

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

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

**NSTAR ELECTRIC - 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	\$194,841,331	\$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	\$234,234,652	\$226,849,087	\$203,763,560	\$190,669,652	\$183,702,440	\$210,925,972	\$269,446,489	\$292,850,396	\$242,372,428	\$202,409,092	\$183,419,619	\$208,849,612
Accounts Receivable	261,264,778	277,511,244	287,735,952	258,071,563	256,706,167	292,529,606	300,321,636	329,163,710	328,666,611	267,942,863	264,895,087	315,636,680
Gross A/R Write-Offs	2,695,765	1,993,481	1,699,004	1,404,054	1,459,307	2,022,306	1,824,363	1,427,051	1,636,744	1,220,344	1,301,005	1,897,231
A/R Recoveries	512,211	582,214	401,597	307,811	275,290	310,514	255,577	314,598	239,988	301,954	302,376	215,467

**NSTAR Gas**

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

**EGMA**

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

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

**NSTAR Electric**

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

**NSTAR Gas**

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

**EGMA**

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

**D.P.U. 20-58-D Data Collection  
(A) Bad Debt - 2022**

**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

**D.P.U. 20-58-D Data Collection  
(A) Bad Debt - 2023**

**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				
2020	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None	—	Yes	None
February	None	—	Yes	None
March	None	\$7,000,000	Yes	None
April	None	—	Yes	None
May	None	—	Yes	None
June	None	\$7,000,000	Yes	None
July	None	—	Yes	None
August	None	—	Yes	None
September	None	\$17,000,000	Yes	None
October	None	—	Yes	None
November	None	—	Yes	None
December	None	\$7,000,000	Yes	None
Total 2020		\$38,000,000		

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

On 7/22/20, S&P issued a new corporate credit rating of A- with stable outlook

On 10/21/20 EGMA, with Eversource Energy, entered into a 364-day \$550M revolving credit agreement

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

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

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

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	\$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
None	—	Yes	None
None	\$10,000,000	Yes	None
None	\$40,000,000		

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

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

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

NSTAR Gas Company				
2022	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None	—	Yes	None
February	None	—	Yes	None
March	None	\$12,500,000	Yes	None
April	None	—	Yes	None
May	None	—	Yes	None
June	None	\$12,500,000	Yes	None
July	None		Yes	None
August	None		Yes	None
September	None	\$12,500,000	Yes	None
October	None		Yes	None
November	None		Yes	None
December	None	\$12,500,000	Yes	None
Total 2022		\$50,000,000		

Eversource Gas Company of MA				
2022	Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
January	None	—	Yes	None
February	None	—	Yes	None
March	None	\$6,500,000	Yes	None
April	None	—	Yes	None
May	None	—	Yes	None
June	None	\$6,500,000	Yes	None
July	None		Yes	None
August	None		Yes	None
September	None	\$6,500,000	Yes	None
October	None		Yes	None
November	None		Yes	None
December	None	\$6,500,000	Yes	None
Total 2022		\$26,000,000		



**D.P.U. 20-58-D Data Collection Requirements  
Financial Health Information - 2023**

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

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	\$14,200,000	Yes	None
None	—	Yes	None
None	—	Yes	None
None	\$14,200,000	Yes	None
None	—	Yes	None
None	\$14,200,000	Yes	None
None	—	Yes	None
None	\$14,200,000	Yes	None
	\$42,600,000		

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

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (WMA) - 2020**

WMA	2020												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>1</b>	<b>Number of customers, by customer class</b>												
Residential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	153,378	
Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420	
Small C&I	21,577	21,576	21,594	21,602	21,574	21,683	21,715	21,722	21,768	21,883	21,903	21,932	
Medium / Large C&I	1,232	1,224	1,223	1,189	1,186	1,207	1,200	1,195	1,222	1,230	1,220	1,228	
Streetlights	4,549	4,547	4,546	4,590	4,540	4,548	4,534	4,528	4,522	4,522	4,553	4,516	
<b>Total</b>	<b>217,575</b>	<b>217,292</b>	<b>216,978</b>	<b>217,717</b>	<b>217,588</b>	<b>217,677</b>	<b>218,086</b>	<b>218,005</b>	<b>217,122</b>	<b>221,217</b>	<b>221,282</b>	<b>221,474</b>	
<b>2</b>	<b>Number of customers, by customer class, disconnected during the period</b>												
Residential	605	668	322	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	26	0	0	0	0	0	0	0	0	0	
Small C&I	15	10	5	0	0	0	0	0	0	0	27	7	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>620</b>	<b>678</b>	<b>353</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>7</b>	
<b>3.1</b>	<b>Number of customers, by customer class, receiving disconnection notices during the period</b>												
Residential	8,020	7,920	4,415	0	0	0	0	0	1	1,709	108	0	
Low Income Residential	767	553	338	0	0	0	0	0	0	65	3	0	
Small C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	974	
Medium / Large C&I	69	65	23	0	0	0	0	0	16	56	26	60	
Streetlights	91	84	57	0	0	0	0	0	15	50	28	51	
<b>Total</b>	<b>10,267</b>	<b>9,749</b>	<b>5,553</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>239</b>	<b>2,476</b>	<b>648</b>	<b>1,085</b>	
<b>4</b>	<b>Number of customers, by customer class, reconnected during the period</b>												
Residential	370	449	259	8	6	7	1	1	0	1	1	0	
Low Income Residential	102	71	43	0	2	0	1	0	1	2	0	0	
Small C&I	33	29	23	3	1	0	1	0	0	0	12	5	
Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0	
Streetlights	2	0	0	0	0	0	0	0	0	0	1	0	
<b>Total</b>	<b>507</b>	<b>549</b>	<b>326</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>14</b>	<b>5</b>	
<b>5</b>	<b>Number of customers, by customer class, assessed reconnection fees or charges during the period</b>												
Residential	367	437	259	5	7	4	2	0	1	0	1	0	
Low Income Residential	102	71	42	0	2	0	0	0	0	2	0	3	
Small C&I	35	30	22	2	1	0	1	0	0	0	11	4	
Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0	
Streetlights	2	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>506</b>	<b>538</b>	<b>324</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>12</b>	<b>7</b>	
<b>6</b>	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
Residential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	3,949	
Low Income Residential	2,618	2,773	2,755	3,032	3,143	3,219	2,816	3,037	2,772	2,538	2,423	2,423	
Small C&I	321	351	294	194	186	188	205	189	199	186	165	225	
Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	11	
Streetlights	20	15	15	10	11	16	13	12	13	13	12	16	
<b>Total</b>	<b>7,776</b>	<b>8,055</b>	<b>7,707</b>	<b>7,423</b>	<b>7,198</b>	<b>7,552</b>	<b>7,695</b>	<b>7,034</b>	<b>7,375</b>	<b>6,986</b>	<b>6,671</b>	<b>6,624</b>	
<b>7</b>	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
Residential	7	9	2	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	2,526	2,588	1,669	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	97	101	58	0	0	0	0	0	0	0	0	0	
Streetlights	239	235	158	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>2,869</b>	<b>2,923</b>	<b>1,887</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>8</b>	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements</b>												
Residential	761	796	788	843	637	573	615	668	784	940	970	1,350	
Low Income Residential	383	299	288	285	232	186	201	188	236	268	196	208	
Small C&I	18	32	17	19	24	27	47	35	43	73	104	174	
Medium / Large C&I	3	2	2	3	0	1	5	4	4	3	6	9	
Streetlights	2	0	1	7	5	5	8	5	2	5	15	24	
<b>Total</b>	<b>1,167</b>	<b>1,129</b>	<b>1,095</b>	<b>1,151</b>	<b>900</b>	<b>792</b>	<b>876</b>	<b>900</b>	<b>1,069</b>	<b>1,289</b>	<b>1,291</b>	<b>1,765</b>	
<b>9</b>	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
Residential	1,158	1,493	1,042	276	233	195	182	153	140	139	153	143	
Low Income Residential	245	294	223	109	142	83	86	52	61	60	38	45	
Small C&I	257	241	161	11	12	12	24	13	10	26	71	73	
Medium / Large C&I	8	8	7	1	0	0	0	0	1	5	3	4	
Streetlights	11	12	4	0	1	0	2	1	1	1	4	6	
<b>Total</b>	<b>1,680</b>	<b>2,048</b>	<b>1,437</b>	<b>397</b>	<b>388</b>	<b>290</b>	<b>294</b>	<b>219</b>	<b>213</b>	<b>231</b>	<b>269</b>	<b>271</b>	
<b>10</b>	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
Residential	1,587	1,841	1,492	473	366	437	477	551	707	689	1,039	535	
Low Income Residential	344	398	369	187	212	177	176	178	237	159	124	135	
Small C&I	284	242	169	28	21	39	35	36	60	94	192	167	
Medium / Large C&I	8	8	9	0	1	4	0	0	0	9	11	7	
Streetlights	11	12	6	5	0	4	3	0	5	12	13	8	
<b>Total</b>	<b>2,234</b>	<b>2,501</b>	<b>2,045</b>	<b>693</b>	<b>600</b>	<b>661</b>	<b>691</b>	<b>765</b>	<b>1,009</b>	<b>963</b>	<b>1,379</b>	<b>852</b>	
<b>11</b>	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
Residential	56	79	61	21	16	12	10	21	27	34	47	63	
Low Income Residential	17	30	31	14	11	8	3	7	6	9	6	4	
Small C&I	7	4	6	2	0	0	0	0	0	0	0	5	
Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	1	0	1	0	2	0	
<b>Total</b>	<b>80</b>	<b>113</b>	<b>99</b>	<b>37</b>	<b>27</b>	<b>20</b>	<b>14</b>	<b>28</b>	<b>34</b>	<b>43</b>	<b>55</b>	<b>72</b>	
<b>12</b>	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
Residential	2,750	3,198	3,344	3,527	3,580	3,594	3,628	3,701	3,738	3,800	1,738	1,742	
Low Income Residential	34,568	36,655	36,941	37,372	38,565	38,721	38,893	40,845	41,235	41,886	39,062	39,872	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>37,318</b>	<b>39,853</b>	<b>40,285</b>	<b>40,899</b>	<b>42,145</b>	<b>42,315</b>	<b>42,521</b>	<b>44,546</b>	<b>44,973</b>	<b>45,686</b>	<b>40,800</b>	<b>41,614</b>	

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(C) Customer Specific Data (WMA) - 2020

WMA	2020											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>13</b>	<b>Number of customers completing hardship protections during the period</b>											
Residential	16	158	23	27	27	6	4	24	12	3,820	79	1,001
Low Income Residential	45	199	23	5	64	1	8	64	13	42,517	100	796
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>61</b>	<b>357</b>	<b>46</b>	<b>32</b>	<b>91</b>	<b>7</b>	<b>12</b>	<b>88</b>	<b>25</b>	<b>46,337</b>	<b>179</b>	<b>1,797</b>
<b>14</b>	<b>Number of customers enrolling in new hardship protections during the period</b>											
Residential	465	305	204	80	37	39	83	60	71	42	1,803	86
Low Income Residential	2,112	512	449	1,197	213	171	1,977	455	650	638	39,917	804
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2,577</b>	<b>817</b>	<b>653</b>	<b>1,277</b>	<b>250</b>	<b>210</b>	<b>2,060</b>	<b>515</b>	<b>721</b>	<b>680</b>	<b>41,720</b>	<b>890</b>
<b>15</b>	<b>Number of customers, by customer class, completing an AMP program during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	55	41	42	53	66	100	62	55	51	32	45	14
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>55</b>	<b>41</b>	<b>42</b>	<b>53</b>	<b>66</b>	<b>100</b>	<b>62</b>	<b>55</b>	<b>51</b>	<b>32</b>	<b>45</b>	<b>14</b>
<b>16</b>	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	143
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>138</b>	<b>168</b>	<b>184</b>	<b>261</b>	<b>368</b>	<b>231</b>	<b>249</b>	<b>317</b>	<b>281</b>	<b>235</b>	<b>161</b>	<b>143</b>
<b>17</b>	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	10	5	7	13	12	7	5	7	10	9	15	10
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>13</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>15</b>	<b>10</b>
<b>18</b>	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	453	265	122	167	130	98	179	213	222	190	168	323
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>453</b>	<b>265</b>	<b>122</b>	<b>167</b>	<b>130</b>	<b>98</b>	<b>179</b>	<b>213</b>	<b>222</b>	<b>190</b>	<b>168</b>	<b>323</b>
<b>19</b>	<b>Number of customers enrolling in the low-income discount rate program during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	40,420
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>37,097</b>	<b>37,364</b>	<b>37,150</b>	<b>38,129</b>	<b>38,338</b>	<b>38,248</b>	<b>39,198</b>	<b>40,183</b>	<b>39,536</b>	<b>41,452</b>	<b>41,192</b>	<b>40,420</b>
<b>20</b>	<b>Number of customers dropping off the low-income discount rate program during the period</b>											
Residential	120	122	11	47	7	10	18	26	97	72	468	782
Low Income Residential	102	111	11	49	20	9	28	52	51	63	382	342
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>222</b>	<b>233</b>	<b>22</b>	<b>96</b>	<b>27</b>	<b>19</b>	<b>46</b>	<b>78</b>	<b>148</b>	<b>135</b>	<b>850</b>	<b>1,124</b>
<b>21</b>	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	57	50	31	36	33	28	28	27	18	20	32	28
Medium / Large C&I	0	0	2	2	1	0	5	4	4	1	2	0
Streetlights	1	1	2	1	1	0	4	2	1	2	0	2
<b>Total</b>	<b>58</b>	<b>51</b>	<b>35</b>	<b>39</b>	<b>35</b>	<b>28</b>	<b>37</b>	<b>32</b>	<b>24</b>	<b>21</b>	<b>36</b>	<b>30</b>
<b>22</b>	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	44	33	37	15	14	27	16	19	34	25	31	29
Medium / Large C&I	2	0	1	0	1	7	1	1	2	2	5	4
Streetlights	1	5	2	1	0	4	2	2	1	1	4	0
<b>Total</b>	<b>47</b>	<b>38</b>	<b>40</b>	<b>16</b>	<b>15</b>	<b>38</b>	<b>19</b>	<b>22</b>	<b>37</b>	<b>28</b>	<b>40</b>	<b>33</b>
<b>23</b>	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	3	3	8	5	2	1	2	3	14	2	3	4
Medium / Large C&I	0	0	1	0	0	0	0	1	0	2	1	0
Streetlights	1	0	0	0	0	0	1	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>14</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>24</b>	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>											
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	48	26	42	15	17	21	27	16	413	33	21	25
Medium / Large C&I	1	0	2	1	2	1	0	2	11	2	1	1
Streetlights	1	0	0	0	3	1	0	0	25	3	0	3
<b>Total</b>	<b>50</b>	<b>26</b>	<b>44</b>	<b>16</b>	<b>22</b>	<b>23</b>	<b>27</b>	<b>18</b>	<b>449</b>	<b>38</b>	<b>22</b>	<b>29</b>

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (WMA) - 2021**

		2021											
WMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	153,559	152,872	152,090	155,961	154,817	154,429	154,482	154,193	153,869	153,810	153,808	154,723
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080	22,077	22,067	22,060
	Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228	1,228	1,208	1,224
	Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493	4,474	4,564	4,541
	<b>Total</b>	<b>221,767</b>	<b>221,842</b>	<b>221,150</b>	<b>222,112</b>	<b>222,056</b>	<b>222,445</b>	<b>222,470</b>	<b>223,044</b>	<b>222,210</b>	<b>222,634</b>	<b>222,781</b>	<b>222,951</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	271	632	1,843	784	506	292
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	36	30	14	27	7	16	16	19	19	13	9	29
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>36</b>	<b>30</b>	<b>14</b>	<b>27</b>	<b>7</b>	<b>16</b>	<b>287</b>	<b>651</b>	<b>1,862</b>	<b>797</b>	<b>515</b>	<b>321</b>
3.1	<b>Number of customers, by customer class, receiving disconnection notices during the period</b>												
	Residential	0	0	0	0	0	1,244	2,667	6,335	6,955	5,301	7,060	10,052
	Low Income Residential	0	0	0	0	0	0	1,247	4,107	2,764	2,296	1,266	155
	Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	1,178
	Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	97
	Streetlights	72	23	52	42	42	47	47	51	66	43	50	97
	<b>Total</b>	<b>1,164</b>	<b>443</b>	<b>1,011</b>	<b>746</b>	<b>702</b>	<b>2,085</b>	<b>4,697</b>	<b>11,269</b>	<b>10,620</b>	<b>8,323</b>	<b>9,069</b>	<b>11,579</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	0	0	70	182	706	378	295	209
	Low Income Residential	0	0	0	0	0	0	10	119	541	281	144	49
	Small C&I	16	21	11	22	9	10	8	15	15	18	15	23
	Medium / Large C&I	1	0	0	0	0	0	0	0	0	0	0	2
	Streetlights	0	0	0	1	1	2	0	0	0	0	0	0
	<b>Total</b>	<b>17</b>	<b>21</b>	<b>11</b>	<b>23</b>	<b>10</b>	<b>12</b>	<b>88</b>	<b>316</b>	<b>1,262</b>	<b>677</b>	<b>454</b>	<b>283</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	65	150	691	378	288	226
	Low Income Residential	0	0	0	0	0	0	14	146	538	279	146	55
	Small C&I	15	6	10	23	9	11	9	15	15	11	11	20
	Medium / Large C&I	1	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	2	0	0	0	0	0	0
	<b>Total</b>	<b>16</b>	<b>6</b>	<b>10</b>	<b>23</b>	<b>9</b>	<b>13</b>	<b>88</b>	<b>311</b>	<b>1,244</b>	<b>668</b>	<b>445</b>	<b>281</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	5,852
	Low Income Residential	2,958	2,662	3,251	2,906	2,700	2,940	3,143	3,404	3,856	4,027	3,823	3,087
	Small C&I	250	233	235	239	213	235	191	241	245	208	303	361
	Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	29
	Streetlights	13	17	11	12	12	17	18	17	15	22	25	20
	<b>Total</b>	<b>7,425</b>	<b>6,941</b>	<b>8,257</b>	<b>7,347</b>	<b>6,939</b>	<b>7,469</b>	<b>7,981</b>	<b>8,842</b>	<b>9,896</b>	<b>10,364</b>	<b>10,258</b>	<b>9,349</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	831
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	30
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	61
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>922</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing def</b>												
	Residential	864	675	481	817	695	720	1,372	1,473	1,811	3,184	2,915	2,359
	Low Income Residential	163	135	116	191	172	214	334	330	450	588	607	452
	Small C&I	149	159	131	177	140	114	88	72	62	106	100	88
	Medium / Large C&I	6	9	7	8	5	7	2	4	2	0	0	3
	Streetlights	20	17	11	27	16	17	10	8	5	8	9	7
	<b>Total</b>	<b>1,202</b>	<b>995</b>	<b>746</b>	<b>1,220</b>	<b>1,028</b>	<b>1,072</b>	<b>1,806</b>	<b>1,887</b>	<b>2,330</b>	<b>3,886</b>	<b>3,631</b>	<b>2,909</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	160	134	186	155	116	163	244	364	824	847	704	900
	Low Income Residential	72	45	103	64	45	50	64	102	268	277	187	116
	Small C&I	142	100	78	127	65	79	114	133	105	127	121	124
	Medium / Large C&I	8	1	3	0	1	3	2	4	4	4	2	6
	Streetlights	5	3	2	14	5	10	9	7	3	7	7	2
	<b>Total</b>	<b>387</b>	<b>283</b>	<b>372</b>	<b>360</b>	<b>232</b>	<b>305</b>	<b>433</b>	<b>610</b>	<b>1,204</b>	<b>1,262</b>	<b>1,021</b>	<b>1,148</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the pe</b>												
	Residential	481	452	684	489	733	1,488	1,272	2,510	3,299	2,400	2,187	2,313
	Low Income Residential	166	141	181	158	229	572	275	503	1,303	701	536	276
	Small C&I	239	186	187	185	119	145	162	165	171	170	177	174
	Medium / Large C&I	14	5	6	1	4	3	6	4	3	4	4	10
	Streetlights	11	16	7	15	12	20	12	11	7	12	12	7
	<b>Total</b>	<b>911</b>	<b>800</b>	<b>1,065</b>	<b>848</b>	<b>1,097</b>	<b>2,228</b>	<b>1,727</b>	<b>3,193</b>	<b>4,783</b>	<b>3,287</b>	<b>2,916</b>	<b>2,780</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	29	11	15	18	22	48	12	80	191	133	149	134
	Low Income Residential	5	3	5	7	6	8	5	10	72	43	45	26
	Small C&I	3	7	3	1	2	12	3	6	5	0	6	5
	Medium / Large C&I	0	0	1	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	1	0	1	0	1	0	0	0	0	0
	<b>Total</b>	<b>37</b>	<b>21</b>	<b>25</b>	<b>27</b>	<b>32</b>	<b>68</b>	<b>20</b>	<b>97</b>	<b>269</b>	<b>176</b>	<b>200</b>	<b>165</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	825	2,591	2,573	8,756	7,382	7,739	2,062	1,990	2,110	3,980	2,398	2,017
	Low Income Residential	39,871	39,633	40,446	40,806	38,795	42,156	41,282	42,073	42,775	41,698	38,488	39,368
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>40,696</b>	<b>42,224</b>	<b>43,019</b>	<b>49,562</b>	<b>46,177</b>	<b>49,895</b>	<b>43,344</b>	<b>44,063</b>	<b>44,885</b>	<b>45,678</b>	<b>40,886</b>	<b>41,385</b>

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (WMA) - 2021**

		2021											
WMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	28	82	1,043	1,656	235	603	6	10	7	4,063	478	1,189
	Low Income Residential	24	70	48	3,500	112	266	6	24	1	42,670	151	250
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>52</b>	<b>152</b>	<b>1,091</b>	<b>5,156</b>	<b>347</b>	<b>869</b>	<b>12</b>	<b>34</b>	<b>8</b>	<b>46,733</b>	<b>629</b>	<b>1,439</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	84	67	86	89	123	108	165	199	140	87	4,569	70
	Low Income Residential	1,475	865	863	1,701	3,922	857	944	749	830	982	30,564	759
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,559</b>	<b>932</b>	<b>949</b>	<b>1,790</b>	<b>4,045</b>	<b>965</b>	<b>1,109</b>	<b>948</b>	<b>970</b>	<b>1,069</b>	<b>35,133</b>	<b>829</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	46	32	47	39	5	13	20	31	32	24	16	27
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>46</b>	<b>32</b>	<b>47</b>	<b>39</b>	<b>5</b>	<b>13</b>	<b>20</b>	<b>31</b>	<b>32</b>	<b>24</b>	<b>16</b>	<b>27</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	270	176	386	321	435	1,283	473	1,215	736	581	321	169
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>270</b>	<b>176</b>	<b>386</b>	<b>321</b>	<b>435</b>	<b>1,283</b>	<b>473</b>	<b>1,215</b>	<b>736</b>	<b>581</b>	<b>321</b>	<b>169</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	145	22	37	26	42	72	106	233	257	147	141	153
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>145</b>	<b>22</b>	<b>37</b>	<b>26</b>	<b>42</b>	<b>72</b>	<b>106</b>	<b>233</b>	<b>257</b>	<b>147</b>	<b>141</b>	<b>153</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	259	117	172	189	201	223	274	208	490	531	509	842
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>259</b>	<b>117</b>	<b>172</b>	<b>189</b>	<b>201</b>	<b>223</b>	<b>274</b>	<b>208</b>	<b>490</b>	<b>531</b>	<b>509</b>	<b>842</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40,403
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>40,515</b>	<b>41,257</b>	<b>41,341</b>	<b>38,471</b>	<b>39,549</b>	<b>40,256</b>	<b>40,217</b>	<b>40,606</b>	<b>40,540</b>	<b>41,045</b>	<b>41,134</b>	<b>40,403</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	94	60	1,505	627	459	542	74	103	155	177	1,066	911
	Low Income Residential	95	314	3	478	193	177	78	44	45	144	196	76
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>189</b>	<b>374</b>	<b>1,508</b>	<b>1,105</b>	<b>652</b>	<b>719</b>	<b>152</b>	<b>147</b>	<b>200</b>	<b>321</b>	<b>1,262</b>	<b>987</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	24	25	23	18	27	21	26	35	32	30	26	43
	Medium / Large C&I	2	3	1	4	5	5	2	1	3	1	2	1
	Streetlights	2	0	2	1	0	4	2	3	1	1	1	2
	<b>Total</b>	<b>28</b>	<b>28</b>	<b>26</b>	<b>23</b>	<b>32</b>	<b>30</b>	<b>30</b>	<b>39</b>	<b>36</b>	<b>32</b>	<b>29</b>	<b>46</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	25	15	36	34	29	32	46	29	43	36	35	42
	Medium / Large C&I	0	1	6	1	0	4	6	2	4	2	0	1
	Streetlights	1	1	4	1	2	1	7	0	1	7	2	2
	<b>Total</b>	<b>26</b>	<b>17</b>	<b>46</b>	<b>36</b>	<b>31</b>	<b>37</b>	<b>59</b>	<b>31</b>	<b>48</b>	<b>45</b>	<b>37</b>	<b>45</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	13	23	31	6	2	3	8	5	10	8	12	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>13</b>	<b>23</b>	<b>31</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>12</b>	<b>5</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	33	28	32	27	36	14	48	28	26	27	41	36
	Medium / Large C&I	1	0	6	2	0	2	7	3	1	1	1	5
	Streetlights	0	1	2	3	2	0	7	3	1	0	1	1
	<b>Total</b>	<b>34</b>	<b>29</b>	<b>40</b>	<b>32</b>	<b>38</b>	<b>16</b>	<b>62</b>	<b>34</b>	<b>28</b>	<b>28</b>	<b>43</b>	<b>42</b>

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (WMA) - 2022**

		2022											
WMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	154,908	154,542	154,078	153,676	153,428	153,236	153,135	153,143	153,037	153,125	153,199	153,697
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
	Small C&I	22,226	22,189	22,270	22,221	22,228	22,299	22,249	22,268	22,322	22,304	22,285	22,261
	Medium / Large C&I	1,220	1,194	1,210	1,203	1,207	1,202	1,204	1,219	1,215	1,211	1,221	1,209
	Streetlights	4,525	4,536	4,536	4,527	4,542	4,518	4,524	4,524	4,495	4,505	4,534	4,561
	<b>Total</b>	<b>223,220</b>	<b>223,453</b>	<b>223,697</b>	<b>223,642</b>	<b>223,654</b>	<b>223,594</b>	<b>223,641</b>	<b>223,935</b>	<b>223,902</b>	<b>224,205</b>	<b>224,310</b>	<b>224,373</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	407	469	368	474	668	981	1,182	1,227	1,150	1,205	616	203
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	15	13	26	23	32	31	22	7	28	20	10	18
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>422</b>	<b>482</b>	<b>394</b>	<b>497</b>	<b>700</b>	<b>1,012</b>	<b>1,204</b>	<b>1,234</b>	<b>1,178</b>	<b>1,225</b>	<b>626</b>	<b>221</b>
3.1	<b>Number of customers, by customer class, receiving disconnection notices during the period</b>												
	Residential	8,951	4,065	7,258	1,075	2,392	8,795	9,446	10,872	12,840	9,003	7,390	4,602
	Low Income Residential	0	0	0	2,417	2,301	5,092	4,153	4,874	5,774	4,669	1,256	148
	Small C&I	66	53	58	669	855	912	837	871	971	845	725	913
	Medium / Large C&I	826	773	1,051	44	52	48	53	45	51	18	12	14
	Streetlights	123	113	125	97	97	120	103	110	131	77	94	105
	<b>Total</b>	<b>9,966</b>	<b>5,004</b>	<b>8,492</b>	<b>4,302</b>	<b>5,697</b>	<b>14,967</b>	<b>14,592</b>	<b>16,772</b>	<b>19,767</b>	<b>14,612</b>	<b>9,477</b>	<b>5,779</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	340	358	290	364	270	7	513	571	612	590	4,549	224
	Low Income Residential	0	0	0	8	142	1	477	397	411	430	3,214	10
	Small C&I	15	14	27	16	17	0	16	12	13	12	183	13
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>355</b>	<b>372</b>	<b>317</b>	<b>388</b>	<b>429</b>	<b>8</b>	<b>1,006</b>	<b>980</b>	<b>1,036</b>	<b>1,032</b>	<b>7,946</b>	<b>247</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges during the period</b>												
	Residential	337	353	277	350	151	333	491	473	552	501	415	200
	Low Income Residential	0	0	0	23	254	324	491	486	465	517	202	27
	Small C&I	8	8	20	17	18	18	16	14	13	13	10	14
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>346</b>	<b>361</b>	<b>297</b>	<b>390</b>	<b>423</b>	<b>675</b>	<b>998</b>	<b>973</b>	<b>1,030</b>	<b>1,031</b>	<b>627</b>	<b>241</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	5,427	5,146	5,535	5,669	5,540	6,076	6,826	7,193	7,446	7,797	6,707	6,139
	Low Income Residential	2,377	2,577	2,957	3,091	3,791	4,132	5,003	5,387	5,511	5,413	4,305	3,307
	Small C&I	202	261	291	287	359	318	326	299	289	382	276	387
	Medium / Large C&I	12	11	11	23	29	50	42	32	34	22	28	23
	Streetlights	19	20	23	25	24	9	29	24	24	31	21	29
	<b>Total</b>	<b>8,037</b>	<b>8,015</b>	<b>8,817</b>	<b>9,095</b>	<b>9,743</b>	<b>10,585</b>	<b>12,226</b>	<b>12,935</b>	<b>13,304</b>	<b>13,645</b>	<b>11,337</b>	<b>9,885</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,857	2,911	3,426	2,315	2,353	2,294	2,637	2,349	2,583	3,053	2,634	2,402
	Medium / Large C&I	141	130	178	106	94	82	122	86	89	65	66	39
	Streetlights	254	265	314	195	199	201	209	214	215	255	211	179
	<b>Total</b>	<b>3,252</b>	<b>3,306</b>	<b>3,918</b>	<b>2,616</b>	<b>2,646</b>	<b>2,577</b>	<b>2,968</b>	<b>2,649</b>	<b>2,887</b>	<b>3,373</b>	<b>2,911</b>	<b>2,620</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing def</b>												
	Residential	2,559	2,539	2,128	2,798	2,180	1,539	2,535	2,655	2,194	2,976	3,145	2,293
	Low Income Residential	620	455	316	466	391	526	1,018	1,402	1,511	2,091	2,172	1,305
	Small C&I	106	98	94	103	86	86	88	80	92	99	109	95
	Medium / Large C&I	6	4	4	3	4	1	4	2	2	1	1	2
	Streetlights	7	9	6	9	12	7	8	9	9	7	3	3
	<b>Total</b>	<b>3,298</b>	<b>3,105</b>	<b>2,548</b>	<b>3,379</b>	<b>2,673</b>	<b>2,159</b>	<b>3,653</b>	<b>4,148</b>	<b>3,808</b>	<b>5,174</b>	<b>5,430</b>	<b>3,698</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	1,008	844	670	699	204	488	1,156	1,132	1,259	1,309	1,190	1,008
	Low Income Residential	79	72	68	86	114	190	438	517	553	644	430	156
	Small C&I	135	120	125	153	119	124	147	107	136	115	116	114
	Medium / Large C&I	3	4	3	4	4	3	3	1	0	0	2	1
	Streetlights	5	5	6	6	8	4	7	8	7	13	5	7
	<b>Total</b>	<b>1,230</b>	<b>1,045</b>	<b>872</b>	<b>948</b>	<b>449</b>	<b>809</b>	<b>1,751</b>	<b>1,765</b>	<b>1,955</b>	<b>2,081</b>	<b>1,743</b>	<b>1,286</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the pe</b>												
	Residential	2,548	2,175	2,529	1,750	1,081	2,274	2,783	2,596	2,810	2,867	2,185	1,742
	Low Income Residential	266	259	330	279	663	1,068	1,579	1,749	1,788	1,757	867	303
	Small C&I	187	167	192	210	182	182	197	169	172	164	166	142
	Medium / Large C&I	3	7	7	6	6	5	1	2	2	1	2	1
	Streetlights	14	10	9	15	11	9	10	7	13	11	5	8
	<b>Total</b>	<b>3,018</b>	<b>2,618</b>	<b>3,067</b>	<b>2,260</b>	<b>1,943</b>	<b>3,538</b>	<b>4,570</b>	<b>4,523</b>	<b>4,785</b>	<b>4,800</b>	<b>3,225</b>	<b>2,196</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	39	86	121	40	61	97	49	144	146	47	95	102
	Low Income Residential	1	6	14	3	28	50	45	125	124	47	56	46
	Small C&I	3	4	6	0	3	4	2	3	3	1	4	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	1	0	1	0	0	0	1	0	0
	<b>Total</b>	<b>43</b>	<b>96</b>	<b>141</b>	<b>44</b>	<b>94</b>	<b>152</b>	<b>96</b>	<b>272</b>	<b>273</b>	<b>96</b>	<b>155</b>	<b>153</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	1,392	1,341	1,366	1,700	1,718	1,798	2,060	2,090	2,107	3,500	542	1,360
	Low Income Residential	39,803	40,861	41,757	42,385	43,170	43,170	44,312	44,956	45,592	44,951	10,258	41,744
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>41,195</b>	<b>42,202</b>	<b>43,123</b>	<b>44,085</b>	<b>44,888</b>	<b>44,968</b>	<b>46,372</b>	<b>47,046</b>	<b>47,699</b>	<b>48,451</b>	<b>10,800</b>	<b>43,104</b>

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(C) Customer Specific Data (WMA) - 2022

		2022											
WMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	0	9	54	92	60	125	13	28	21	3,643	679	567
	Low Income Residential	5	33	2	26	55	12	19	40	34	45,847	262	146
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>5</b>	<b>42</b>	<b>56</b>	<b>118</b>	<b>115</b>	<b>137</b>	<b>32</b>	<b>68</b>	<b>55</b>	<b>49,490</b>	<b>941</b>	<b>713</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	169	190	140	120	136	115	109	107	88	144	1,995	183
	Low Income Residential	1,098	993	959	832	624	826	717	696	786	909	41,969	985
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,267</b>	<b>1,183</b>	<b>1,099</b>	<b>952</b>	<b>760</b>	<b>941</b>	<b>826</b>	<b>803</b>	<b>874</b>	<b>1,053</b>	<b>43,964</b>	<b>1,168</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	15	21	29	36	41	44	81	306	31	44	58
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>34</b>	<b>15</b>	<b>21</b>	<b>29</b>	<b>36</b>	<b>41</b>	<b>44</b>	<b>81</b>	<b>306</b>	<b>31</b>	<b>44</b>	<b>58</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	3,850	91	199	333	790	932	675	346	478	495	260	147
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>3,850</b>	<b>91</b>	<b>199</b>	<b>333</b>	<b>790</b>	<b>932</b>	<b>675</b>	<b>346</b>	<b>478</b>	<b>495</b>	<b>260</b>	<b>147</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	42	16	9	186	620	376	326	301	337	250	162	42
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>42</b>	<b>16</b>	<b>9</b>	<b>186</b>	<b>620</b>	<b>376</b>	<b>326</b>	<b>301</b>	<b>337</b>	<b>250</b>	<b>162</b>	<b>42</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	480	452	1,323	1,493	956	530	650	664	717	515	352	568
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>480</b>	<b>452</b>	<b>1,323</b>	<b>1,493</b>	<b>956</b>	<b>530</b>	<b>650</b>	<b>664</b>	<b>717</b>	<b>515</b>	<b>352</b>	<b>568</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42,645
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>40,341</b>	<b>40,992</b>	<b>41,603</b>	<b>42,015</b>	<b>42,249</b>	<b>42,339</b>	<b>42,529</b>	<b>42,781</b>	<b>42,832</b>	<b>43,060</b>	<b>43,071</b>	<b>42,645</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	81	139	125	80	101	131	87	99	115	425	929	367
	Low Income Residential	264	49	6	71	40	19	90	59	43	221	201	75
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>345</b>	<b>188</b>	<b>131</b>	<b>151</b>	<b>141</b>	<b>150</b>	<b>177</b>	<b>158</b>	<b>158</b>	<b>646</b>	<b>1,130</b>	<b>442</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	35	39	31	27	21	26	28	25	32	28	27	29
	Medium / Large C&I	0	0	1	0	3	1	1	1	0	0	3	0
	Streetlights	1	1	1	2	0	2	1	3	0	1	0	1
	<b>Total</b>	<b>36</b>	<b>40</b>	<b>33</b>	<b>29</b>	<b>24</b>	<b>29</b>	<b>30</b>	<b>29</b>	<b>32</b>	<b>29</b>	<b>30</b>	<b>30</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	23	30	42	32	17	34	31	45	31	54	51	66
	Medium / Large C&I	2	0	1	3	0	3	2	4	1	2	3	4
	Streetlights	1	3	2	3	3	2	3	6	2	4	2	4
	<b>Total</b>	<b>26</b>	<b>33</b>	<b>45</b>	<b>38</b>	<b>20</b>	<b>39</b>	<b>36</b>	<b>55</b>	<b>34</b>	<b>60</b>	<b>56</b>	<b>74</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	10	4	9	11	2	8	7	12	7	18	14	17
	Medium / Large C&I	0	0	0	0	0	0	0	1	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>10</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>18</b>	<b>14</b>	<b>17</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	25	26	34	46	40	45	29	31	33	24	20	27
	Medium / Large C&I	0	2	4	6	2	2	0	0	0	0	0	3
	Streetlights	4	1	0	2	0	3	1	1	2	0	1	1
	<b>Total</b>	<b>29</b>	<b>29</b>	<b>38</b>	<b>54</b>	<b>42</b>	<b>50</b>	<b>30</b>	<b>32</b>	<b>35</b>	<b>24</b>	<b>21</b>	<b>31</b>

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(C) Customer Specific Data (WMA) - 2023**

		2023											
WMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	153,560	153,279	153,011	152,831	152,516	152,335	152,364	152,349	150,509			
	Low Income Residential	42,900	43,404	43,807	44,042	44,366	44,150	44,205	44,030	44,752			
	Small C&I	22,426	22,621	22,901	22,711	22,762	22,743	22,814	22,800	22,754			
	Medium / Large C&I	784	780	804	814	825	797	819	808	820			
	Streetlights	4,441	4,688	4,236	4,570	4,483	4,481	4,554	4,546	4,471			
	<b>Total</b>	<b>224,111</b>	<b>224,772</b>	<b>228,759</b>	<b>224,968</b>	<b>224,952</b>	<b>224,506</b>	<b>224,756</b>	<b>224,533</b>	<b>223,306</b>			
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>416</b>	<b>247</b>	<b>273</b>	<b>605</b>	<b>1,891</b>	<b>894</b>	<b>1,013</b>	<b>1,261</b>	<b>734</b>			
3.1	<b>Number of customers, by customer class, receiving disconnection notices during the period</b>												
	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			
	<b>Total</b>	<b>4,493</b>	<b>4,475</b>	<b>7,731</b>	<b>16,034</b>	<b>14,185</b>	<b>17,864</b>	<b>13,621</b>	<b>19,373</b>	<b>17,417</b>			
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	307	177	206	321	528	352	418	608	352			
	Low Income Residential	13	6	7	14	557	470	254	402	232			
	Small C&I	11	6	12	12	11	16	5	5	8			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	2	0	0	0	0			
	<b>Total</b>	<b>331</b>	<b>189</b>	<b>225</b>	<b>347</b>	<b>1,098</b>	<b>838</b>	<b>677</b>	<b>1,015</b>	<b>592</b>			
5	<b>Number of customers, by customer class, assessed reconnection fees or charges during the period</b>												
	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			
	<b>Total</b>	<b>327</b>	<b>187</b>	<b>224</b>	<b>347</b>	<b>1,088</b>	<b>831</b>	<b>671</b>	<b>1,009</b>	<b>587</b>			
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	6,555	6,309	6,958	36	0	0	0	0	0			
	Low Income Residential	3,704	3,519	3,960	11	1	0	0	0	0			
	Small C&I	361	307	334	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			
	<b>Total</b>	<b>10,661</b>	<b>10,186</b>	<b>11,310</b>	<b>350</b>	<b>301</b>	<b>379</b>	<b>396</b>	<b>396</b>	<b>362</b>			
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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	2,569			
	Medium / Large C&I	55	83	66	49	55	46	56	45	51			
	Streetlights	184	210	205	159	194	204	168	203	200			
	<b>Total</b>	<b>2,736</b>	<b>3,011</b>	<b>2,854</b>	<b>2,415</b>	<b>2,952</b>	<b>2,770</b>	<b>2,764</b>	<b>2,795</b>	<b>2,820</b>			
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing def</b>												
	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			
	<b>Total</b>	<b>3,403</b>	<b>3,026</b>	<b>2,412</b>	<b>3,263</b>	<b>3,419</b>	<b>3,348</b>	<b>4,191</b>	<b>4,261</b>	<b>3,313</b>			
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	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			
	Small C&I	103	85	111	138	117	151	109	112	98			
	Medium / Large C&I	0	2	4	2	2	3	3	3	1			
	Streetlights	4	4	1	2	2	5	6	4	8			
	<b>Total</b>	<b>878</b>	<b>690</b>	<b>950</b>	<b>1,269</b>	<b>2,025</b>	<b>2,100</b>	<b>2,242</b>	<b>2,236</b>	<b>2,039</b>			
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the pe</b>												
	Residential	1,728	1,670	2,120	2,124	2,704	2,328	2,481	2,572	2,460			
	Low Income Residential	292	290	329	565	2,254	1,431	1,420	1,776	1,564			
	Small C&I	153	135	169	185	165	201	150	147	122			
	Medium / Large C&I	1	5	4	6	6	3	4	5	2			
	Streetlights	6	7	2	4	7	5	11	5	9			
	<b>Total</b>	<b>2,180</b>	<b>2,107</b>	<b>2,624</b>	<b>2,884</b>	<b>5,136</b>	<b>3,968</b>	<b>4,066</b>	<b>4,505</b>	<b>4,157</b>			
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	33	79	94	44	85	115	32	79	113			
	Low Income Residential	9	10	17	7	57	104	28	80	56			
	Small C&I	1	1	2	1	2	3	0	3	5			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	1	0	0	0	0	0	0	1			
	<b>Total</b>	<b>43</b>	<b>91</b>	<b>113</b>	<b>52</b>	<b>144</b>	<b>222</b>	<b>60</b>	<b>163</b>	<b>175</b>			
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	1,135	1,467	1,597	1,967	2,131	2,178	2,234	2,287	2,304			
	Low Income Residential	42,397	43,286	44,076	44,439	45,135	45,712	46,392	47,035	47,776			
	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			
	<b>Total</b>	<b>43,532</b>	<b>44,753</b>	<b>45,673</b>	<b>46,406</b>	<b>47,266</b>	<b>47,890</b>	<b>48,626</b>	<b>49,322</b>	<b>50,080</b>			



D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (WMA) - 2023

		2023											
WMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	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			
	<b>Total</b>	<b>4</b>	<b>28</b>	<b>100</b>	<b>88</b>	<b>149</b>	<b>189</b>	<b>92</b>	<b>174</b>	<b>158</b>			
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	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			
	<b>Total</b>	<b>1,254</b>	<b>1,049</b>	<b>895</b>	<b>933</b>	<b>780</b>	<b>604</b>	<b>774</b>	<b>795</b>	<b>1,407</b>			
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>64</b>	<b>51</b>	<b>50</b>	<b>67</b>	<b>76</b>	<b>64</b>	<b>59</b>	<b>524</b>	<b>99</b>			
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	5,833	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	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>5,833</b>	<b>80</b>	<b>126</b>	<b>424</b>	<b>1,077</b>	<b>342</b>	<b>317</b>	<b>306</b>	<b>485</b>			
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	3,543	15	30	126	457	160	158	196	275			
	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			
	<b>Total</b>	<b>3,543</b>	<b>15</b>	<b>30</b>	<b>126</b>	<b>457</b>	<b>160</b>	<b>158</b>	<b>196</b>	<b>275</b>			
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	145	452	898	3,014	771	617	622	721	510			
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0			
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>145</b>	<b>452</b>	<b>898</b>	<b>3,014</b>	<b>771</b>	<b>617</b>	<b>622</b>	<b>721</b>	<b>510</b>			
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>42,900</b>	<b>43,404</b>	<b>43,807</b>	<b>44,042</b>	<b>44,366</b>	<b>44,150</b>	<b>44,205</b>	<b>44,030</b>	<b>44,752</b>			
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	93	71	104	56	132	143	69	110	149			
	Low Income Residential	44	68	50	74	129	73	122	99	29			
	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			
	<b>Total</b>	<b>137</b>	<b>139</b>	<b>154</b>	<b>130</b>	<b>261</b>	<b>216</b>	<b>191</b>	<b>209</b>	<b>178</b>			
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	38	45	45	32	51	29	24	39	33			
	Medium / Large C&I	0	2	2	2	0	0	0	1	0			
	Streetlights	1	2	3	2	1	1	2	2	3			
	<b>Total</b>	<b>39</b>	<b>49</b>	<b>50</b>	<b>36</b>	<b>52</b>	<b>30</b>	<b>26</b>	<b>42</b>	<b>36</b>			
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	44	53	59	45	48	48	51	46	63			
	Medium / Large C&I	3	0	0	3	2	1	1	2	2			
	Streetlights	5	2	5	2	2	7	1	3	4			
	<b>Total</b>	<b>52</b>	<b>55</b>	<b>64</b>	<b>50</b>	<b>52</b>	<b>56</b>	<b>53</b>	<b>51</b>	<b>69</b>			
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	15	9	19	13	15	16	14	19	19			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	1	2	0	0	1	1	1	0			
	<b>Total</b>	<b>15</b>	<b>10</b>	<b>21</b>	<b>13</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>20</b>	<b>19</b>			
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	38	23	78	36	18	30	143	27	22			
	Medium / Large C&I	2	1	0	1	0	0	1	1	1			
	Streetlights	0	0	0	0	1	0	10	2	1			
	<b>Total</b>	<b>40</b>	<b>24</b>	<b>78</b>	<b>37</b>	<b>19</b>	<b>30</b>	<b>154</b>	<b>30</b>	<b>24</b>			

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EGMA) - 2020**

EGMA		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	256,542	256,712	257,559	259,307	259,642	260,587	256,792	256,621	256,285	256,196	256,249	256,143
	Low Income Residential	40,620	40,784	40,343	38,970	39,065	38,356	42,310	42,434	42,966	43,439	43,961	44,433
	Small C&I	23,496	23,485	23,493	23,498	23,512	23,519	23,464	23,426	23,414	23,886	24,012	24,121
	Medium / Large C&I	7,932	7,933	7,937	7,938	7,935	7,941	7,939	7,944	7,944	7,477	7,478	7,499
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>328,590</b>	<b>328,914</b>	<b>329,332</b>	<b>329,713</b>	<b>330,154</b>	<b>330,401</b>	<b>330,507</b>	<b>330,420</b>	<b>330,609</b>	<b>330,998</b>	<b>331,700</b>	<b>332,196</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	16	6	2	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	32	58	22	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>51</b>	<b>67</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	22,253	20,990	10,177	0	0	0	0	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
	<b>Total</b>	<b>23,846</b>	<b>22,652</b>	<b>10,992</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>587</b>	<b>47</b>	<b>571</b>	<b>0</b>	<b>0</b>	<b>0</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	748	726	488	0	0	0	2	0	0	0	0	0
	Medium / Large C&I	199	189	110	0	0	0	1	0	0	0	0	0
	<b>Total</b>	<b>17,632</b>	<b>14,484</b>	<b>10,002</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	13	6	7	2	9	4	2	0	2	3	4	4
	Low Income Residential	11	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	16	19	18	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
	<b>Total</b>	<b>45</b>	<b>35</b>	<b>25</b>	<b>3</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>13</b>	<b>7</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	Residential	12	6	7	2	8	5	2	0	2	2	5	4
	Low Income Residential	12	8	0	1	2	0	1	1	2	2	4	0
	Small C&I	15	19	17	0	1	1	1	0	1	2	5	3
	Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	0
	<b>Total</b>	<b>44</b>	<b>35</b>	<b>24</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>14</b>	<b>7</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	9,314	9,069	8,619	8,201	7,704	7,374	7,712	7,591	7,885	8,044	7,734	9,633
	Low Income Residential	2,699	2,672	2,512	3,112	2,948	2,900	2,707	2,407	2,549	2,510	2,100	2,192
	Small C&I	433	436	478	240	246	221	271	254	247	268	271	350
	Medium / Large C&I	63	101	99	50	27	33	35	37	22	27	33	22
	<b>Total</b>	<b>12,509</b>	<b>12,278</b>	<b>11,708</b>	<b>11,603</b>	<b>10,925</b>	<b>10,528</b>	<b>10,725</b>	<b>10,289</b>	<b>10,703</b>	<b>10,849</b>	<b>10,138</b>	<b>12,197</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,511	5,602	2,293	64	0	0	1	0	0	0	0	0
	Medium / Large C&I	1,485	1,701	735	20	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>6,996</b>	<b>7,303</b>	<b>3,028</b>	<b>84</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements</b>												
	Residential	1,653	2,552	3,505	4,049	3,958	3,974	3,152	1,976	1,451	1,098	913	804
	Low Income Residential	336	370	398	455	550	644	687	659	542	413	306	67
	Small C&I	41	61	71	81	77	58	43	27	31	52	23	26
	Medium / Large C&I	23	27	38	41	30	19	19	20	26	38	36	36
	<b>Total</b>	<b>2,053</b>	<b>3,010</b>	<b>4,012</b>	<b>4,626</b>	<b>4,615</b>	<b>4,695</b>	<b>3,901</b>	<b>2,682</b>	<b>2,050</b>	<b>1,601</b>	<b>1,278</b>	<b>933</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	133	135	163	147	202	197	193	132	91	92	61	31
	Low Income Residential	26	24	38	55	52	46	40	33	40	32	78	8
	Small C&I	1	5	6	3	3	5	5	3	3	8	4	1
	Medium / Large C&I	2	0	2	4	2	0	2	0	1	2	4	2
	<b>Total</b>	<b>162</b>	<b>164</b>	<b>209</b>	<b>209</b>	<b>259</b>	<b>248</b>	<b>240</b>	<b>168</b>	<b>135</b>	<b>134</b>	<b>147</b>	<b>42</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	1,714	1,832	1,523	364	631	314	253	219	196	160	200	153
	Low Income Residential	264	234	280	133	212	100	76	45	42	48	51	29
	Small C&I	46	31	27	10	10	13	8	9	24	20	11	5
	Medium / Large C&I	11	17	10	1	5	5	9	9	16	9	6	3
	<b>Total</b>	<b>2,035</b>	<b>2,114</b>	<b>1,840</b>	<b>508</b>	<b>858</b>	<b>432</b>	<b>346</b>	<b>282</b>	<b>278</b>	<b>237</b>	<b>268</b>	<b>190</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	65	65	68	25	63	50	37	17	18	9	15	6
	Low Income Residential	11	11	9	9	7	6	4	2	1	5	0	1
	Small C&I	2	0	0	1	1	2	0	0	1	1	0	0
	Medium / Large C&I	0	1	1	0	2	0	0	0	1	2	1	0
	<b>Total</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>35</b>	<b>73</b>	<b>58</b>	<b>41</b>	<b>19</b>	<b>21</b>	<b>17</b>	<b>16</b>	<b>7</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	5,194	5,345	5,601	4,853	4,730	4,606	4,444	4,361	4,289	4,183	4,166	4,083
	Low Income Residential	26,490	26,383	21,756	3,162	2,997	2,878	2,817	2,740	2,643	2,602	20,575	28,503
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>31,684</b>	<b>31,728</b>	<b>27,357</b>	<b>8,015</b>	<b>7,727</b>	<b>7,484</b>	<b>7,261</b>	<b>7,101</b>	<b>6,932</b>	<b>6,785</b>	<b>24,741</b>	<b>32,586</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EGMA) - 2020

EGMA		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
	Low Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,434</b>	<b>1,547</b>	<b>8,891</b>	<b>537</b>	<b>424</b>	<b>376</b>	<b>355</b>	<b>380</b>	<b>345</b>	<b>273</b>	<b>448</b>	<b>767</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	754	650	459	52	41	41	89	101	36	40	57	35
	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,436</b>	<b>1,268</b>	<b>952</b>	<b>149</b>	<b>142</b>	<b>145</b>	<b>202</b>	<b>199</b>	<b>133</b>	<b>125</b>	<b>10,448</b>	<b>342</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>9</b>	<b>8</b>	<b>24</b>	<b>41</b>	<b>67</b>	<b>56</b>	<b>20</b>	<b>26</b>	<b>21</b>	<b>15</b>	<b>610</b>	<b>0</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	25	40	49	46	126	136	144	139	136	111	49	24
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>25</b>	<b>40</b>	<b>49</b>	<b>46</b>	<b>126</b>	<b>136</b>	<b>144</b>	<b>139</b>	<b>136</b>	<b>111</b>	<b>49</b>	<b>24</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	3	0	1	0	0	0	1	0
	Small C&I	0	0	0	0	0	0	0	0	0	1	0	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	167	106	115	88	110	95	80	91	96	100	24	26
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>167</b>	<b>106</b>	<b>115</b>	<b>88</b>	<b>110</b>	<b>95</b>	<b>80</b>	<b>91</b>	<b>96</b>	<b>100</b>	<b>24</b>	<b>26</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>40,642</b>	<b>40,793</b>	<b>36,100</b>	<b>38,964</b>	<b>39,058</b>	<b>38,376</b>	<b>42,306</b>	<b>42,425</b>	<b>42,959</b>	<b>43,429</b>	<b>43,958</b>	<b>44,420</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	36	283	2,674	46	482	197	19	23	24	20	25	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>36</b>	<b>283</b>	<b>2,674</b>	<b>46</b>	<b>482</b>	<b>197</b>	<b>19</b>	<b>23</b>	<b>24</b>	<b>20</b>	<b>25</b>	<b>48</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,996	3,020	3,041	3,024	3,007	2,968	2,923	2,897	2,882	2,770	2,439	2,408
	Medium / Large C&I	740	748	760	751	743	740	739	736	729	698	589	583
	<b>Total</b>	<b>3,736</b>	<b>3,768</b>	<b>3,801</b>	<b>3,775</b>	<b>3,750</b>	<b>3,708</b>	<b>3,662</b>	<b>3,633</b>	<b>3,611</b>	<b>3,468</b>	<b>3,028</b>	<b>2,991</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	105	100	65	47	27	28	42	51	48	46	60	82
	Medium / Large C&I	15	38	8	13	10	7	10	9	12	12	10	20
	<b>Total</b>	<b>120</b>	<b>138</b>	<b>73</b>	<b>60</b>	<b>37</b>	<b>35</b>	<b>52</b>	<b>60</b>	<b>60</b>	<b>58</b>	<b>70</b>	<b>102</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	179	98	151	54	96	101	53	65	66	77	123	85
	Medium / Large C&I	15	38	15	7	7	3	8	2	5	10	17	12
	<b>Total</b>	<b>194</b>	<b>136</b>	<b>166</b>	<b>61</b>	<b>103</b>	<b>104</b>	<b>61</b>	<b>67</b>	<b>71</b>	<b>87</b>	<b>140</b>	<b>97</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	78	64	66	72	75	69	54	147	391	89	89
	Medium / Large C&I	15	15	19	14	16	8	13	11	35	79	13	13
	<b>Total</b>	<b>102</b>	<b>93</b>	<b>83</b>	<b>80</b>	<b>88</b>	<b>83</b>	<b>82</b>	<b>65</b>	<b>182</b>	<b>470</b>	<b>102</b>	<b>102</b>

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(C) Customer Specific Data (EGMA) - 2021**

		2021											
EGMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	254,978
	Low Income Residential	45,102	45,728	46,380	43,512	44,449	44,964	45,880	46,105	46,362	46,910	47,539	48,063
	Small C&I	24,152	24,128	24,120	24,050	23,954	23,869	23,741	23,486	23,389	23,694	23,997	24,155
	Medium / Large C&I	7,518	7,539	7,549	7,549	7,548	7,535	7,525	7,500	7,493	7,282	7,332	7,356
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>332,433</b>	<b>333,086</b>	<b>333,208</b>	<b>333,041</b>	<b>332,886</b>	<b>332,776</b>	<b>332,667</b>	<b>332,382</b>	<b>332,420</b>	<b>332,771</b>	<b>333,831</b>	<b>334,552</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	0	0	10	477	314	3
	Low Income Residential	0	0	0	0	0	0	0	0	0	75	39	0
	Small C&I	0	0	0	0	0	0	0	237	89	43	49	28
	Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	1
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>247</b>	<b>102</b>	<b>597</b>	<b>402</b>	<b>32</b>
3.1	<b>Number of residential customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	127
	Low Income Residential	0	0	0	0	0	1	5	2	1,190	4,136	134	0
	Small C&I	0	0	0	0	32	310	1,203	626	390	463	442	644
	Medium / Large C&I	0	0	0	0	10	104	329	242	214	230	201	193
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>420</b>	<b>1,536</b>	<b>869</b>	<b>7,500</b>	<b>12,516</b>	<b>6,461</b>	<b>964</b>
3.2	<b>Number of residential customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	75
	Low Income Residential	0	0	0	0	0	0	2	0	241	1,509	101	0
	Small C&I	0	0	0	0	0	74	458	628	314	302	318	355
	Medium / Large C&I	0	0	0	0	0	24	139	148	123	101	92	103
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>99</b>	<b>601</b>	<b>779</b>	<b>1,906</b>	<b>6,252</b>	<b>3,064</b>	<b>533</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	3	0	0	0	0	0	0	0	0	188	202	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	55	53	3
	Small C&I	1	1	0	0	0	2	9	28	27	55	90	37
	Medium / Large C&I	0	0	0	0	0	0	2	8	3	5	7	5
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>11</b>	<b>36</b>	<b>30</b>	<b>303</b>	<b>352</b>	<b>63</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order</b>												
	Residential	0	0	0	0	0	0	0	0	0	177	199	18
	Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	3
	Small C&I	0	0	0	0	0	0	0	0	0	46	96	38
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	5
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>280</b>	<b>358</b>	<b>64</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481	8,885	8,822	8,267
	Low Income Residential	2,740	2,557	3,252	3,788	3,423	3,286	3,470	3,386	3,206	2,859	2,889	2,661
	Small C&I	434	420	458	793	634	604	662	810	663	330	382	448
	Medium / Large C&I	18	16	22	33	25	37	43	50	49	17	21	19
	<b>Total</b>	<b>14,765</b>	<b>14,349</b>	<b>16,511</b>	<b>19,412</b>	<b>17,611</b>	<b>16,548</b>	<b>15,896</b>	<b>15,957</b>	<b>15,399</b>	<b>12,091</b>	<b>12,114</b>	<b>11,395</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	1	0	2	1,228
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	290
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1,518</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferral</b>												
	Residential	762	863	1,101	1,517	1,825	2,133	2,636	2,986	3,119	2,456	3,192	2,814
	Low Income Residential	56	119	211	382	555	677	857	910	922	497	519	307
	Small C&I	29	27	35	40	82	84	86	193	293	177	146	120
	Medium / Large C&I	32	29	37	36	54	60	67	81	93	57	42	35
	<b>Total</b>	<b>879</b>	<b>1,038</b>	<b>1,384</b>	<b>1,975</b>	<b>2,516</b>	<b>2,954</b>	<b>3,646</b>	<b>4,170</b>	<b>4,427</b>	<b>3,187</b>	<b>3,899</b>	<b>3,276</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	32	40	44	40	39	65	94	125	107	112	129	90
	Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	26
	Small C&I	5	1	0	2	2	3	7	13	7	8	11	4
	Medium / Large C&I	4	0	4	1	2	1	2	6	11	4	5	6
	<b>Total</b>	<b>48</b>	<b>53</b>	<b>62</b>	<b>79</b>	<b>77</b>	<b>108</b>	<b>157</b>	<b>213</b>	<b>165</b>	<b>162</b>	<b>159</b>	<b>126</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	323	428	651	534	558	790	798	670	1,332	1,798	1,418	330
	Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	83
	Small C&I	7	8	13	52	8	14	137	144	45	44	45	31
	Medium / Large C&I	1	10	11	29	8	16	27	35	12	14	11	12
	<b>Total</b>	<b>427</b>	<b>622</b>	<b>990</b>	<b>825</b>	<b>724</b>	<b>1,054</b>	<b>1,155</b>	<b>1,024</b>	<b>1,620</b>	<b>2,222</b>	<b>1,706</b>	<b>456</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	27	27	56	35	57	84	107	126	36	41	48	13
	Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	1
	Small C&I	0	0	2	1	1	3	12	5	2	3	1	0
	Medium / Large C&I	0	3	2	3	0	7	3	4	2	1	1	1
	<b>Total</b>	<b>30</b>	<b>30</b>	<b>69</b>	<b>44</b>	<b>65</b>	<b>108</b>	<b>143</b>	<b>156</b>	<b>45</b>	<b>52</b>	<b>54</b>	<b>15</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	3,803
	Low Income Residential	28,369	28,717	24,857	2,048	2,079	2,102	2,113	2,122	2,107	2,085	24,827	27,708
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	3
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>32,371</b>	<b>32,705</b>	<b>33,041</b>	<b>6,070</b>	<b>6,027</b>	<b>6,008</b>	<b>5,966</b>	<b>5,926</b>	<b>5,875</b>	<b>5,811</b>	<b>28,560</b>	<b>31,513</b>

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EGMA) - 2021**

		2021											
EGMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	169	206	252	116	96	101	109	142	120	213	3,270	516
	Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	778
	Small C&I	0	0	2	0	0	0	0	0	0	0	2	0
	Medium / Large C&I	0	0	3	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>641</b>	<b>661</b>	<b>817</b>	<b>286</b>	<b>227</b>	<b>226</b>	<b>258</b>	<b>312</b>	<b>283</b>	<b>438</b>	<b>13,312</b>	<b>1,294</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	89	97	118	59	57	68	89	76	103	329	416	215
	Low Income Residential	459	472	606	104	109	106	107	119	109	280	4,776	461
	Small C&I	0	0	0	0	0	0	0	0	0	0	2	1
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>548</b>	<b>569</b>	<b>724</b>	<b>163</b>	<b>166</b>	<b>174</b>	<b>196</b>	<b>195</b>	<b>212</b>	<b>609</b>	<b>5,194</b>	<b>677</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	6
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>22</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>6</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	152
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>34</b>	<b>52</b>	<b>151</b>	<b>142</b>	<b>172</b>	<b>300</b>	<b>277</b>	<b>245</b>	<b>439</b>	<b>875</b>	<b>499</b>	<b>152</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	1	0	0	0	0	0	103	0	0	0
	Low Income Residential	1	1	3	1	3	6	10	12	109	11	12	10
	Small C&I	1	3	1	5	0	4	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>212</b>	<b>11</b>	<b>12</b>	<b>10</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	28	12	26	2	50	73	93	157	192	205	356	575
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>28</b>	<b>12</b>	<b>26</b>	<b>2</b>	<b>50</b>	<b>73</b>	<b>93</b>	<b>157</b>	<b>192</b>	<b>205</b>	<b>356</b>	<b>575</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	45,095	45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	48,059
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>45,095</b>	<b>45,722</b>	<b>46,374</b>	<b>43,510</b>	<b>44,492</b>	<b>45,149</b>	<b>45,900</b>	<b>46,101</b>	<b>46,349</b>	<b>46,901</b>	<b>47,535</b>	<b>48,059</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	52	62	4,015	204	66	62	62	51	53	61	76	71
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>52</b>	<b>62</b>	<b>4,015</b>	<b>204</b>	<b>66</b>	<b>62</b>	<b>62</b>	<b>51</b>	<b>53</b>	<b>61</b>	<b>76</b>	<b>71</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,404	2,387	2,121	2,168	2,176	2,170	2,158	2,145	2,118	2,115	2,145	2,192
	Medium / Large C&I	594	584	585	569	562	569	568	583	579	577	542	544
	<b>Total</b>	<b>2,998</b>	<b>2,971</b>	<b>2,706</b>	<b>2,737</b>	<b>2,738</b>	<b>2,739</b>	<b>2,726</b>	<b>2,728</b>	<b>2,697</b>	<b>2,692</b>	<b>2,687</b>	<b>2,736</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	107	71	0	52	50	35	36	56	64	70	108	71
	Medium / Large C&I	30	32	13	9	13	5	18	11	12	13	20	22
	<b>Total</b>	<b>137</b>	<b>103</b>	<b>13</b>	<b>61</b>	<b>63</b>	<b>40</b>	<b>54</b>	<b>67</b>	<b>76</b>	<b>83</b>	<b>128</b>	<b>93</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	73	104	58	40	25	35	58	122	51	44	60	72
	Medium / Large C&I	11	29	14	40	9	7	5	19	14	7	13	8
	<b>Total</b>	<b>84</b>	<b>133</b>	<b>72</b>	<b>80</b>	<b>34</b>	<b>42</b>	<b>63</b>	<b>141</b>	<b>65</b>	<b>51</b>	<b>73</b>	<b>80</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	96	104	60	53	48	42	38	74	51	66	66	61
	Medium / Large C&I	35	25	26	15	8	8	2	11	14	19	20	15
	<b>Total</b>	<b>131</b>	<b>129</b>	<b>86</b>	<b>68</b>	<b>56</b>	<b>50</b>	<b>40</b>	<b>85</b>	<b>65</b>	<b>85</b>	<b>86</b>	<b>76</b>

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(C) Customer Specific Data (EGMA) - 2022

		2022											
EGMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	254,755	254,171	253,608	252,645	252,344	250,518	249,892	249,295	247,745	248,388	249,098	251,669
	Low Income Residential	48,706	49,446	49,962	49,815	49,614	51,088	51,438	51,171	52,606	52,132	52,079	51,977
	Small C&I	24,283	24,318	24,316	24,294	24,195	24,117	24,063	23,919	23,863	23,926	24,049	24,319
	Medium / Large C&I	1,368	7,378	7,383	7,367	7,355	7,347	7,335	7,325	7,332	7,343	7,358	7,418
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>335,112</b>	<b>335,313</b>	<b>335,269</b>	<b>334,121</b>	<b>333,508</b>	<b>333,070</b>	<b>332,728</b>	<b>331,710</b>	<b>331,546</b>	<b>331,789</b>	<b>332,584</b>	<b>335,383</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	982	1,268	1,060	707	213	0
	Low Income Residential	0	0	0	0	0	0	22	3	148	1,027	7	0
	Small C&I	42	60	0	0	0	0	120	49	40	75	47	21
	Medium / Large C&I	2	2	0	0	0	0	14	3	4	10	3	1
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>44</b>	<b>62</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,138</b>	<b>1,323</b>	<b>1,252</b>	<b>1,819</b>	<b>270</b>	<b>22</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	14,484	12,859	16,190	7,675	8,109	3,999	5
	Low Income Residential	0	0	0	0	0	595	1,852	49	10,470	4,327	616	13
	Small C&I	1,334	25	0	0	0	1,730	1,127	1,515	1,390	789	881	1,475
	Medium / Large C&I	307	3	0	0	0	538	640	755	815	635	629	629
	<b>Total</b>	<b>1,641</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17,337</b>	<b>16,478</b>	<b>18,509</b>	<b>20,350</b>	<b>13,860</b>	<b>6,125</b>	<b>2,122</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	20	10,869	10,752	7,495	6,286	12,673	1,441
	Low Income Residential	0	0	0	0	0	0	412	10	3,698	5,656	6,041	380
	Small C&I	696	541	0	0	0	0	1,230	749	366	594	518	531
	Medium / Large C&I	128	83	0	0	0	0	214	206	166	160	158	207
	<b>Total</b>	<b>824</b>	<b>624</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>12,725</b>	<b>11,717</b>	<b>11,725</b>	<b>12,696</b>	<b>19,390</b>	<b>2,559</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	12	3	0	0	0	0	362	836	1,067	675	630	111
	Low Income Residential	4	0	0	0	0	0	14	2	6	946	129	37
	Small C&I	35	41	4	0	0	0	8	20	21	72	78	57
	Medium / Large C&I	7	2	0	0	0	0	0	5	2	6	12	4
	<b>Total</b>	<b>58</b>	<b>46</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>384</b>	<b>863</b>	<b>1,096</b>	<b>1,699</b>	<b>849</b>	<b>209</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order</b>												
	Residential	11	2	0	0	0	0	301	689	897	458	428	15
	Low Income Residential	4	0	0	0	0	0	64	131	92	785	67	3
	Small C&I	36	43	4	0	0	0	10	22	20	34	43	19
	Medium / Large C&I	6	2	0	0	0	0	0	5	1	3	4	74
	<b>Total</b>	<b>57</b>	<b>47</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>375</b>	<b>847</b>	<b>1,010</b>	<b>1,280</b>	<b>542</b>	<b>111</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	13,132	12,411	13,075	8,573	7,928	7,734	8,912	9,323	8,842	8,223	7,980	8,016
	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	280
	Medium / Large C&I	59	43	28	113	48	141	119	80	101	139	70	230
	<b>Total</b>	<b>17,819</b>	<b>16,960</b>	<b>17,756</b>	<b>11,290</b>	<b>10,602</b>	<b>10,582</b>	<b>11,741</b>	<b>11,972</b>	<b>11,521</b>	<b>11,788</b>	<b>11,163</b>	<b>11,396</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	2	0	1	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,021	4,559	2,502	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	1,343	1,092	666	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>6,366</b>	<b>5,651</b>	<b>3,169</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferral</b>												
	Residential	1,595	1,416	1,518	1,898	2,057	2,266	3,555	4,492	4,709	3,988	3,578	2,523
	Low Income Residential	182	199	281	433	493	501	441	461	550	799	625	429
	Small C&I	94	81	80	70	72	75	153	136	123	158	145	120
	Medium / Large C&I	28	33	33	21	25	30	37	38	35	45	41	35
	<b>Total</b>	<b>1,899</b>	<b>1,729</b>	<b>1,912</b>	<b>2,422</b>	<b>2,647</b>	<b>2,872</b>	<b>4,186</b>	<b>5,127</b>	<b>5,417</b>	<b>4,990</b>	<b>4,389</b>	<b>3,107</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	66	56	50	21	46	106	13	18	42	57	83	57
	Low Income Residential	12	7	19	6	10	26	4	4	5	13	25	15
	Small C&I	6	6	7	2	6	10	5	2	1	1	1	4
	Medium / Large C&I	3	2	1	1	0	3	2	1	0	2	2	1
	<b>Total</b>	<b>87</b>	<b>71</b>	<b>77</b>	<b>30</b>	<b>62</b>	<b>145</b>	<b>24</b>	<b>25</b>	<b>48</b>	<b>73</b>	<b>111</b>	<b>77</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	468	607	843	527	183	480	1,142	1,839	1,373	591	154	0
	Low Income Residential	137	201	283	132	59	91	69	159	223	173	51	0
	Small C&I	33	58	38	15	4	17	51	27	39	13	13	0
	Medium / Large C&I	12	23	3	12	4	11	10	11	3	1	3	9
	<b>Total</b>	<b>650</b>	<b>889</b>	<b>1,167</b>	<b>686</b>	<b>250</b>	<b>599</b>	<b>1,272</b>	<b>2,036</b>	<b>1,638</b>	<b>778</b>	<b>221</b>	<b>9</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	25	24	17	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Low Income Residential	5	6	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Small C&I	0	2	2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Medium / Large C&I	0	2	1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	<b>Total</b>	<b>30</b>	<b>34</b>	<b>27</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	3,793	3,757	3,739	3,338	3,186	3,213	4,990	3,242	3,439	3,331	3,462	3,537
	Low Income Residential	27,891	28,493	28,888	2,097	1,955	2,027	1,979	2,134	2,299	2,299	2,362	2,430
	Small C&I	3	4	3	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>31,687</b>	<b>32,254</b>	<b>32,630</b>	<b>5,435</b>	<b>5,141</b>	<b>5,240</b>	<b>6,969</b>	<b>5,376</b>	<b>5,738</b>	<b>5,630</b>	<b>5,824</b>	<b>5,967</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EGMA) - 2022

		2022											
EGMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	300	362	396	33	53	53	60	56	57	55	49	35
	Low Income Residential	620	707	745	32	21	7	16	13	25	43	34	23
	Small C&I	0	0	2	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>920</b>	<b>1,069</b>	<b>1,143</b>	<b>65</b>	<b>74</b>	<b>60</b>	<b>76</b>	<b>69</b>	<b>82</b>	<b>98</b>	<b>83</b>	<b>58</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	177	216	236	73	72	120	464	501	528	447	507	264
	Low Income Residential	666	688	719	94	114	150	213	327	603	603	278	142
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>843</b>	<b>904</b>	<b>955</b>	<b>167</b>	<b>186</b>	<b>270</b>	<b>677</b>	<b>771</b>	<b>855</b>	<b>1,050</b>	<b>785</b>	<b>406</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	11	16	13	18	26	22	21	34	30	17	4
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>11</b>	<b>16</b>	<b>13</b>	<b>18</b>	<b>26</b>	<b>22</b>	<b>21</b>	<b>34</b>	<b>30</b>	<b>17</b>	<b>4</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	119	138	242	264	212	309	385	665	1,010	2,056	434	197
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>119</b>	<b>138</b>	<b>242</b>	<b>264</b>	<b>212</b>	<b>309</b>	<b>385</b>	<b>665</b>	<b>1,010</b>	<b>2,056</b>	<b>434</b>	<b>197</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	1	0	0	0	0	0	0	0	0	0
	Low Income Residential	10	6	11	5	12	26	63	106	67	372	171	114
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>10</b>	<b>6</b>	<b>12</b>	<b>5</b>	<b>12</b>	<b>26</b>	<b>63</b>	<b>106</b>	<b>67</b>	<b>372</b>	<b>171</b>	<b>114</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	388	188	226	169	271	337	366	433	251	431	442	1,220
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>388</b>	<b>188</b>	<b>226</b>	<b>169</b>	<b>271</b>	<b>337</b>	<b>366</b>	<b>433</b>	<b>251</b>	<b>431</b>	<b>442</b>	<b>1,220</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	48,706	49,452	49,960	50,353	50,779	51,656	49,949	51,308	52,855	51,807	52,406	53,668
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>48,706</b>	<b>49,452</b>	<b>49,960</b>	<b>50,353</b>	<b>50,779</b>	<b>51,656</b>	<b>49,949</b>	<b>51,308</b>	<b>52,855</b>	<b>51,807</b>	<b>52,406</b>	<b>53,668</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	77	64	84	664	696	646	696	808	1,137	1,104	594	1,212
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>77</b>	<b>64</b>	<b>84</b>	<b>664</b>	<b>696</b>	<b>646</b>	<b>696</b>	<b>808</b>	<b>1,137</b>	<b>1,104</b>	<b>594</b>	<b>1,212</b>
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	2	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,198	2,230	2,189	5	0	0	0	2	6	28	69	73
	Medium / Large C&I	543	538	532	0	0	0	0	0	0	7	10	10
	<b>Total</b>	<b>2,741</b>	<b>2,770</b>	<b>2,721</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>35</b>	<b>79</b>	<b>83</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	59	46	2	0	0	2	16	50	30	62	100
	Medium / Large C&I	25	12	7	0	0	0	0	0	15	3	7	34
	<b>Total</b>	<b>112</b>	<b>71</b>	<b>53</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>16</b>	<b>65</b>	<b>33</b>	<b>69</b>	<b>134</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	59	75	26	10	5	9	5	9	21	27	33	22
	Medium / Large C&I	13	13	5	1	1	0	2	2	4	3	2	3
	<b>Total</b>	<b>72</b>	<b>88</b>	<b>31</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>25</b>	<b>30</b>	<b>35</b>	<b>25</b>
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	82	94	63	1	0	0	22	54	22	36	26	23
	Medium / Large C&I	25	18	22	0	0	0	5	7	2	12	5	6
	<b>Total</b>	<b>107</b>	<b>112</b>	<b>85</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>61</b>	<b>24</b>	<b>48</b>	<b>31</b>	<b>29</b>

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		2023											
EGMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	251,917	251,575	253,498	251,160	251,333	251,218	250,982	250,914	251,048			
	Low Income Residential	51,993	51,994	52,283	51,749	51,616	51,480	51,480	51,283	51,169			
	Small C&I	24,324	24,249	24,308	23,887	23,739	23,652	23,556	23,505	23,496			
	Medium / Large C&I	7,409	7,386	7,402	7,338	7,327	7,332	7,313	7,307	7,305			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>335,643</b>	<b>335,204</b>	<b>337,491</b>	<b>334,134</b>	<b>334,015</b>	<b>333,682</b>	<b>333,134</b>	<b>332,895</b>	<b>333,008</b>			
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	113	915	957	889	845			
	Low Income Residential	0	0	0	0	15	419	310	261	243			
	Small C&I	43	108	143	182	71	40	77	46	35			
	Medium / Large C&I	5	7	7	9	2	12	7	5	5			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>48</b>	<b>115</b>	<b>150</b>	<b>191</b>	<b>201</b>	<b>1,386</b>	<b>1,351</b>	<b>1,201</b>	<b>1,128</b>			
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	5	11	12	5,196	7,352	11,176	10,715	11,034	6,335			
	Low Income Residential	12	23	18	1,410	4,344	5,913	4,597	4,399	3,856			
	Small C&I	2,497	2,553	3,016	699	451	1,122	1,117	970	591			
	Medium / Large C&I	747	735	937	196	582	888	690	732	415			
	<b>Total</b>	<b>3,261</b>	<b>3,322</b>	<b>3,983</b>	<b>7,501</b>	<b>12,729</b>	<b>19,099</b>	<b>17,119</b>	<b>17,135</b>	<b>11,197</b>			
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	11	4	5	359	1,527	6,361	6,943	7,603	6,196			
	Low Income Residential	7	0	0	127	950	3,584	2,916	3,002	2,483			
	Small C&I	958	1,165	1,183	839	232	277	634	508	331			
	Medium / Large C&I	237	252	242	149	64	129	153	151	130			
	<b>Total</b>	<b>1,213</b>	<b>1,421</b>	<b>1,430</b>	<b>1,474</b>	<b>2,773</b>	<b>10,351</b>	<b>10,646</b>	<b>11,264</b>	<b>9,140</b>			
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	52	22	22	12	29	578	586	839	756			
	Low Income Residential	12	12	4	3	5	221	203	234	273			
	Small C&I	47	78	83	76	43	9	17	11	39			
	Medium / Large C&I	4	5	5	7	1	6	2	3	4			
	<b>Total</b>	<b>115</b>	<b>117</b>	<b>114</b>	<b>98</b>	<b>78</b>	<b>814</b>	<b>808</b>	<b>1,087</b>	<b>1,072</b>			
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order</b>												
	Residential	32	8	14	22	36	487	475	629	613			
	Low Income Residential	2	1	0	3	3	173	144	181	157			
	Small C&I	34	64	72	68	29	10	18	9	20			
	Medium / Large C&I	3	3	4	6	0	5	4	4	1			
	<b>Total</b>	<b>71</b>	<b>76</b>	<b>90</b>	<b>99</b>	<b>68</b>	<b>675</b>	<b>641</b>	<b>823</b>	<b>791</b>			
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	8,869	8,438	8,767	50	0	0	0	0	0			
	Low Income Residential	2,984	2,831	3,078	5	0	0	0	0	0			
	Small C&I	332	338	452	409	249	379	454	430	422			
	Medium / Large C&I	186	191	254	156	94	236	315	251	284			
	<b>Total</b>	<b>12,371</b>	<b>11,798</b>	<b>12,551</b>	<b>620</b>	<b>343</b>	<b>615</b>	<b>769</b>	<b>681</b>	<b>706</b>			
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	0	0	4,143	4,156	3,854	3,738	3,472	3,426	3,734			
	Medium / Large C&I	0	0	974	881	891	809	781	707	803			
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>5,117</b>	<b>5,037</b>	<b>4,745</b>	<b>4,547</b>	<b>4,253</b>	<b>4,143</b>	<b>4,537</b>			
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing def</b>												
	Residential	1,936	1,880	2,038	1,949	2,016	2,488	4,170	5,077	4,426			
	Low Income Residential	318	331	311	306	357	365	536	649	682			
	Small C&I	113	112	153	148	116	83	141	130	88			
	Medium / Large C&I	36	36	45	38	40	34	45	49	41			
	<b>Total</b>	<b>2,403</b>	<b>2,359</b>	<b>2,547</b>	<b>2,441</b>	<b>2,529</b>	<b>2,970</b>	<b>4,892</b>	<b>5,905</b>	<b>5,237</b>			
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	58	37	45	19	13	34	85	91	59			
	Low Income Residential	4	3	5	8	7	5	12	11	10			
	Small C&I	3	0	0	0	1	1	1	6	2			
	Medium / Large C&I	0	0	0	0	0	0	1	4	2			
	<b>Total</b>	<b>65</b>	<b>40</b>	<b>50</b>	<b>27</b>	<b>21</b>	<b>40</b>	<b>99</b>	<b>112</b>	<b>73</b>			
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the pe</b>												
	Residential	123	126	267	246	235	553	678	1,227	885			
	Low Income Residential	35	12	23	82	78	161	119	152	72			
	Small C&I	15	6	48	33	16	17	12	15	0			
	Medium / Large C&I	3	4	9	5	7	1	4	6	1			
	<b>Total</b>	<b>176</b>	<b>148</b>	<b>347</b>	<b>366</b>	<b>336</b>	<b>732</b>	<b>813</b>	<b>1,400</b>	<b>958</b>			
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the perio</b>												
	Residential	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
	Low Income Residential	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
	Small C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
	Medium / Large C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A			
	<b>Total</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>			
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	3,621	3,680	3,767	3,677	3,791	4,286	4,721	5,158	5,752			
	Low Income Residential	2,160	2,227	2,334	2,325	2,556	3,016	3,313	3,535	4,031			
	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			
	<b>Total</b>	<b>5,781</b>	<b>5,907</b>	<b>6,101</b>	<b>6,002</b>	<b>6,347</b>	<b>7,302</b>	<b>8,034</b>	<b>8,693</b>	<b>9,783</b>			



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		2023											
EGMA		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	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	0			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>63</b>	<b>54</b>	<b>60</b>	<b>77</b>	<b>69</b>	<b>114</b>	<b>83</b>	<b>66</b>	<b>81</b>			
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	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			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>433</b>	<b>414</b>	<b>528</b>	<b>431</b>	<b>546</b>	<b>1,248</b>	<b>1,092</b>	<b>993</b>	<b>969</b>			
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	9	8	16	14	30	32	44	47	126			
	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			
	<b>Total</b>	<b>9</b>	<b>8</b>	<b>16</b>	<b>14</b>	<b>30</b>	<b>32</b>	<b>44</b>	<b>47</b>	<b>126</b>			
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	249	205	374	438	666	1,346	6,847	604	729			
	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			
	<b>Total</b>	<b>249</b>	<b>205</b>	<b>374</b>	<b>438</b>	<b>666</b>	<b>1,346</b>	<b>6,847</b>	<b>604</b>	<b>729</b>			
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	86	132	214	206	298	516	1,298	370	584			
	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			
	<b>Total</b>	<b>86</b>	<b>132</b>	<b>214</b>	<b>206</b>	<b>298</b>	<b>516</b>	<b>1,298</b>	<b>370</b>	<b>584</b>			
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>854</b>	<b>534</b>	<b>476</b>	<b>363</b>	<b>529</b>	<b>672</b>	<b>1,040</b>	<b>1,656</b>	<b>4,110</b>			
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>61,999</b>	<b>63,618</b>	<b>67,037</b>	<b>71,040</b>	<b>74,190</b>	<b>77,028</b>	<b>77,445</b>	<b>78,991</b>	<b>56,618</b>			
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	536	478	233	465	584	758	588	597	571			
	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			
	<b>Total</b>	<b>536</b>	<b>478</b>	<b>233</b>	<b>465</b>	<b>584</b>	<b>758</b>	<b>588</b>	<b>597</b>	<b>571</b>			
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	90	85	101	73	63	36	74	70	66			
	Medium / Large C&I	13	16	16	14	8	0	19	14	20			
	<b>Total</b>	<b>103</b>	<b>101</b>	<b>117</b>	<b>87</b>	<b>71</b>	<b>36</b>	<b>93</b>	<b>84</b>	<b>86</b>			
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	4	30	43	17	17	38	4	11	61			
	Medium / Large C&I	2	6	5	2	3	6	1	3	9			
	<b>Total</b>	<b>6</b>	<b>36</b>	<b>48</b>	<b>19</b>	<b>20</b>	<b>44</b>	<b>5</b>	<b>14</b>	<b>70</b>			
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	19	20	16	17	17	13	17	15	21			
	Medium / Large C&I	4	2	3	6	2	1	1	4	0			
	<b>Total</b>	<b>23</b>	<b>22</b>	<b>19</b>	<b>23</b>	<b>19</b>	<b>14</b>	<b>18</b>	<b>19</b>	<b>21</b>			
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	35	28	29	55	56	65	44	33	36			
	Medium / Large C&I	5	7	4	4	5	11	6	9	6			
	<b>Total</b>	<b>40</b>	<b>35</b>	<b>33</b>	<b>59</b>	<b>61</b>	<b>76</b>	<b>50</b>	<b>42</b>	<b>42</b>			

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA) - 2020

		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>EMA Electric</b>												
	<b>Number of customers, by customer class</b>												
	Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,005
	Low Income Residential	89,743	90,679	91,284	91,213	90,805	91,263	91,260	92,556	93,314	95,036	91,752	94,327
	Small C&I	160,051	161,328	160,466	159,553	160,711	160,474	159,829	158,618	158,925	163,791	155,461	165,204
	Medium / Large C&I	4,883	4,930	4,937	4,983	4,929	4,908	4,908	4,978	4,971	4,895	4,908	4,939
	Streetlights	13,251	13,287	13,240	13,210	13,217	13,204	13,214	13,143	13,154	13,298	13,066	13,300
	<b>Total</b>	<b>1,232,340</b>	<b>1,237,033</b>	<b>1,234,993</b>	<b>1,234,138</b>	<b>1,233,828</b>	<b>1,234,111</b>	<b>1,231,564</b>	<b>1,220,891</b>	<b>1,224,030</b>	<b>1,240,572</b>	<b>1,205,581</b>	<b>1,284,775</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	893	1,062	489	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	127	85	49	0	0	0	0	0	0	0	28	77
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,020</b>	<b>1,147</b>	<b>538</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>77</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	39,371	39,630	19,218	0	0	0	0	0	0	8,003	1,549	2
	Low Income Residential	129	118	53	0	0	0	0	0	0	13	15	0
	Small C&I	4,712	4,681	2,384	0	0	0	0	2,408	3,944	4,893	6,580	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	44,223	44,443	21,663	0	0	0	0	4	5	8	10	
	<b>Total</b>	<b>89,435</b>	<b>89,882</b>	<b>43,314</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,820</b>	<b>8,962</b>	<b>14,504</b>	<b>18,115</b>	<b>12</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	24,597	22,805	12,235	0	0	0	0	0	0	1	1	1
	Low Income Residential	121	124	37	0	0	0	0	0	0	0	0	0
	Small C&I	2,850	2,546	1,664	0	0	0	0	0	2,777	1,620	3,342	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	9	8	2	0	0	0	0	0	0	8	3	5
	<b>Total</b>	<b>27,577</b>	<b>25,483</b>	<b>13,938</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,782</b>	<b>1,624</b>	<b>3,348</b>	<b></b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	587	738	346	11	1	0	0	0	0	0	1	0
	Low Income Residential	18	18	13	3	0	0	0	0	0	0	0	0
	Small C&I	88	81	53	0	0	0	0	0	0	0	17	37
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>693</b>	<b>837</b>	<b>412</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>37</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	Residential	579	728	343	0	0	0	0	0	0	0	1	0
	Low Income Residential	18	13	13	0	0	0	0	0	0	0	0	0
	Small C&I	86	80	51	0	0	0	0	0	0	0	17	37
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>683</b>	<b>824</b>	<b>407</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>37</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	27,174	26,987	26,083	25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,924
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,304	1,240	1,013	774	715	729	745	715	704	870	837	1,025
	Medium / Large C&I	20	21	20	25	18	19	24	21	23	29	32	38
	Streetlights	6	5	7	2	2	3	5	1	3	4	3	5
	<b>Total</b>	<b>28,504</b>	<b>28,253</b>	<b>27,123</b>	<b>25,806</b>	<b>25,682</b>	<b>25,358</b>	<b>26,186</b>	<b>25,523</b>	<b>26,274</b>	<b>26,318</b>	<b>23,129</b>	<b>24,992</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	16	14	8	0	0	0	0	0	0	0	0	0
	Small C&I	25,728	25,117	12,303	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	564	445	272	0	0	0	0	0	0	0	0	0
	Streetlights	879	875	344	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>27,187</b>	<b>26,451</b>	<b>12,927</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)</b>												
	Residential	2,715	2,615	2,790	2,421	1,893	1,661	1,443	1,567	1,555	2,056	2,831	3,136
	Low Income Residential	1,069	663	505	364	337	400	362	376	326	450	567	507
	Small C&I	42	59	53	45	36	46	50	41	1	5	6	6
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>3,826</b>	<b>3,337</b>	<b>3,348</b>	<b>2,830</b>	<b>2,266</b>	<b>2,107</b>	<b>1,855</b>	<b>1,984</b>	<b>1,882</b>	<b>2,511</b>	<b>3,404</b>	<b>3,649</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	223	240	245	254	231	214	132	117	112	115	115	157
	Low Income Residential	97	78	79	55	63	45	55	50	36	31	25	23
	Small C&I	7	0	4	2	12	14	10	4	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>327</b>	<b>318</b>	<b>328</b>	<b>311</b>	<b>306</b>	<b>273</b>	<b>197</b>	<b>171</b>	<b>148</b>	<b>146</b>	<b>140</b>	<b>180</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	1,955	1,828	1,917	1,872	863	531	911	938	1,410	2,264	1,622	3,249
	Low Income Residential	120	140	136	249	295	146	166	166	278	385	157	185
	Small C&I	74	52	54	78	50	52	61	31	5	2	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2,089</b>	<b>2,020</b>	<b>2,107</b>	<b>2,199</b>	<b>1,208</b>	<b>729</b>	<b>1,142</b>	<b>1,135</b>	<b>1,693</b>	<b>2,651</b>	<b>1,779</b>	<b>3,434</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	20	19	34	44	9	15	19	17	34	37	58	28
	Low Income Residential	1	0	4	9	2	3	1	5	1	3	1	2
	Small C&I	1	1	1	3	1	1	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>22</b>	<b>20</b>	<b>39</b>	<b>56</b>	<b>12</b>	<b>19</b>	<b>21</b>	<b>22</b>	<b>35</b>	<b>40</b>	<b>59</b>	<b>30</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections ( 0 exceptions with expiry March 31 ) or M, Y and S protections</b>												
	Residential	9,586	9,740	10,114	10,093	7,852	8,057	7,937	7,897	7,850	7,754	8,889	9,256
	Low Income Residential	39,644	40,501	41,793	42,564	6,331	6,042	5,904	5,833	5,747	5,604	45,646	46,619
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>49,230</b>	<b>50,241</b>	<b>51,907</b>	<b>52,657</b>	<b>14,183</b>	<b>14,099</b>	<b>13,841</b>	<b>13,730</b>	<b>13,597</b>	<b>13,358</b>	<b>54,535</b>	<b>55,875</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA) - 2020

		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Electric													
13	Number of customers completing hardship protections during the period												
	Residential	161	168	2,857	122	87	61	66	52	64	42	64	41
	Low Income Residential	794	732	41,465	1,156	686	287	260	257	326	535	321	220
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>955</b>	<b>900</b>	<b>44,322</b>	<b>1,278</b>	<b>773</b>	<b>348</b>	<b>326</b>	<b>309</b>	<b>390</b>	<b>577</b>	<b>385</b>	<b>261</b>
14	Number of customers enrolling in new hardship protections during the period												
	Residential	483	428	374	44	57	53	58	40	64	1,224	135	156
	Low Income Residential	1,093	1,474	1,173	478	337	226	234	184	260	4,297	1,087	1,408
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,576</b>	<b>1,902</b>	<b>1,547</b>	<b>522</b>	<b>394</b>	<b>279</b>	<b>292</b>	<b>224</b>	<b>324</b>	<b>5,521</b>	<b>1,222</b>	<b>1,564</b>
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	57	85	142	280	205	87	97	83	74	69	48	40
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>57</b>	<b>85</b>	<b>142</b>	<b>280</b>	<b>205</b>	<b>87</b>	<b>97</b>	<b>83</b>	<b>74</b>	<b>69</b>	<b>48</b>	<b>40</b>
16	Number of customers, by customer class, enrolling in an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	197	386	422	767	833	724	686	746	1,105	977	1,029	478
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>197</b>	<b>386</b>	<b>422</b>	<b>767</b>	<b>833</b>	<b>724</b>	<b>686</b>	<b>746</b>	<b>1,105</b>	<b>977</b>	<b>1,029</b>	<b>478</b>
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	5	8	6	5	8	8	6	5	8	9	17	4
	Low Income Residential	132	265	358	543	596	540	503	444	664	515	447	197
	Small C&I	0	0	2	3	21	27	69	190	285	707	427	485
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>137</b>	<b>273</b>	<b>366</b>	<b>551</b>	<b>625</b>	<b>575</b>	<b>578</b>	<b>639</b>	<b>957</b>	<b>1,231</b>	<b>891</b>	<b>686</b>
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	958	463	357	459	433	232	292	356	400	464	613	813
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>958</b>	<b>463</b>	<b>357</b>	<b>459</b>	<b>433</b>	<b>232</b>	<b>292</b>	<b>356</b>	<b>400</b>	<b>464</b>	<b>613</b>	<b>813</b>
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>91,272</b>	<b>91,347</b>	<b>91,152</b>	<b>92,578</b>	<b>91,736</b>	<b>91,437</b>	<b>94,469</b>	<b>93,257</b>	<b>93,565</b>	<b>94,500</b>	<b>93,900</b>	<b>94,394</b>
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	4,729	4,696	4,661	4,602	4,537	4,443	4,384	4,325	2,754	2,682	2,629	2,572
	Medium / Large C&I	81	78	79	79	78	76	75	75	62	63	60	59
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	<b>Total</b>	<b>4,812</b>	<b>4,778</b>	<b>4,741</b>	<b>4,683</b>	<b>4,617</b>	<b>4,521</b>	<b>4,461</b>	<b>4,402</b>	<b>2,818</b>	<b>2,747</b>	<b>2,691</b>	<b>2,633</b>
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	262	0	25	44	35	54	30	47	48	17	37
	Medium / Large C&I	0	6	0	1	6	9	1	0	2	2	7	3
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>268</b>	<b>0</b>	<b>26</b>	<b>50</b>	<b>44</b>	<b>55</b>	<b>30</b>	<b>49</b>	<b>50</b>	<b>24</b>	<b>40</b>
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	291	135	84	109	129	113	89	1,618	120	70	94
	Medium / Large C&I	0	7	2	29	1	2	2	0	15	1	3	4
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>298</b>	<b>137</b>	<b>113</b>	<b>110</b>	<b>131</b>	<b>115</b>	<b>89</b>	<b>1,633</b>	<b>121</b>	<b>73</b>	<b>98</b>

D.P.U. 20-88-D Data Collection  
(C) Customer Specific Data (EMA) - 2021

		2021											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>EMA Electric</b>												
	<b>Number of customers, by customer class</b>												
	Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,506
	Low Income Residential	94,295	95,430	96,547	97,375	97,808	97,885	97,848	97,759	98,064	95,841	98,617	97,338
	Small C&I	161,273	161,043	161,814	161,787	162,953	162,534	161,049	160,873	161,690	158,349	164,778	160,692
	Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998	4,986	4,950	4,990
	Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,076	13,087	13,069
	<b>Total</b>	<b>1,233,619</b>	<b>1,234,153</b>	<b>1,237,992</b>	<b>1,240,461</b>	<b>1,239,047</b>	<b>1,241,227</b>	<b>1,239,102</b>	<b>1,232,786</b>	<b>1,244,097</b>	<b>1,213,878</b>	<b>1,268,616</b>	<b>1,238,596</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	0	599	1,457	2,178	1,219	785
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	162	82	124	96	90	84	76	70	73	41	78	44
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>162</b>	<b>82</b>	<b>124</b>	<b>96</b>	<b>90</b>	<b>84</b>	<b>675</b>	<b>1,527</b>	<b>2,251</b>	<b>1,260</b>	<b>863</b>	<b>413</b>
3	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,387	30,362	38,923	45,751
	Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507	6,640	2,959	142
	Small C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808	4,640	4,957	5,558
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	9	12	12	33	12	12	39	38	41	28	10	32
	<b>Total</b>	<b>5,594</b>	<b>5,579</b>	<b>6,094</b>	<b>88,703</b>	<b>44,584</b>	<b>7,728</b>	<b>23,535</b>	<b>38,824</b>	<b>49,643</b>	<b>41,670</b>	<b>46,849</b>	<b>51,483</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	1	2	0	1	3,220	11,891	15,519	14,538	15,142	25,197
	Low Income Residential	0	0	0	0	0	0	167	5,255	4,608	3,792	2,012	118
	Small C&I	3,008	2,641	2,981	2,385	1,841	2,207	2,324	2,155	2,872	2,515	2,694	2,635
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	7	8	10	13	9	7	30	16	34	18	19	19
	<b>Total</b>	<b>3,015</b>	<b>2,649</b>	<b>2,992</b>	<b>2,400</b>	<b>1,850</b>	<b>2,217</b>	<b>5,741</b>	<b>19,317</b>	<b>23,033</b>	<b>20,863</b>	<b>19,867</b>	<b>27,969</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	0	0	466	779	1,389	876	551	429
	Low Income Residential	0	0	0	0	0	0	26	424	659	367	163	14
	Small C&I	77	65	90	66	51	53	40	35	26	16	51	34
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>77</b>	<b>65</b>	<b>90</b>	<b>66</b>	<b>51</b>	<b>53</b>	<b>532</b>	<b>1,238</b>	<b>2,074</b>	<b>1,259</b>	<b>765</b>	<b>477</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order</b>												
	Residential	0	0	0	0	0	0	367	649	1,186	765	479	357
	Low Income Residential	0	0	0	0	0	0	24	361	576	312	129	12
	Small C&I	71	65	85	61	50	51	38	34	25	16	48	34
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>71</b>	<b>65</b>	<b>85</b>	<b>61</b>	<b>50</b>	<b>51</b>	<b>429</b>	<b>1,044</b>	<b>1,787</b>	<b>1,093</b>	<b>656</b>	<b>403</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	25,606	23,539	27,361	25,848	26,013	26,768	28,866	31,502	34,184	35,995	33,691	34,063
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,110	924	1,123	974	913	952	978	959	970	1,139	1,066	1,151
	Medium / Large C&I	46	39	46	40	37	34	27	32	31	66	75	86
	Streetlights	5	1	4	9	8	8	7	5	8	6	6	8
	<b>Total</b>	<b>26,767</b>	<b>24,583</b>	<b>28,534</b>	<b>26,871</b>	<b>26,971</b>	<b>27,762</b>	<b>29,878</b>	<b>32,498</b>	<b>35,193</b>	<b>37,206</b>	<b>34,838</b>	<b>35,308</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	19,872
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	576
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	580
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21,028</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferral</b>												
	Residential	4,219	3,230	2,955	2,593	2,594	3,650	5,295	7,119	7,414	9,532	10,413	10,817
	Low Income Residential	480	388	355	323	312	420	626	880	801	1,012	1,473	1,640
	Small C&I	1	0	1	1	1	6	8	11	7	15	18	30
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>4,700</b>	<b>3,618</b>	<b>3,311</b>	<b>2,917</b>	<b>2,907</b>	<b>4,076</b>	<b>5,929</b>	<b>8,010</b>	<b>8,222</b>	<b>10,559</b>	<b>11,904</b>	<b>12,487</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	168	126	206	172	171	263	195	229	263	284	380	359
	Low Income Residential	34	16	44	39	18	36	54	68	46	50	128	199
	Small C&I	0	0	0	0	0	0	0	3	0	4	2	2
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>202</b>	<b>142</b>	<b>250</b>	<b>212</b>	<b>189</b>	<b>299</b>	<b>249</b>	<b>300</b>	<b>309</b>	<b>338</b>	<b>510</b>	<b>560</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	987	863	906	1,168	2,034	3,605	3,834	4,238	6,866	6,711	5,015	5,902
	Low Income Residential	102	111	122	124	185	439	555	388	796	1,397	1,153	747
	Small C&I	0	1	2	2	5	2	3	4	14	13	17	21
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,089</b>	<b>975</b>	<b>1,030</b>	<b>1,294</b>	<b>2,224</b>	<b>4,046</b>	<b>4,392</b>	<b>4,630</b>	<b>7,676</b>	<b>8,121</b>	<b>6,185</b>	<b>6,670</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	16	8	20	16	27	66	58	90	95	88	69	41
	Low Income Residential	2	0	1	1	5	7	6	7	17	22	7	2
	Small C&I	0	0	1	0	1	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>18</b>	<b>10</b>	<b>21</b>	<b>17</b>	<b>33</b>	<b>73</b>	<b>64</b>	<b>97</b>	<b>112</b>	<b>110</b>	<b>76</b>	<b>43</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	10,337	10,463	10,587	7,184	6,828	7,420	7,187	7,353	7,110	6,982	7,105	8,254
	Low Income Residential	44,746	45,112	46,111	4,790	4,685	5,098	5,171	5,497	5,965	6,179	6,391	45,268
	Small C&I	0	0	0	1	5	9	0	0	1	1	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>55,083</b>	<b>55,575</b>	<b>56,698</b>	<b>11,975</b>	<b>11,518</b>	<b>12,527</b>	<b>12,358</b>	<b>12,850</b>	<b>13,076</b>	<b>13,162</b>	<b>13,496</b>	<b>53,522</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA) - 2021

		2021											
EMA Electric		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	34	16	3,303	67	78	107	135	135	149	149	158	167
	Low Income Residential	221	160	46,697	295	185	174	182	215	287	475	397	364
	Small C&I	0	0	0	1	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>255</b>	<b>176</b>	<b>50,000</b>	<b>363</b>	<b>263</b>	<b>281</b>	<b>317</b>	<b>350</b>	<b>436</b>	<b>624</b>	<b>555</b>	<b>531</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	125	102	102	130	123	167	200	223	238	191	746	411
	Low Income Residential	1,148	1,365	808	421	346	381	407	858	690	604	43,168	1,572
	Small C&I	0	0	0	6	2	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,273</b>	<b>1,465</b>	<b>910</b>	<b>557</b>	<b>471</b>	<b>548</b>	<b>607</b>	<b>1,081</b>	<b>928</b>	<b>795</b>	<b>43,914</b>	<b>1,983</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	57	80	108	190	194	158	196	256	264	343	204	148
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>57</b>	<b>80</b>	<b>108</b>	<b>190</b>	<b>194</b>	<b>158</b>	<b>196</b>	<b>256</b>	<b>264</b>	<b>343</b>	<b>204</b>	<b>148</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513	559
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>644</b>	<b>655</b>	<b>1,055</b>	<b>2,185</b>	<b>2,697</b>	<b>2,526</b>	<b>2,136</b>	<b>2,921</b>	<b>2,619</b>	<b>1,930</b>	<b>1,513</b>	<b>559</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	1	2	2	4	2	7	8	14	9	7	5	4
	Low Income Residential	286	227	429	549	459	607	475	1,170	1,002	841	751	248
	Small C&I	536	377	427	253	184	229	209	148	177	154	177	180
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>823</b>	<b>606</b>	<b>858</b>	<b>806</b>	<b>645</b>	<b>843</b>	<b>692</b>	<b>1,332</b>	<b>1,188</b>	<b>1,002</b>	<b>933</b>	<b>432</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>619</b>	<b>459</b>	<b>482</b>	<b>404</b>	<b>499</b>	<b>645</b>	<b>1,090</b>	<b>1,195</b>	<b>1,236</b>	<b>1,975</b>	<b>1,989</b>	<b>2,238</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	95,293	95,857	97,164	97,219	97,427	98,552	98,847	97,326	98,255	97,752	98,263	92,469
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>95,293</b>	<b>95,857</b>	<b>97,164</b>	<b>97,219</b>	<b>97,427</b>	<b>98,552</b>	<b>98,847</b>	<b>97,326</b>	<b>98,255</b>	<b>97,752</b>	<b>98,263</b>	<b>92,469</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,508	2,485	2,459	2,452	2,431	2,401	2,357	2,365	2,362	2,350	2,349	2,337
	Medium / Large C&I	56	56	54	50	49	46	47	48	48	48	47	40
	Streetlights	2	2	2	2	2	2	2	2	2	2	2	2
	<b>Total</b>	<b>2,566</b>	<b>2,543</b>	<b>2,515</b>	<b>2,504</b>	<b>2,482</b>	<b>2,449</b>	<b>2,406</b>	<b>2,415</b>	<b>2,412</b>	<b>2,400</b>	<b>2,398</b>	<b>2,379</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	30	47	57	73	62	35	62	92	70	90	97	59
	Medium / Large C&I	1	3	0	0	2	0	2	1	1	1	1	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>31</b>	<b>50</b>	<b>57</b>	<b>73</b>	<b>64</b>	<b>35</b>	<b>64</b>	<b>94</b>	<b>71</b>	<b>91</b>	<b>98</b>	<b>59</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	94	70	83	81	83	91	106	84	73	102	98	71
	Medium / Large C&I	4	3	2	4	3	4	1	1	1	1	2	7
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>98</b>	<b>73</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>95</b>	<b>107</b>	<b>85</b>	<b>74</b>	<b>103</b>	<b>100</b>	<b>78</b>

D.P.U. 20-58-D Data Collection  
 (C) Customer Specific Data (EMA) - 2022

		2022											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>EMA Electric</b>												
	<b>Number of customers, by customer class</b>												
	Residential	973,956	960,324	974,815	968,249	958,556	975,991	967,924	968,890	967,991	969,642	972,729	972,732
	Low Income Residential	98,610	99,208	100,920	101,047	100,732	103,952	102,454	102,129	102,442	102,103	102,071	103,188
	Small C&I	162,661	159,991	163,800	161,698	158,996	164,174	161,642	162,149	162,231	161,251	162,996	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	13,072	12,984	13,043	13,006	12,949	13,095	12,998	12,982	12,999	12,984	12,960	12,930	
<b>Total</b>	<b>1,253,344</b>	<b>1,237,346</b>	<b>1,257,495</b>	<b>1,248,966</b>	<b>1,235,837</b>	<b>1,262,334</b>	<b>1,250,024</b>	<b>1,251,111</b>	<b>1,250,664</b>	<b>1,250,996</b>	<b>1,255,764</b>	<b>1,255,906</b>	
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	64	67	111	56	30	65	46	53	32	42	106	73
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>270</b>	<b>535</b>	<b>1,488</b>	<b>1,601</b>	<b>2,219</b>	<b>2,173</b>	<b>2,131</b>	<b>3,174</b>	<b>3,270</b>	<b>3,170</b>	<b>1,543</b>	<b>271</b>	
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	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	5,507	4,825	6,900	4,673	4,597	5,294	4,664	6,002	5,721	5,966	5,216	5,227
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	35	30	54	35	10	23	27	42	37	33	34	40	
<b>Total</b>	<b>47,281</b>	<b>41,085</b>	<b>60,685</b>	<b>26,012</b>	<b>18,941</b>	<b>62,956</b>	<b>46,265</b>	<b>63,953</b>	<b>63,154</b>	<b>61,567</b>	<b>49,901</b>	<b>24,001</b>	
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	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	2,438	2,087	3,102	2,827	2,543	2,232	2,280	2,934	2,798	3,064	2,840	2,558
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	19	11	35	21	19	10	12	40	24	27	28	24	
<b>Total</b>	<b>21,296</b>	<b>21,650</b>	<b>29,316</b>	<b>25,564</b>	<b>15,990</b>	<b>16,875</b>	<b>29,270</b>	<b>29,785</b>	<b>30,687</b>	<b>32,647</b>	<b>28,390</b>	<b>14,141</b>	
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	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	21	49	32	35	32	18	29	53
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>205</b>	<b>399</b>	<b>1,179</b>	<b>1,454</b>	<b>2,140</b>	<b>1,807</b>	<b>1,649</b>	<b>2,585</b>	<b>2,921</b>	<b>2,807</b>	<b>1,423</b>	<b>259</b>	
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order</b>												
	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	271	14
	Small C&I	40	39	57	34	19	48	30	34	17	28	57	50
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>199</b>	<b>388</b>	<b>1,064</b>	<b>1,258</b>	<b>1,817</b>	<b>1,728</b>	<b>1,555</b>	<b>2,444</b>	<b>2,829</b>	<b>2,714</b>	<b>1,370</b>	<b>247</b>	
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	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	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	994	1,017	1,206	1,370	1,173	1,305	1,282	1,460	1,523	1,556	1,456	1,623
	Medium / Large C&I	53	58	50	87	78	94	47	76	45	88	45	113
Streetlights	5	8	6	6	9	8	8	6	8	14	11	19	
<b>Total</b>	<b>32,014</b>	<b>30,923</b>	<b>34,728</b>	<b>37,061</b>	<b>36,363</b>	<b>38,068</b>	<b>42,163</b>	<b>44,165</b>	<b>46,330</b>	<b>46,729</b>	<b>41,801</b>	<b>38,153</b>	
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	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	734	760	804	203	204	243	191	290	229	276	271	151
Streetlights	877	823	876	487	476	487	398	502	549	489	567	457	
<b>Total</b>	<b>32,656</b>	<b>31,441</b>	<b>35,182</b>	<b>11,084</b>	<b>13,047</b>	<b>13,895</b>	<b>11,455</b>	<b>13,971</b>	<b>15,470</b>	<b>12,630</b>	<b>14,044</b>	<b>11,420</b>	
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferral</b>												
	Residential	10,412	8,711	9,603	9,386	10,578	8,797	7,084	8,378	8,193	8,120	7,929	8,558
	Low Income Residential	1,342	852	798	756	937	952	1,012	1,590	2,200	2,382	2,534	2,918
	Small C&I	28	33	45	44	54	59	49	50	40	36	32	44
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>11,782</b>	<b>9,596</b>	<b>10,446</b>	<b>10,186</b>	<b>11,569</b>	<b>9,808</b>	<b>8,145</b>	<b>10,018</b>	<b>10,433</b>	<b>10,538</b>	<b>10,495</b>	<b>11,520</b>	
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	326	297	420	419	448	484	396	392	282	367	415	390
	Low Income Residential	123	46	56	55	69	78	77	198	138	121	147	77
	Small C&I	1	2	7	9	5	7	2	8	3	3	8	3
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>450</b>	<b>345</b>	<b>483</b>	<b>483</b>	<b>522</b>	<b>569</b>	<b>475</b>	<b>598</b>	<b>423</b>	<b>491</b>	<b>570</b>	<b>470</b>	
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	4,728	3,869	5,465	5,273	3,931	3,630	4,821	5,963	4,851	5,615	5,955	5,383
	Low Income Residential	242	158	331	502	570	1,079	1,173	2,231	1,742	2,045	2,162	1,183
	Small C&I	23	27	33	30	38	29	31	28	25	26	47	50
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>4,993</b>	<b>4,054</b>	<b>5,829</b>	<b>5,805</b>	<b>4,539</b>	<b>4,738</b>	<b>6,025</b>	<b>8,222</b>	<b>6,618</b>	<b>7,686</b>	<b>8,164</b>	<b>6,616</b>	
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	18	14	32	32	33	37	61	88	81	86	101	64
	Low Income Residential	2	1	3	8	9	13	33	43	40	36	30	5
	Small C&I	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	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>20</b>	<b>15</b>	<b>35</b>	<b>41</b>	<b>42</b>	<b>50</b>	<b>94</b>	<b>132</b>	<b>122</b>	<b>122</b>	<b>131</b>	<b>69</b>	
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	Residential	9,108	7,920	9,114	6,695	6,950	7,018	6,515	7,234	6,921	7,229	7,133	8,055
	Low Income Residential	43,944	41,966	47,364	5,169	5,557	6,494	6,456	7,379	7,540	7,921	8,481	46,812
	Small C&I	0	0	6	2	0	3	4	5	4	7	5	5
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>53,052</b>	<b>49,886</b>	<b>56,484</b>	<b>11,866</b>	<b>12,507</b>	<b>13,515</b>	<b>12,975</b>	<b>14,618</b>	<b>14,465</b>	<b>15,157</b>	<b>15,619</b>	<b>54,872</b>	

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		2022											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Electric													
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	131	128	153	2,487	177	129	169	172	187	227	243	147
	Low Income Residential	405	578	587	46,595	432	253	299	400	592	811	1,000	664
	Small C&I	0	0	0	15	0	2	2	1	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>536</b>	<b>706</b>	<b>740</b>	<b>49,097</b>	<b>609</b>	<b>384</b>	<b>470</b>	<b>573</b>	<b>779</b>	<b>1,038</b>	<b>1,243</b>	<b>811</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	420	413	540	251	250	235	239	297	274	299	1,161	472
	Low Income Residential	1,410	1,422	2,041	703	1,237	829	688	879	910	1,145	48,006	1,960
	Small C&I	0	0	15	1	0	4	1	1	3	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,830</b>	<b>1,835</b>	<b>2,596</b>	<b>955</b>	<b>1,467</b>	<b>1,068</b>	<b>928</b>	<b>1,177</b>	<b>1,187</b>	<b>1,444</b>	<b>49,167</b>	<b>2,432</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	190	292	364	426	451	430	379	268	244	202	150	133
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>190</b>	<b>292</b>	<b>364</b>	<b>426</b>	<b>451</b>	<b>430</b>	<b>379</b>	<b>268</b>	<b>244</b>	<b>202</b>	<b>150</b>	<b>133</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,190	540
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>282</b>	<b>10,324</b>	<b>530</b>	<b>1,589</b>	<b>3,690</b>	<b>1,907</b>	<b>2,201</b>	<b>1,346</b>	<b>1,320</b>	<b>1,597</b>	<b>1,190</b>	<b>540</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	106	1	6	6	21	7	7	13	10	12	11	2
	Low Income Residential	4,716	133	466	1,242	2,411	1,197	966	1,069	905	958	526	167
	Small C&I	147	145	122	125	0	130	82	99	90	115	91	90
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>4,969</b>	<b>279</b>	<b>594</b>	<b>1,373</b>	<b>2,432</b>	<b>1,334</b>	<b>1,055</b>	<b>1,181</b>	<b>1,005</b>	<b>1,085</b>	<b>628</b>	<b>259</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	1,762	1,468	1,972
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>2,158</b>	<b>1,303</b>	<b>7,846</b>	<b>1,283</b>	<b>1,391</b>	<b>1,439</b>	<b>2,154</b>	<b>1,631</b>	<b>1,637</b>	<b>1,762</b>	<b>1,468</b>	<b>1,972</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886	102,532	103,639	104,193
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>98,476</b>	<b>99,695</b>	<b>101,418</b>	<b>102,445</b>	<b>102,422</b>	<b>103,551</b>	<b>102,759</b>	<b>101,843</b>	<b>102,886</b>	<b>102,532</b>	<b>103,639</b>	<b>104,193</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	2,333	2,333	2,328	2,354	2,350	2,321	2,335	2,352	2,406	2,419	2,429	2,476
	Medium / Large C&I	44	41	42	41	42	42	44	43	46	47	49	42
	Streetlights	2	2	2	3	3	2	2	2	2	2	2	2
	<b>Total</b>	<b>2,379</b>	<b>2,376</b>	<b>2,372</b>	<b>2,398</b>	<b>2,395</b>	<b>2,365</b>	<b>2,381</b>	<b>2,397</b>	<b>2,454</b>	<b>2,468</b>	<b>2,480</b>	<b>2,520</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	87	91	77	109	71	63	111	66	110	80	62	102
	Medium / Large C&I	4	0	1	0	3	0	3	0	3	2	2	5
	Streetlights	0	0	0	1	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>91</b>	<b>91</b>	<b>78</b>	<b>110</b>	<b>74</b>	<b>63</b>	<b>114</b>	<b>66</b>	<b>113</b>	<b>82</b>	<b>64</b>	<b>107</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	91	91	99	83	75	92	97	49	56	67	52	45
	Medium / Large C&I	0	3	0	1	2	0	1	1	0	1	0	1
	Streetlights	0	0	0	0	0	1	0	0	0	0	0	0
	<b>Total</b>	<b>91</b>	<b>94</b>	<b>99</b>	<b>84</b>	<b>77</b>	<b>93</b>	<b>98</b>	<b>50</b>	<b>56</b>	<b>68</b>	<b>52</b>	<b>46</b>

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		2023											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>EMA Electric</b>												
	<b>Number of customers, by customer class</b>												
	Residential	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	164,143	163,302	162,623	162,412	162,403	163,498	162,515	162,337	161,359			
	Medium / Large C&I	4,384	4,387	4,440	4,373	4,459	4,428	4,443	4,439	4,442			
	Streetlights	12,896	12,309	12,335	12,345	12,316	12,293	12,268	12,256	12,241			
	<b>Total</b>	<b>1,259,722</b>	<b>1,254,419</b>	<b>1,256,549</b>	<b>1,257,216</b>	<b>1,254,919</b>	<b>1,263,372</b>	<b>1,258,372</b>	<b>1,256,871</b>	<b>1,249,216</b>			
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	272	488	890	1,563	2,026	1,485	1,297	2,051	1,842			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	80	63	78	70	68	61	64	50	67			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>352</b>	<b>551</b>	<b>968</b>	<b>1,633</b>	<b>2,094</b>	<b>1,546</b>	<b>1,361</b>	<b>2,101</b>	<b>1,909</b>			
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	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	10,146	10,349			
	Small C&I	5,412	4,856	6,592	5,058	6,235	6,204	5,168	6,335	5,601			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	52	32	47	25	43	69	39	64	38			
	<b>Total</b>	<b>22,121</b>	<b>30,051</b>	<b>45,912</b>	<b>45,194</b>	<b>62,169</b>	<b>59,139</b>	<b>46,097</b>	<b>62,026</b>	<b>57,719</b>			
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	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			
	Streetlights	23	22	46	19	17	34	18	34	34			
	<b>Total</b>	<b>10,271</b>	<b>11,666</b>	<b>24,739</b>	<b>19,353</b>	<b>33,320</b>	<b>32,686</b>	<b>24,199</b>	<b>34,043</b>	<b>29,676</b>			
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	237	349	741	1,145	916	836	567	1,064	997			
	Low Income Residential	6	10	12	22	829	530	412	640	585			
	Small C&I	50	63	41	41	44	28	28	28	33			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	1	0	0	0	0	0			
	<b>Total</b>	<b>293</b>	<b>422</b>	<b>794</b>	<b>1,209</b>	<b>1,789</b>	<b>1,398</b>	<b>1,007</b>	<b>1,732</b>	<b>1,615</b>			
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order</b>												
	Residential	227	337	708	1,092	849	797	536	1,000	942			
	Low Income Residential	4	10	12	21	724	493	380	609	545			
	Small C&I	50	39	41	41	41	29	27	27	32			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	1	0	0	0	0	0			
	<b>Total</b>	<b>281</b>	<b>407</b>	<b>759</b>	<b>1,155</b>	<b>1,614</b>	<b>1,319</b>	<b>943</b>	<b>1,636</b>	<b>1,519</b>			
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	35,501	35,114	41,470	213	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>37,090</b>	<b>36,717</b>	<b>43,236</b>	<b>1,924</b>	<b>1,733</b>	<b>2,082</b>	<b>2,001</b>	<b>3,055</b>	<b>1,968</b>			
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	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	174	243	207	150	183	210	161	222	176			
	Streetlights	492	532	594	464	542	268	482	497	383			
	<b>Total</b>	<b>12,551</b>	<b>14,880</b>	<b>15,050</b>	<b>12,120</b>	<b>14,379</b>	<b>14,662</b>	<b>12,895</b>	<b>14,094</b>	<b>11,523</b>			
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing debt</b>												
	Residential	8,470	6,408	7,035	6,615	8,227	8,471	7,193	7,769	7,179			
	Low Income Residential	2,302	1,419	1,310	933	1,050	1,534	1,871	2,056	1,979			
	Small C&I	56	32	45	41	42	53	50	38	50			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>10,828</b>	<b>7,859</b>	<b>8,390</b>	<b>7,589</b>	<b>9,319</b>	<b>10,058</b>	<b>9,114</b>	<b>9,863</b>	<b>9,208</b>			
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period</b>												
	Residential	314	242	398	273	443	440	321	376	300			
	Low Income Residential	87	61	113	67	137	150	195	293	106			
	Small C&I	12	4	6	6	3	17	8	9	3			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>413</b>	<b>307</b>	<b>517</b>	<b>346</b>	<b>583</b>	<b>607</b>	<b>524</b>	<b>678</b>	<b>409</b>			
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	3,478	3,146	5,425	5,532	5,498	5,531	4,507	5,679	4,649			
	Low Income Residential	177	168	179	258	258	1,101	1,880	1,272	1,559			
	Small C&I	41	43	55	47	62	54	49	72	59			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>3,696</b>	<b>3,357</b>	<b>5,659</b>	<b>5,837</b>	<b>6,661</b>	<b>7,465</b>	<b>5,828</b>	<b>7,210</b>	<b>6,293</b>			
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	44	45	84	61	66	61	60	77	63			
	Low Income Residential	3	1	2	8	37	30	21	25	16			
	Small C&I	4	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			
	<b>Total</b>	<b>51</b>	<b>46</b>	<b>86</b>	<b>69</b>	<b>103</b>	<b>91</b>	<b>81</b>	<b>102</b>	<b>79</b>			
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections</b>												
	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			
	Small C&I	6	7	8	5	8	8	6	7	5			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>56,809</b>	<b>54,125</b>	<b>60,497</b>	<b>12,098</b>	<b>13,018</b>	<b>13,889</b>	<b>13,002</b>	<b>15,280</b>	<b>14,624</b>			



D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA) - 2023

		2023											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
EMA Electric													
13	<b>Number of customers completing hardship protections during the period</b>												
	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			
	<b>Total</b>	<b>662</b>	<b>668</b>	<b>956</b>	<b>50,119</b>	<b>996</b>	<b>628</b>	<b>500</b>	<b>643</b>	<b>663</b>			
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	449	478	701	211	271	268	199	262	249			
	Low Income Residential	1,756	1,778	2,180	638	1,648	1,052	811	991	949			
	Small C&I	2	0	0	4	3	1	0	0	1			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>2,207</b>	<b>2,256</b>	<b>2,887</b>	<b>853</b>	<b>1,922</b>	<b>1,321</b>	<b>1,010</b>	<b>1,253</b>	<b>1,199</b>			
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	321	160	163	280	190	189	179	103	106			
	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			
	<b>Total</b>	<b>321</b>	<b>160</b>	<b>163</b>	<b>280</b>	<b>190</b>	<b>189</b>	<b>179</b>	<b>103</b>	<b>106</b>			
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>2,153</b>	<b>14,518</b>	<b>410</b>	<b>2,424</b>	<b>4,009</b>	<b>1,803</b>	<b>1,941</b>	<b>1,539</b>	<b>1,811</b>			
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	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			
	<b>Total</b>	<b>1,730</b>	<b>8,236</b>	<b>211</b>	<b>745</b>	<b>3,139</b>	<b>1,327</b>	<b>1,158</b>	<b>1,306</b>	<b>1,193</b>			
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>1,363</b>	<b>895</b>	<b>819</b>	<b>9,558</b>	<b>1,795</b>	<b>2,051</b>	<b>2,422</b>	<b>2,166</b>	<b>2,135</b>			
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	104,434	106,355	107,458	108,828	109,446	109,492	109,378	109,291	109,142			
	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			
	<b>Total</b>	<b>104,434</b>	<b>106,355</b>	<b>107,458</b>	<b>108,828</b>	<b>109,446</b>	<b>109,492</b>	<b>109,378</b>	<b>109,291</b>	<b>109,142</b>			
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	2,524	2,580	2,578	2,600	2,601	2,634	2,665	2,618	2,608			
	Medium / Large C&I	42	41	41	42	42	44	48	42	41			
	Streetlights	2	2	2	2	2	2	2	1	1			
	<b>Total</b>	<b>2,568</b>	<b>2,623</b>	<b>2,621</b>	<b>2,644</b>	<b>2,645</b>	<b>2,680</b>	<b>2,715</b>	<b>2,661</b>	<b>2,650</b>			
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	98	120	73	115	60	108	102	41	75			
	Medium / Large C&I	1	1	0	1	1	2	5	0	0			
	Streetlights	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>99</b>	<b>121</b>	<b>73</b>	<b>116</b>	<b>61</b>	<b>110</b>	<b>107</b>	<b>41</b>	<b>75</b>			
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Streetlights												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	48	64	75	93	59	75	71	88	85			
	Medium / Large C&I	1	2	0	0	1	0	1	6	1			
	Streetlights	0	0	0	0	0	0	0	1	0			
	<b>Total</b>	<b>49</b>	<b>66</b>	<b>75</b>	<b>93</b>	<b>60</b>	<b>75</b>	<b>72</b>	<b>95</b>	<b>86</b>			

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2020**

EMA Gas		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,752	243,424	
	Low Income Residential	29,036	29,560	29,801	30,012	29,948	30,099	29,967	30,820	30,531	30,987	29,748	30,378
	Small C&I	24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	24,213
	Medium / Large C&I	4,446	4,232	4,035	4,219	4,393	4,081	4,243	4,206	4,236	4,227	4,159	4,276
	<b>Total</b>	<b>300,863</b>	<b>300,631</b>	<b>300,239</b>	<b>300,507</b>	<b>300,614</b>	<b>300,109</b>	<b>300,100</b>	<b>299,768</b>	<b>299,346</b>	<b>300,067</b>	<b>299,048</b>	<b>302,791</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	29	86	38	0	0	0	0	0	0	0	3	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	<b>Total</b>	<b>29</b>	<b>86</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>49</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	4,749	5,648	4,251	0	0	0	0	0	0	0	1	
	Low Income Residential	20	24	17	0	0	0	0	0	0	0	0	
	Small C&I	949	1,050	473	0	0	0	0	0	450	222	304	
	Medium / Large C&I	140	147	73	0	0	0	0	148	55	61	155	
	<b>Total</b>	<b>5,858</b>	<b>6,869</b>	<b>4,814</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>598</b>	<b>277</b>	<b>366</b>	<b>1,216</b>	
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	2,797	3,253	1,596	0	0	0	0	0	0	1	1	
	Low Income Residential	20	21	7	0	0	0	0	0	0	0	0	
	Small C&I	374	575	407	0	0	0	0	0	435	156	375	
	Medium / Large C&I	79	79	51	0	0	0	0	0	98	9	40	
	<b>Total</b>	<b>3,270</b>	<b>3,928</b>	<b>2,061</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>534</b>	<b>166</b>	<b>415</b>	
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	10	0	0	0	0	0	0	0	
	Low Income Residential	0	0	0	11	0	0	0	0	0	0	0	
	Small C&I	11	55	26	1	0	0	0	0	0	0	1	
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	
	<b>Total</b>	<b>11</b>	<b>57</b>	<b>26</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>29</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	11	47	24	0	0	0	0	0	0	0	1	
	Medium / Large C&I	0	2	0	0	0	0	0	0	0	0	0	
	<b>Total</b>	<b>11</b>	<b>49</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>26</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	5,477	5,757	5,640	5,769	5,646	5,322	5,046	4,379	4,641	4,601	4,311	
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Small C&I	197	274	201	154	110	140	101	80	72	95	81	
	Medium / Large C&I	35	30	28	20	19	16	6	6	9	13	16	
	<b>Total</b>	<b>5,709</b>	<b>6,061</b>	<b>5,869</b>	<b>5,943</b>	<b>5,775</b>	<b>5,478</b>	<b>5,153</b>	<b>4,465</b>	<b>4,722</b>	<b>4,709</b>	<b>4,408</b>	<b>4,867</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low Income Residential	3	7	5	0	0	0	0	0	0	0	0	
	Small C&I	4,378	4,458	2,280	0	0	0	0	0	0	0	0	
	Medium / Large C&I	599	636	258	0	0	0	0	0	0	0	0	
	<b>Total</b>	<b>4,980</b>	<b>5,101</b>	<b>2,543</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (excluding Newstart and Covid AMP)</b>												
	Residential	514	490	687	878	886	968	855	774	567	575	688	
	Low Income Residential	108	69	72	80	95	127	113	97	69	68	68	
	Small C&I	2	2	9	6	5	13	12	10	0	4	1	
	Medium / Large C&I	1	0	1	1	2	2	1	2	2	4	10	
	<b>Total</b>	<b>625</b>	<b>561</b>	<b>769</b>	<b>965</b>	<b>988</b>	<b>1,110</b>	<b>981</b>	<b>883</b>	<b>638</b>	<b>651</b>	<b>767</b>	<b>827</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	40	21	14	46	58	82	127	118	132	92	55	
	Low Income Residential	10	6	3	6	10	15	24	18	18	14	3	
	Small C&I	0	1	0	1	1	6	1	4	4	3	0	
	Medium / Large C&I	0	0	0	1	0	1	0	0	2	0	1	
	<b>Total</b>	<b>50</b>	<b>28</b>	<b>17</b>	<b>54</b>	<b>69</b>	<b>104</b>	<b>152</b>	<b>140</b>	<b>156</b>	<b>109</b>	<b>59</b>	<b>44</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	371	517	713	929	435	276	368	243	357	573	353	
	Low Income Residential	18	38	52	89	77	42	38	27	46	55	28	
	Small C&I	0	11	8	10	18	9	10	3	7	1	0	
	Medium / Large C&I	0	2	0	2	2	2	2	1	4	7	19	
	<b>Total</b>	<b>389</b>	<b>568</b>	<b>773</b>	<b>1,030</b>	<b>532</b>	<b>329</b>	<b>418</b>	<b>274</b>	<b>414</b>	<b>636</b>	<b>400</b>	<b>695</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period (excluding Newstart and Covid AMP)</b>												
	Residential	3	5	17	21	3	7	7	6	9	2	6	
	Low Income Residential	0	0	0	2	0	0	0	2	2	3	0	
	Small C&I	0	0	1	0	0	0	0	0	0	0	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
	<b>Total</b>	<b>3</b>	<b>5</b>	<b>18</b>	<b>23</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>4</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections (0 exceptions with expiry March 31 or M, Y and S protections)</b>												
	Residential	3,209	3,238	3,430	3,515	2,586	2,698	2,688	2,650	2,649	2,613	2,812	
	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	
	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	
	<b>Total</b>	<b>18,668</b>	<b>19,532</b>	<b>20,539</b>	<b>21,130</b>	<b>4,347</b>	<b>4,409</b>	<b>4,366</b>	<b>4,293</b>	<b>4,272</b>	<b>4,186</b>	<b>20,540</b>	<b>21,012</b>

**D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2020**

EMA Gas		2020											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15
	Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>249</b>	<b>224</b>	<b>18,124</b>	<b>320</b>	<b>204</b>	<b>87</b>	<b>65</b>	<b>71</b>	<b>101</b>	<b>134</b>	<b>84</b>	<b>63</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	196	146	173	18	16	18	10	9	14	271	39	33
	Low Income Residential	883	834	580	113	80	60	48	42	54	1,118	253	500
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1,079</b>	<b>980</b>	<b>753</b>	<b>131</b>	<b>96</b>	<b>78</b>	<b>58</b>	<b>51</b>	<b>68</b>	<b>1,389</b>	<b>292</b>	<b>533</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	1
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>6</b>	<b>17</b>	<b>23</b>	<b>39</b>	<b>51</b>	<b>46</b>	<b>36</b>	<b>26</b>	<b>31</b>	<b>23</b>	<b>6</b>	<b>1</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	33	95	128	218	239	216	163	212	281	219	206	90
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>33</b>	<b>95</b>	<b>128</b>	<b>218</b>	<b>239</b>	<b>216</b>	<b>163</b>	<b>212</b>	<b>281</b>	<b>219</b>	<b>206</b>	<b>90</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	2	2	2	1	3	0	0	2	3	4	0
	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41
	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78
	<b>Total</b>	<b>27</b>	<b>74</b>	<b>117</b>	<b>180</b>	<b>180</b>	<b>169</b>	<b>142</b>	<b>167</b>	<b>232</b>	<b>223</b>	<b>151</b>	<b>119</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	315	157	93	90	113	84	90	121	132	133	183	264
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>315</b>	<b>157</b>	<b>93</b>	<b>90</b>	<b>113</b>	<b>84</b>	<b>90</b>	<b>121</b>	<b>132</b>	<b>133</b>	<b>183</b>	<b>264</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>29,953</b>	<b>29,980</b>	<b>30,019</b>	<b>30,618</b>	<b>30,351</b>	<b>30,307</b>	<b>31,344</b>	<b>30,807</b>	<b>30,884</b>	<b>31,178</b>	<b>30,480</b>	<b>30,547</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	807
	<b>Total</b>	<b>1,488</b>	<b>1,497</b>	<b>1,479</b>	<b>1,447</b>	<b>1,421</b>	<b>1,394</b>	<b>1,377</b>	<b>1,358</b>	<b>1,018</b>	<b>994</b>	<b>977</b>	<b>952</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	75	0	1	6	9	13	7	9	20	7	5
	<b>Total</b>	<b>0</b>	<b>75</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>9</b>	<b>13</b>	<b>7</b>	<b>9</b>	<b>20</b>	<b>7</b>	<b>5</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during the period</b>												
	Residential	Unable to Obtain Data											
	Low Income Residential												
	Small C&I												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	70	48	29	30	36	30	25	316	37	23	26
	<b>Total</b>	<b>0</b>	<b>70</b>	<b>48</b>	<b>29</b>	<b>30</b>	<b>36</b>	<b>30</b>	<b>25</b>	<b>316</b>	<b>37</b>	<b>23</b>	<b>26</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2021

EMA Gas		2021											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	242,553	242,635	242,201	242,260	241,781	241,375	241,124	240,015	240,601	239,761	244,178	243,374
	Low Income Residential	30,336	30,706	31,070	31,316	31,504	31,713	31,876	31,917	31,978	30,935	30,932	30,999
	Small C&I	24,620	24,680	24,647	24,630	24,486	24,544	24,445	24,362	24,349	24,299	24,403	24,535
	Medium / Large C&I	4,235	4,404	4,097	4,227	4,220	4,221	4,181	4,255	4,180	4,224	4,224	4,202
	<b>Total</b>	<b>301,744</b>	<b>302,425</b>	<b>302,015</b>	<b>302,433</b>	<b>301,991</b>	<b>301,852</b>	<b>301,666</b>	<b>300,475</b>	<b>301,183</b>	<b>299,175</b>	<b>303,737</b>	<b>303,110</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	0	0	0	260	318	279	132	46	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	50	40	75	93	71	80	60	35	8	6	3	9
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>50</b>	<b>40</b>	<b>75</b>	<b>93</b>	<b>71</b>	<b>80</b>	<b>320</b>	<b>353</b>	<b>287</b>	<b>138</b>	<b>49</b>	<b>9</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	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	0	8,319	4,177	30	1,107	2,627	3,080	2,156	478	0
	Small C&I	1,192	1,381	1,571	1,217	909	847	569	467	425	427	423	787
	Medium / Large C&I	171	165	182	181	104	124	168	127	140	115	120	186
	<b>Total</b>	<b>1,364</b>	<b>1,546</b>	<b>1,753</b>	<b>32,105</b>	<b>17,086</b>	<b>2,568</b>	<b>3,910</b>	<b>10,044</b>	<b>10,930</b>	<b>7,906</b>	<b>2,172</b>	<b>976</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	0	0	0	1,580	2,152	5,639	4,245	3,761	158
	Low Income Residential	0	0	0	0	0	0	53	1,121	2,262	1,758	730	2
	Small C&I	423	581	735	685	530	543	480	313	324	251	330	312
	Medium / Large C&I	56	59	73	57	51	57	81	44	70	67	76	79
	<b>Total</b>	<b>479</b>	<b>640</b>	<b>808</b>	<b>742</b>	<b>581</b>	<b>600</b>	<b>2,194</b>	<b>3,630</b>	<b>8,295</b>	<b>6,321</b>	<b>4,897</b>	<b>551</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	0	0	71	67	98	69	23	4
	Low Income Residential	0	0	0	0	0	0	3	33	51	21	17	3
	Small C&I	24	25	31	27	10	18	16	8	2	6	5	4
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	<b>Total</b>	<b>26</b>	<b>28</b>	<b>33</b>	<b>29</b>	<b>11</b>	<b>20</b>	<b>90</b>	<b>108</b>	<b>151</b>	<b>96</b>	<b>45</b>	<b>11</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders</b>												
	Residential	0	0	0	0	0	0	62	66	97	66	23	4
	Low Income Residential	0	0	0	0	0	0	2	33	51	21	17	3
	Small C&I	23	24	29	27	10	18	15	7	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	<b>Total</b>	<b>25</b>	<b>27</b>	<b>31</b>	<b>29</b>	<b>11</b>	<b>20</b>	<b>79</b>	<b>106</b>	<b>150</b>	<b>93</b>	<b>45</b>	<b>10</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	6,210
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	189	186	230	191	128	119	109	82	75	90	104	140
	Medium / Large C&I	15	18	20	18	25	24	8	11	6	11	17	36
	<b>Total</b>	<b>6,039</b>	<b>5,573</b>	<b>6,802</b>	<b>6,057</b>	<b>6,243</b>	<b>6,015</b>	<b>6,092</b>	<b>5,958</b>	<b>6,705</b>	<b>6,871</b>	<b>6,355</b>	<b>6,386</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	2,670
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	420
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,090</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing defere</b>												
	Residential	920	752	730	740	931	1,548	2,370	3,005	2,958	3,134	3,849	3,481
	Low Income Residential	56	42	60	90	108	150	239	296	278	309	446	374
	Small C&I	1	0	0	0	0	0	0	1	2	4	5	4
	Medium / Large C&I	29	26	28	24	24	24	21	21	20	14	10	11
	<b>Total</b>	<b>1,006</b>	<b>820</b>	<b>818</b>	<b>854</b>	<b>1,063</b>	<b>1,722</b>	<b>2,630</b>	<b>3,323</b>	<b>3,258</b>	<b>3,461</b>	<b>4,310</b>	<b>3,870</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(s)</b>												
	Residential	24	18	34	26	38	53	76	135	149	213	234	131
	Low Income Residential	6	0	7	7	1	13	16	28	29	34	106	15
	Small C&I	1	0	0	0	0	0	0	0	1	0	0	0
	Medium / Large C&I	1	3	2	0	3	3	3	1	4	4	1	1
	<b>Total</b>	<b>32</b>	<b>21</b>	<b>43</b>	<b>33</b>	<b>42</b>	<b>69</b>	<b>95</b>	<b>164</b>	<b>183</b>	<b>251</b>	<b>341</b>	<b>147</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the per</b>												
	Residential	232	263	340	459	1,013	1,618	1,503	1,249	1,686	2,353	1,470	1,243
	Low Income Residential	15	41	62	58	86	171	171	119	188	380	273	111
	Small C&I	0	0	0	0	1	0	1	2	3	3	1	0
	Medium / Large C&I	5	6	6	7	5	6	5	5	3	2	2	0
	<b>Total</b>	<b>252</b>	<b>310</b>	<b>408</b>	<b>524</b>	<b>1,105</b>	<b>1,795</b>	<b>1,680</b>	<b>1,375</b>	<b>1,880</b>	<b>2,738</b>	<b>1,746</b>	<b>1,354</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	2	4	5	12	7	23	11	31	27	21	22	4
	Low Income Residential	0	1	0	1	4	0	3	1	3	4	3	0
	Small C&I	0	0	0	0	0	0	1	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	1	0	0	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>15</b>	<b>32</b>	<b>30</b>	<b>25</b>	<b>25</b>	<b>4</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections (C</b>												
	Residential	3,714	3,795	3,800	2,378	2,366	2,465	2,411	2,368	2,331	2,311	2,404	2,895
	Low Income Residential	16,995	17,520	18,190	1,313	1,378	1,459	1,498	1,545	1,665	1,682	1,793	17,251
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>20,709</b>	<b>21,315</b>	<b>21,990</b>	<b>3,691</b>	<b>3,744</b>	<b>3,924</b>	<b>3,909</b>	<b>3,913</b>	<b>3,996</b>	<b>3,993</b>	<b>4,197</b>	<b>20,146</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2021

EMA Gas		2021											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	5	5	1,377	19	39	39	40	43	44	43	31	26
	Low Income Residential	41	31	18,561	81	59	51	47	37	71	129	126	97
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>46</b>	<b>36</b>	<b>19,938</b>	<b>100</b>	<b>98</b>	<b>90</b>	<b>87</b>	<b>80</b>	<b>115</b>	<b>172</b>	<b>157</b>	<b>123</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	Residential	50	61	40	37	57	50	65	52	69	47	445	93
	Low Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	512
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>852</b>	<b>910</b>	<b>468</b>	<b>170</b>	<b>171</b>	<b>161</b>	<b>174</b>	<b>232</b>	<b>237</b>	<b>196</b>	<b>17,958</b>	<b>605</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>14</b>	<b>9</b>	<b>25</b>	<b>37</b>	<b>66</b>	<b>39</b>	<b>30</b>	<b>53</b>	<b>43</b>	<b>42</b>	<b>29</b>	<b>25</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	125	134	296	758	972	842	466	854	1,024	673	316	89
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>125</b>	<b>134</b>	<b>296</b>	<b>758</b>	<b>972</b>	<b>842</b>	<b>466</b>	<b>854</b>	<b>1,024</b>	<b>673</b>	<b>316</b>	<b>89</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	0	1	1	3	0	1	3	5	3	3	2	3
	Low Income Residential	63	39	94	154	145	147	119	242	343	242	198	54
	Small C&I	85	61	77	44	40	37	33	14	20	26	23	21
	Medium / Large C&I	0	0	0	0	1	1	1	1	0	1	0	1
	<b>Total</b>	<b>148</b>	<b>101</b>	<b>172</b>	<b>201</b>	<b>186</b>	<b>186</b>	<b>156</b>	<b>262</b>	<b>366</b>	<b>272</b>	<b>223</b>	<b>79</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	174	112	95	100	114	192	370	360	437	639	736	840
	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	0
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>174</b>	<b>112</b>	<b>95</b>	<b>100</b>	<b>114</b>	<b>192</b>	<b>370</b>	<b>360</b>	<b>437</b>	<b>639</b>	<b>736</b>	<b>840</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	30,903	31,061	31,538	31,559	31,811	32,116	32,289	31,915	32,150	31,407	31,409	29,915
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>30,903</b>	<b>31,061</b>	<b>31,538</b>	<b>31,559</b>	<b>31,811</b>	<b>32,116</b>	<b>32,289</b>	<b>31,915</b>	<b>32,150</b>	<b>31,407</b>	<b>31,409</b>	<b>29,915</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	794	793	779	761	740	720	699	703	698	716	738	754
	Medium / Large C&I	141	140	135	128	121	117	110	108	107	103	100	99
	<b>Total</b>	<b>935</b>	<b>933</b>	<b>914</b>	<b>889</b>	<b>861</b>	<b>837</b>	<b>809</b>	<b>811</b>	<b>805</b>	<b>819</b>	<b>838</b>	<b>853</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	10	13	13	19	14	9	11	25	18	40	52	39
	Medium / Large C&I	1	2	1	2	2	1	2	0	1	2	0	4
	<b>Total</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>21</b>	<b>16</b>	<b>10</b>	<b>13</b>	<b>25</b>	<b>19</b>	<b>42</b>	<b>52</b>	<b>43</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	23	14	27	37	35	32	32	21	23	22	30	23
	Medium / Large C&I	5	3	6	9	9	9	9	2	2	6	3	5
	<b>Total</b>	<b>28</b>	<b>17</b>	<b>33</b>	<b>46</b>	<b>44</b>	<b>41</b>	<b>41</b>	<b>23</b>	<b>25</b>	<b>28</b>	<b>33</b>	<b>28</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2022

EMA Gas		2022											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	243,308	243,095	242,517	243,430	242,533	241,930	241,775	241,336	241,989	243,565	243,728	244,204
	Low Income Residential	31,261	31,569	31,903	32,197	32,447	32,932	32,951	32,975	32,979	32,388	32,431	32,637
	Small C&I	24,654	24,649	24,618	24,620	24,503	24,500	24,375	24,466	24,375	24,422	24,433	24,632
	Medium / Large C&I	4,228	4,231	4,250	4,196	4,204	4,171	4,223	4,202	4,217	4,220	4,196	4,191
	<b>Total</b>	<b>303,451</b>	<b>303,544</b>	<b>303,288</b>	<b>304,443</b>	<b>303,687</b>	<b>303,533</b>	<b>303,324</b>	<b>302,979</b>	<b>303,560</b>	<b>304,495</b>	<b>304,788</b>	<b>305,664</b>
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	Residential	0	0	0	1	4	248	373	235	360	218	121	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	22	27	27	44	41	57	32	12	7	15	10	16
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>22</b>	<b>27</b>	<b>27</b>	<b>45</b>	<b>45</b>	<b>305</b>	<b>405</b>	<b>247</b>	<b>367</b>	<b>233</b>	<b>131</b>	<b>16</b>
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	Residential	0	0	964	2,007	1,876	8,200	16,266	7,908	6,907	6,839	3,584	6
	Low Income Residential	0	0	0	837	654	2,412	5,310	3,500	2,847	2,761	1,186	0
	Small C&I	1,060	1,159	1,503	929	1,030	931	699	653	532	531	613	802
	Medium / Large C&I	183	176	221	166	159	177	148	154	159	143	154	185
	<b>Total</b>	<b>1,243</b>	<b>1,335</b>	<b>2,688</b>	<b>3,939</b>	<b>3,719</b>	<b>11,720</b>	<b>22,423</b>	<b>12,215</b>	<b>10,445</b>	<b>10,274</b>	<b>5,537</b>	<b>993</b>
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	931	1,821	2,176	5,865	10,245	5,395	5,316	2,682	0
	Low Income Residential	0	0	0	330	531	623	1,931	3,948	2,251	2,149	834	0
	Small C&I	412	538	781	804	612	603	539	469	383	382	335	389
	Medium / Large C&I	74	67	104	95	82	86	71	84	83	95	72	60
	<b>Total</b>	<b>486</b>	<b>605</b>	<b>885</b>	<b>2,160</b>	<b>3,046</b>	<b>3,488</b>	<b>8,406</b>	<b>14,746</b>	<b>8,112</b>	<b>7,942</b>	<b>3,923</b>	<b>449</b>
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	Residential	0	0	0	0	1	59	135	81	96	81	60	7
	Low Income Residential	0	0	0	0	0	20	42	33	55	50	40	3
	Small C&I	14	13	14	9	8	14	5	2	1	7	7	8
	Medium / Large C&I	0	1	1	1	0	1	2	0	2	1	0	3
	<b>Total</b>	<b>14</b>	<b>14</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>94</b>	<b>184</b>	<b>116</b>	<b>154</b>	<b>139</b>	<b>107</b>	<b>21</b>
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders</b>												
	Residential	0	0	0	0	0	59	133	76	94	75	60	7
	Low Income Residential	0	0	0	0	0	19	40	33	53	44	40	2
	Small C&I	14	11	14	9	8	14	5	2	1	5	6	8
	Medium / Large C&I	0	1	1	1	0	1	2	0	1	0	0	3
	<b>Total</b>	<b>14</b>	<b>12</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>93</b>	<b>180</b>	<b>111</b>	<b>149</b>	<b>124</b>	<b>106</b>	<b>20</b>
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	Residential	6,255	6,324	7,121	7,439	7,103	7,029	8,708	8,977	7,696	7,778	7,446	6,983
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	156	204	244	289	183	167	130	132	124	148	138	189
	Medium / Large C&I	29	18	24	50	40	44	40	29	38	38	45	60
	<b>Total</b>	<b>6,440</b>	<b>6,546</b>	<b>7,389</b>	<b>7,778</b>	<b>7,326</b>	<b>7,240</b>	<b>8,878</b>	<b>9,138</b>	<b>7,858</b>	<b>7,964</b>	<b>7,629</b>	<b>7,232</b>
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	5,241	5,075	5,396	1,661	1,841	1,924	1,652	1,903	2,144	1,786	2,047	1,631
	Medium / Large C&I	727	679	737	176	184	184	158	215	235	178	221	140
	<b>Total</b>	<b>5,968</b>	<b>5,754</b>	<b>6,133</b>	<b>1,837</b>	<b>2,025</b>	<b>2,108</b>	<b>1,810</b>	<b>2,118</b>	<b>2,379</b>	<b>1,964</b>	<b>2,268</b>	<b>1,771</b>
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferral</b>												
	Residential	2,662	1,998	2,001	2,016	2,464	2,150	1,916	2,474	3,526	3,824	3,152	2,909
	Low Income Residential	230	161	148	193	273	249	216	280	484	661	525	531
	Small C&I	2	3	4	8	18	15	12	17	10	10	8	5
	Medium / Large C&I	9	6	4	2	3	4	4	5	11	7	3	9
	<b>Total</b>	<b>2,903</b>	<b>2,168</b>	<b>2,157</b>	<b>2,219</b>	<b>2,758</b>	<b>2,418</b>	<b>2,148</b>	<b>2,776</b>	<b>4,031</b>	<b>4,502</b>	<b>3,688</b>	<b>3,454</b>
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(s)</b>												
	Residential	43	37	49	43	54	79	101	204	262	385	316	150
	Low Income Residential	10	4	8	10	10	28	13	40	43	71	59	30
	Small C&I	0	2	1	1	2	2	1	3	1	2	1	0
	Medium / Large C&I	1	0	0	0	1	2	0	1	2	0	1	1
	<b>Total</b>	<b>54</b>	<b>43</b>	<b>58</b>	<b>54</b>	<b>67</b>	<b>111</b>	<b>115</b>	<b>248</b>	<b>308</b>	<b>458</b>	<b>377</b>	<b>181</b>
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	594	667	1,048	1,222	810	720	1,338	3,399	2,345	1,664	1,582	1,181
	Low Income Residential	50	46	129	180	99	65	123	466	580	341	378	238
	Small C&I	3	4	9	18	15	6	11	7	5	3	7	4
	Medium / Large C&I	3	2	2	1	3	4	4	4	1	0	6	5
	<b>Total</b>	<b>650</b>	<b>719</b>	<b>1,188</b>	<b>1,421</b>	<b>927</b>	<b>795</b>	<b>1,476</b>	<b>3,876</b>	<b>2,931</b>	<b>2,008</b>	<b>1,973</b>	<b>1,428</b>
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	Residential	3	8	5	3	9	14	47	41	24	25	9	10
	Low Income Residential	0	0	0	0	1	0	6	11	7	5	7	0
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>14</b>	<b>53</b>	<b>52</b>	<b>31</b>	<b>30</b>	<b>16</b>	<b>10</b>
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections (C)</b>												
	Residential	3,049	2,927	3,151	2,200	2,220	2,203	2,153	2,321	2,102	2,332	2,303	2,706
	Low Income Residential	16,398	17,347	18,399	1,431	1,538	1,697	1,763	1,932	1,973	2,031	2,227	16,508
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>19,447</b>	<b>20,274</b>	<b>21,550</b>	<b>3,631</b>	<b>3,758</b>	<b>3,900</b>	<b>3,916</b>	<b>4,253</b>	<b>4,075</b>	<b>4,363</b>	<b>4,530</b>	<b>19,214</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2022

EMA Gas		2022											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	Residential	18	23	30	930	47	33	48	83	53	54	43	26
	Low Income Residential	88	132	142	18,207	90	61	78	107	147	189	208	133
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>106</b>	<b>155</b>	<b>172</b>	<b>19,137</b>	<b>137</b>	<b>94</b>	<b>126</b>	<b>190</b>	<b>200</b>	<b>243</b>	<b>251</b>	<b>159</b>
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	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
	<b>Total</b>	<b>908</b>	<b>810</b>	<b>933</b>	<b>232</b>	<b>307</b>	<b>230</b>	<b>305</b>	<b>372</b>	<b>275</b>	<b>361</b>	<b>17,321</b>	<b>830</b>
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	23	47	82	129	143	109	100	91	61	36	20	11
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>23</b>	<b>47</b>	<b>82</b>	<b>129</b>	<b>143</b>	<b>109</b>	<b>100</b>	<b>91</b>	<b>61</b>	<b>36</b>	<b>20</b>	<b>11</b>
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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
	<b>Total</b>	<b>3,142</b>	<b>88</b>	<b>293</b>	<b>476</b>	<b>501</b>	<b>575</b>	<b>1,301</b>	<b>1,039</b>	<b>572</b>	<b>486</b>	<b>304</b>	<b>95</b>
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	Residential	14	2	3	4	9	1	8	3	3	11	3	1
	Low Income Residential	1,300	55	159	239	332	280	508	446	282	309	167	37
	Small C&I	26	18	27	15	0	20	15	17	16	11	8	12
	Medium / Large C&I	0	0	1	0	0	0	2	0	0	0	0	1
	<b>Total</b>	<b>1,340</b>	<b>75</b>	<b>190</b>	<b>258</b>	<b>341</b>	<b>301</b>	<b>533</b>	<b>466</b>	<b>301</b>	<b>331</b>	<b>178</b>	<b>51</b>
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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
	<b>Total</b>	<b>693</b>	<b>321</b>	<b>2,509</b>	<b>305</b>	<b>367</b>	<b>338</b>	<b>536</b>	<b>440</b>	<b>547</b>	<b>727</b>	<b>587</b>	<b>772</b>
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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
	<b>Total</b>	<b>31,407</b>	<b>31,831</b>	<b>32,421</b>	<b>32,752</b>	<b>32,959</b>	<b>33,340</b>	<b>33,205</b>	<b>32,987</b>	<b>33,261</b>	<b>32,705</b>	<b>33,000</b>	<b>33,051</b>
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	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
	<b>Total</b>	<b>855</b>	<b>860</b>	<b>865</b>	<b>848</b>	<b>851</b>	<b>839</b>	<b>838</b>	<b>834</b>	<b>838</b>	<b>847</b>	<b>856</b>	<b>877</b>
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	31	30	28	24	28	14	32	9	27	33	25	36
	Medium / Large C&I	6	6	4	4	3	2	3	5	3	2	3	8
	<b>Total</b>	<b>37</b>	<b>36</b>	<b>32</b>	<b>28</b>	<b>31</b>	<b>16</b>	<b>35</b>	<b>14</b>	<b>30</b>	<b>35</b>	<b>28</b>	<b>44</b>
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	30	23	26	39	23	26	31	16	21	25	14	20
	Medium / Large C&I	5	7	1	6	5	2	5	2	5	1	5	3
	<b>Total</b>	<b>35</b>	<b>30</b>	<b>27</b>	<b>45</b>	<b>28</b>	<b>28</b>	<b>36</b>	<b>18</b>	<b>26</b>	<b>26</b>	<b>19</b>	<b>23</b>

D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2023

EMA Gas		2023											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	<b>Number of customers, by customer class</b>												
	Residential	244,940	242,975	243,752	242,820	243,057	242,519	242,706	242,692	242,611			
	Low Income Residential	32,860	33,110	33,850	33,964	34,727	34,943	34,924	34,886	34,831			
	Small C&I	24,573	24,505	24,568	24,423	24,377	24,368	24,316	24,216	24,228			
	Medium / Large C&I	4,210	4,239	4,228	4,186	4,222	4,193	4,202	4,185	4,219			
	<b>Total</b>	<b>306,583</b>	<b>304,829</b>	<b>306,407</b>	<b>305,393</b>	<b>306,383</b>	<b>306,023</b>	<b>306,148</b>	<b>305,979</b>	<b>305,889</b>			
2	<b>Number of customers, by customer class, disconnected during the period</b>												
	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	32	35	31	70	13	18	54	21	20			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>32</b>	<b>35</b>	<b>31</b>	<b>70</b>	<b>167</b>	<b>170</b>	<b>327</b>	<b>407</b>	<b>293</b>			
3.1	<b>Number of customers, by customer class receiving a 1st notice of disconnect during the period</b>												
	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	207	180	200	169	173	176	158	164	137			
	<b>Total</b>	<b>1,396</b>	<b>1,422</b>	<b>1,593</b>	<b>17,477</b>	<b>28,712</b>	<b>17,051</b>	<b>14,318</b>	<b>12,997</b>	<b>10,926</b>			
3.2	<b>Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period</b>												
	Residential	0	0	0	2,577	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			
	<b>Total</b>	<b>561</b>	<b>687</b>	<b>932</b>	<b>3,558</b>	<b>14,246</b>	<b>14,487</b>	<b>10,429</b>	<b>11,677</b>	<b>8,695</b>			
4	<b>Number of customers, by customer class, reconnected during the period</b>												
	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	2	6	4	6			
	Medium / Large C&I	1	1	0	1	0	0	2	1	0			
	<b>Total</b>	<b>21</b>	<b>20</b>	<b>17</b>	<b>16</b>	<b>63</b>	<b>81</b>	<b>104</b>	<b>199</b>	<b>131</b>			
5	<b>Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders</b>												
	Residential	0	1	0	0	43	53	69	115	80			
	Low Income Residential	1	0	0	0	13	26	22	75	40			
	Small C&I	17	18	16	15	4	2	5	4	6			
	Medium / Large C&I	1	1	0	1	0	0	2	1	0			
	<b>Total</b>	<b>19</b>	<b>20</b>	<b>16</b>	<b>16</b>	<b>60</b>	<b>81</b>	<b>98</b>	<b>195</b>	<b>126</b>			
6	<b>Number of customers, by customer class, assessed credit card fees or charges during the period</b>												
	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	323	273	305	281	316	285	340	213			
	Medium / Large C&I	77	48	69	68	56	77	47	94	49			
	<b>Total</b>	<b>7,975</b>	<b>8,118</b>	<b>8,799</b>	<b>412</b>	<b>337</b>	<b>393</b>	<b>332</b>	<b>434</b>	<b>262</b>			
7	<b>Number of customers, by customer class, assessed late payment fees or charges during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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	148	216	217	179	213	185	157	194	187			
	<b>Total</b>	<b>1,800</b>	<b>2,370</b>	<b>2,436</b>	<b>1,907</b>	<b>2,296</b>	<b>2,386</b>	<b>1,995</b>	<b>2,216</b>	<b>1,796</b>			
8	<b>Number of customers, by customer class, taking service at the beginning of the period under existing deferral</b>												
	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			
	<b>Total</b>	<b>2,838</b>	<b>1,729</b>	<b>1,686</b>	<b>1,600</b>	<b>1,910</b>	<b>2,943</b>	<b>4,492</b>	<b>4,837</b>	<b>4,425</b>			
9	<b>Number of customers by customer class, completing deferred payment arrangements during the period(s)</b>												
	Residential	64	37	27	33	61	113	196	345	390			
	Low Income Residential	13	11	9	11	19	50	44	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			
	<b>Total</b>	<b>78</b>	<b>50</b>	<b>39</b>	<b>45</b>	<b>83</b>	<b>165</b>	<b>244</b>	<b>423</b>	<b>466</b>			
10	<b>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</b>												
	Residential	438	504	741	774	2,047	3,888	2,342	2,323	1,650			
	Low Income Residential	36	50	53	67	185	457	527	354	407			
	Small C&I	5	9	20	16	17	11	16	15	8			
	Medium / Large C&I	1	1	5	2	4	5	4	5	3			
	<b>Total</b>	<b>480</b>	<b>564</b>	<b>819</b>	<b>859</b>	<b>2,253</b>	<b>4,361</b>	<b>2,889</b>	<b>2,697</b>	<b>2,068</b>			
11	<b>Number of customers, by customer class, renegotiating deferred payment arrangements during the period</b>												
	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	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>13</b>	<b>42</b>	<b>35</b>	<b>34</b>	<b>30</b>	<b>25</b>			
12	<b>Number of customers taking service at the beginning of the period under existing hardship protections (C)</b>												
	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			
	Medium / Large C&I	0	0	0	0	0	0	0	0	0			
	<b>Total</b>	<b>20,238</b>	<b>20,193</b>	<b>21,537</b>	<b>3,670</b>	<b>3,830</b>	<b>3,961</b>	<b>4,037</b>	<b>4,379</b>	<b>4,280</b>			



D.P.U. 20-58-D Data Collection  
(C) Customer Specific Data (EMA Gas) - 2023

EMA Gas		2023											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	<b>Number of customers completing hardship protections during the period</b>												
	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			
	<b>Total</b>	<b>172</b>	<b>166</b>	<b>207</b>	<b>19,212</b>	<b>264</b>	<b>190</b>	<b>130</b>	<b>188</b>	<b>162</b>			
14	<b>Number of customers enrolling in new hardship protections during the period</b>												
	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			
	<b>Total</b>	<b>958</b>	<b>915</b>	<b>1,091</b>	<b>220</b>	<b>590</b>	<b>373</b>	<b>270</b>	<b>327</b>	<b>295</b>			
15	<b>Number of customers, by customer class, completing an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	40	30	32	65	59	87	112	45	25			
	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			
	<b>Total</b>	<b>40</b>	<b>30</b>	<b>32</b>	<b>65</b>	<b>59</b>	<b>87</b>	<b>112</b>	<b>45</b>	<b>25</b>			
16	<b>Number of customers, by customer class, enrolling in an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	360	4,359	153	745	1,788	913	694	548	509			
	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			
	<b>Total</b>	<b>360</b>	<b>4,359</b>	<b>153</b>	<b>745</b>	<b>1,788</b>	<b>913</b>	<b>694</b>	<b>548</b>	<b>509</b>			
17	<b>Number of customers, by customer class, re-enrolling in an AMP program during the period</b>												
	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			
	<b>Total</b>	<b>297</b>	<b>2,732</b>	<b>61</b>	<b>200</b>	<b>963</b>	<b>431</b>	<b>394</b>	<b>429</b>	<b>353</b>			
18	<b>Number of customers, by customer class, dropping off an AMP program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>436</b>	<b>279</b>	<b>240</b>	<b>3,114</b>	<b>494</b>	<b>604</b>	<b>873</b>	<b>774</b>	<b>841</b>			
19	<b>Number of customers enrolling in the low-income discount rate program during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	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			
	<b>Total</b>	<b>33,118</b>	<b>33,916</b>	<b>34,278</b>	<b>34,882</b>	<b>35,218</b>	<b>35,294</b>	<b>35,150</b>	<b>35,059</b>	<b>35,059</b>			
20	<b>Number of customers dropping off the low-income discount rate program during the period</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
21	<b>Number of customers, by customer class, with required deposits with the company at the beginning of the</b>												
	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	797	800	806	807	811	817	822	818	815			
	Medium / Large C&I	105	113	119	122	120	123	128	127	130			
	<b>Total</b>	<b>902</b>	<b>913</b>	<b>925</b>	<b>929</b>	<b>931</b>	<b>940</b>	<b>950</b>	<b>945</b>	<b>945</b>			
22	<b>Number of customers, by customer class, required to submit new deposits or increased deposits during the</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	30	20	22	27	15	23	29	12	25			
	Medium / Large C&I	11	11	7	4	1	7	5	0	6			
	<b>Total</b>	<b>41</b>	<b>31</b>	<b>29</b>	<b>31</b>	<b>16</b>	<b>30</b>	<b>34</b>	<b>12</b>	<b>31</b>			
23	<b>Number of customers, by customer class, whose required deposits were reduced in part or foregone during</b>												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	<b>Total</b>												
24	<b>Number of customers, by customer class, whose deposits were returned in full during the period</b>												
	Residential	0	0	0	0	0	0	0	0	0			
	Low Income Residential	0	0	0	0	0	0	0	0	0			
	Small C&I	10	17	16	26	11	17	24	16	28			
	Medium / Large C&I	6	3	1	1	3	4	0	1	3			
	<b>Total</b>	<b>16</b>	<b>20</b>	<b>17</b>	<b>27</b>	<b>14</b>	<b>21</b>	<b>24</b>	<b>17</b>	<b>31</b>			