	2,108	1,810	2,118	2,379	1,964	2,268	+
8	Number of customers, by customer class, taking service at the beginning of the period under existing defer Residential	2,662	1,998	2,001	2,016	2,464	2,150	1,916	2,474	3,526	3,824	3,152	+
	Low Income Residential	2,002	1,998	148	193	2,404	2,130	216	2,474	3,320	661	525	
	Small C&I	230	3	4	8	18	15	12	17	10	10	323 8	_
	Medium / Large C&I	9	6	4	2	3	4	4	5	11	7	3	-
	Total	2,903	2,168	2,157	2,219	2,758	2,418	2,148	2,776	4,031	4,502	3,688	
9	Number of customers by customer class, completing deferred payment arrangements during the period(ex					-,	.,	-,		.,	.,2	-,	Ť
	Residential	43	37	49	43	54	79	101	204	262	385	316	T
	Low Income Residential	10	4	8	10	10	28	13	40	43	71	59	
	Small C&I	0	2	1	1	2	2	1	3	1	2	1	_
	Medium / Large C&I	1	0	0	0	1	2	0	1	2	0	1	
	Total	54	43	58	54	67	111	115	248	308	458	377	1
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the per	50.		10.0	1 255	016	77.	1 22"	2.26"	22:-	1.651	1.500	+
	Residential	594	667	1,048	1,222	810	720	1,338	3,399	2,345	1,664	1,582	
	Low Income Residential Small C&I	50	46 4	129	180 18	99 15	65	123 11	466	580	341	378 7	
	Small C&I Medium / Large C&I	3	- 4 n	2	18	3	4	4	4	1	0	6	
	Total	650	719	1,188	1,421	927	795	1,476	3,876	2,931	2,008	1,973	
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	0.00	,.,	-,.00	.,1	721	.,,5	1,1.0	2,0.0	2,701	2,000	1,770	۲
1	Residential	3	8	5	3	9	14	47	41	24	25	9	Ť
	Low Income Residential	0	0	0	0	1	0	6	11	7	5	7	T
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	Total	3	8	5	3	10	14	53	52	31	30	16	
12	Number of customers taking service at the beginning of the period under existing hardship protections (O												1
	Residential	3,049	2,927	3,151	2,200	2,220	2,203	2,153	2,321	2,102	2,332	2,303	1
	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	+
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0											

							20:	22					
- 1	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship 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 Total	106	155	172	19,137	137	94	126	190	200	243	251	159
14	Number of customers enrolling in new hardship protections during the period	100	155	1/2	17,137	137	74	120	170	200	243	231	137
17	Residential	114	93	109	53	67	64	99	113	66	80	414	118
	Low Income Residential	794	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	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	908	810	933	232	307	230	305	372	275	361	17,321	830
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	23	0 47	0 82	0	0	0	0	0 91	0	0	0	0
	Low Income Residential Small C&I	0	0	82 0	129	143	109	100	91	61	36 0	20 0	11
	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	_		_	-	-							
	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
10	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 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	200	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		178	51
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	693	321	2,509	305	367	338	536	440	547	727	587	772
	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
19	Total Number of customers enrolling in the low-income discount rate program during the period	693	321	2,509	305	367	338	536	440	547	727	587	772
19	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	31,407	31,831	32,421	32,752	32,959	33,340	33,205	32,987	33,261	32,705	33,000	33,051
	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	31,407	31,831	32,421	32,752	32,959	33,340	33,205	32,987	33,261	32,705	33,000	33,051
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the												
	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	755	761	764	749	754	742	743	736	742	750	761	777
	Medium / Large C&I	100	99	101	99	97	97	95	98	96	97	95	100
	Total	855	860	865	848	851	839	838	834	838	847	856	877
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the	-	-			-			,		-		
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
•	Low Income Residential Small C&I	31	30	0 28	24	28	0 14	32	9	27	0 33	25	36
	Medium / Large C&I	6	6	4	4	3	2	32	5	3	2	3	8
	Total	37	36	32	28	31	16	35	14	30	35	28	44
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during												
	Residential												
	Low Income Residential												
,	Small C&I												
	Medium / Large C&I												
	Total												
24	Total Number of customers, by customer class, whose deposits were returned in full during the period						_					-	
24	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	0
24	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 0 20
24	Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&B	0 30	0 23	0 26	0	0 23	0 26	0	0	0 21	0 25	0	20
24	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	

	ſ						202	13					
J	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	244,940	242,975	243,752	242,820	243,057	242,519	242,706	242,692	242,611			
	Low Income Residential Small C&I	32,860 24,573	33,110 24,505	33,859 24,568	33,964 24,423	34,727 24,377	34,943 24,368	34,924 24,316	34,886 24,216	34,831 24,228			
	Medium / Large C&I	4,210	4,239	4,228	4,186	4,222	4,193	4,202	4,185	4,219			
	Total	306,583	304,829	306,407	305,393	306,383	306,023	306,148	305,979	305,889			
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	154	152	273	386	273			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I Medium / Large C&I	32	35	31	70 0	13	18	54	21	20			
	Total Total	32	35	31	70	167	170	327	407	293			
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period	52	55	51	70	107	170	52.	407	2,0			
	Residential	11	6	7	11,845	21,140	12,246	9,691	8,526	7,278			
	Low Income Residential	0	0	0	4,363	6,108	3,774	3,759	3,626	3,006			
	Small C&I	1,178	1,236	1,386	1,100	1,291	855	710	681	505			
	Medium / Large C&I Total	207 1,396	180 1,422	200 1,593	169 17,477	173 28,712	176 17,051	158 14,318	164 12,997	137 10,926			
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	1,390	1,422	1,393	17,477	20,/12	17,031	14,316	12,997	10,720			
3.2	Residential	0	0	0	2,577	9,303	10.129	7,670	7,854	5,687			
	Low Income Residential	0	0	0	139	4,051	3,516	2,111	3,174	2,502			
	Small C&I	490	618	830	746	800	735	578	547	411			
	Medium / Large C&I	71	69	102	96	92	107	70	102	95			
	Total	561	687	932	3,558	14,246	14,487	10,429	11,677	8,695			
4	Number of customers, by customer class, reconnected during the period Residential	0	1	0	0	46	53	71	117	83			-
	Low Income Residential	1	0	0	0	13	26	25	77	42			-
	Small C&I	19	18	17	15	4	20	6	4	6			
	Medium / Large C&I	1	1	0	1	0	0	2	1	0			
	Total	21	20	17	16	63	81	104	199	131			
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders of												
	Residential	0	1	0	0	43	53	69	115	80			
	Low Income Residential Small C&I	1 17	0 18	0 16	0 15	13	26 2	22 5	75 4	40			
	Medium / Large C&I	1	10	0	13	0	0	2	1	0			
	Total	19	20	16	16	60	81	98	195	126			
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	7,662	7,747	8,457	39	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	236 77	323 48	273 69	305 68	281 56	316 77	285 47	340 94	213 49			
	Medium / Large C&I Total	7,975	8,118	8,799	412	337	393	332	434	262			
7	Number of customers, by customer class, assessed late payment fees or charges during the period	1,515	0,110	0,777	112	007	5,5	552	101	202			
,	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	1,652	2,154	2,219	1,728	2,083	2,201	1,838	2,022	1,609			
	Medium / Large C&I Total	148 1,800	216 2,370	217 2,436	179 1,907	213 2,296	185 2,386	157 1,995	194 2,216	187 1,796			
8	Number of customers, by customer class, taking service at the beginning of the period under existing defer	1,800	2,370	2,436	1,907	2,296	2,386	1,995	2,216	1,/90			
0	Residential	2,460	1,506	1,485	1,416	1,714	2,672	4,026	4,183	3,840			
	Low Income Residential	362	212	190	170	175	254	446	636	572			
	Small C&I	7	6	6	7	15	13	13	14	8			
	Medium / Large C&I	9	5	5	7	6	4	7	4	5			
	Total	2,838	1,729	1,686	1,600	1,910	2,943	4,492	4,837	4,425			
9	Number of customers by customer class, completing deferred payment arrangements during the period(ex Residential	64	37	27	33	61	113	196	345	390		-	-
	Low Income Residential	13	11	9	33 11	19	50	196	74	75			-
	Small C&I	0	2	1	1	3	1	4	4	1			
	Medium / Large C&I	1	0	2	0	0	1	0	0	0			
	Total	78	50	39	45	83	165	244	423	466			
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the per												
	Residential	438	504	741	774	2,047	3,888	2,342	2,323	1,650			
	Low Income Residential Small C&I	36 5	50 9	53 20	67 16	185 17	457 11	527 16	354 15	407			
	Medium / Large C&I	1	1	5	2	4	5	4	5	3			-
	Total	480	564	819	859	2,253	4,361	2,889	2,697	2,068			
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period												
	Residential	9	6	6	12	40	27	26	22	18			
	Low Income Residential	0	1	4	1	2	8	8	8	7			
	Small C&I	0	0	0	0	0	0	0	0	0		-	-
	Medium / Large C&I Total	0 9	7	0 10	13	0 42	35	0 34	30	25			
12	Number of customers taking service at the beginning of the period under existing hardship protections (C	,	,	10	13	42	33	54	30	23			
	Residential	2,903	2,936	3,159	2,077	2,237	2,136	2,090	2,233	2,111			
	Low Income Residential	17,335	17,257	18,378	1,592	1,592	1,824	1,945	2,145	2,168			
	Small C&I	0	0	0	1	1	1	2	1	1			
		0 0 20,238	0 0 20,193	0 0 21,537	1 0 3,670	3,830	0 3,961	2 0 4,037	1 0 4,379	1 0 4,280			

							20	23					
	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period												
	Residential	27	33	31	1,042	94	69	43	46	46			
	Low Income Residential	145	133	176	18,167	170	121	86	142	116			
	Small C&I	0	0	0	3	0	0	1	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	172	166	207	19,212	264	190	130	188	162			
14	Number of customers enrolling in new hardship protections during the period												
	Residential	105	162	155	56	135	97	57	70	65			
	Low Income Residential	853	753	933	163	455	275	213	257	229			
	Small C&I	0	0	3	1	0	1	0	0	1			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Total	958	915	1,091	220	590	373	270	327	295			
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential Small C&I	40	30 0	32	65 0	59 0	87	112	45 0	25 0			
		0	0	0		0	0	0	0	0			
	Medium / Large C&I Total	0 40	30	32	0 65	59	87	112	45	25			
16	Number of customers, by customer class, enrolling in an AMP program during the period	40	30	32	0.3	37	0/	112	43	23			
10	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	360	4,359	153	745	1,788	913	694	548	509			
	Small C&I	0	4,339	133	0	1,788	913	094	0	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0		†	
	Total	360	4,359	153	745	1,788	913	694	548	509			
17	Number of customers, by customer class, re-enrolling in an AMP program during the period		3,000			2,.00	7.25						
.,	Residential	0	51	1	2	12	1	5	2	4			
	Low Income Residential	282	2,675	36	188	935	412	382	416	340			
	Small C&I	15	6	23	10	16	17	6	11	9			
	Medium / Large C&I	0	0	1	0	0	1	1	0	0			
	Total	297	2,732	61	200	963	431	394	429	353			
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	436	279	240	3,114	494	604	873	774	841			
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0			
	Medium & Large C&I	0	0	0	0	0	0	0	0	0			
	Total	436	279	240	3,114	494	604	873	774	841			
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	33,118	33,916	34,278	34,882	35,218	35,294	35,150	35,059	35,059			
	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	33,118	33,916	34,278	34,882	35,218	35,294	35,150	35,059	35,059			
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												
21	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential	0	0	0	0	0	0	0	0	0			
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0		1	
	Low Income Residential Small C&I	797	800	806	807	811	817	822	818	815		1	l —
	Medium / Large C&I	105	113	119	122	120	123	128	127	130			
	Total	902	913	925	929	931	940	950	945	945			
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the	702	,13	,23	127	,31	740	/30	/43	,43			
	Residential	0	0	0	0	0	0	0	0	0		1	
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	30	20	22	27	15	23	29	12	25			
	Medium / Large C&I	11	11	7	4	1	7	5	0	6		1	
	Total	41	31	29	31	16	30		12	31			
23		**	J.		J.								
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during												
	Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential												
												1	
	Residential												
	Residential Low Income Residential												
	Residential Low Income Residential Small C&T												
	Residential Low Income Residential Small C&I Medium / Large C&I Total												
	Residential Low Income Residential Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Residential Low Income Residential Small C&I Medium / Large C&I Total 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			
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&I		0 17					0 24		0 28			
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0	0 16 1	0	0	0	0 24 0	0	0 28 3			