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

Eversource Energy as of December 31, 2023

A) Bad Debt:

- 1. reported revenues,
- 2. accounts receivable,
- 3. gross accounts receivable write-offs, and
- 4. accounts receivable recoveries to track basic information surrounding bad debt costs.

B) Financial Health Information

- 1. any increase, or requested increase, to bank lines of credit;
- 2. any issuance of dividends, plans to issue dividends, increase in dividend amounts, and plans to increase dividend amounts;
- 3. capital markets access; and
- 4. credit rating agency actions.

C) Customer-Specific Data

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

NSTAR ELECTRIC - EMA												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	\$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		\$ 35,566,600	\$ 13,620,062	\$ 10,108,584	\$ 10,058,491	\$ 10,329,892	\$ 12,576,967	\$ 27,346,857	\$ 64,807,135
Accounts Receivable	81,802,905	91,439,084	88,053,023	81,029,587	69,624,935	54,524,280	41,927,881	37,658,508	38,633,522	33,187,145	44,216,390	77,321,835
Gross A/R Write-Offs	886,791	752,394	492,442	361,588	384,072	534,819	586,555	426,638	570,236	445,673	348,577	338,471
A/R Recoveries	154,660	147,109	128,848	75,970	95,292	92,248	95,313	90,752	70,804	204,195	66,909	78,185
EGMA												
Description	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Reported Revenues	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 13,478,679	\$ 40,583,798	\$ 63,022,329
Accounts Receivable	-	-	-	-	-	-	-	-	-	36,323,022	34,274,286	57,148,216
Gross A/R Write-Offs	-	-	-	-	-	-	-	-	-	16,065	(33,121)	116,836
A/R Recoveries	-	-	-	-	-	-	-	-	-	28,290	31,357	27,289

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

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

NSTAR Electric												
Description	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Reported Revenues	\$302,508,957	\$299,484,724	\$281,539,967	\$ 254,551,034	\$237,668,647	\$ 256,328,322	\$ 304,869,650	\$ 310,884,726	\$ 288,208,925	\$238,522,249	\$233,540,144	\$247,833,034
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	236,885,609	231,450,572	331,268,597
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	2,789,503	3,159,510	2,924,482
A/R Recoveries	284,486	349,873	457,533	(330,010)	(227,559)	(240,608)	(282,177)	(190,086)	(269,774)	(184,399)	(198,303)	(134,993)
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	\$ 16,837,681	\$ 38,959,562	\$ 85,587,523
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	37,006,045	53,994,775	95,241,132
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	833,632	1,180,938	983,290
A/R Recoveries	73,668	78,998	136,567	(94,846)	(72,079)	(76,318)	(89,929)	(103,293)	(96,967)	(102,930)	(94,879)	(149,415)
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	\$ 24,020,728	\$ 59,763,151	\$ 81,390,448
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	46,283,658	63,163,660	119,562,730
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	3,438,383	2,108,629	1,939,360
A/R Recoveries	99,169	66,810	112,975	62,936	73,946	82,832	72,537	149,721	172,956	225,238	342,245	157,084

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

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

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

 $^{*\} Ever source\ completed\ the\ acquisition\ of\ assets\ of\ Columbia\ Gas\ of\ Massachusetts\ on\ October\ 9,\ 2020.$

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

		NSTAR Electric Co	ompany	
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						
	\$40,000,000								

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

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

		NSTAR Electric C	ompany	
2022	Increases or requested increases to bank lines of credit	Dividends paid	Capital market 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 Cor	npany	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
None		Yes	None
None		Yes	None
None	\$12,500,000	Yes	None
	\$50,000,000		

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

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

		NSTAR Electric 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	None		Yes	Moody's downgraded Corporate Credit Rating from A1 to A2						
November	None		Yes	None						
December	None		Yes	None						
Total 2023		\$327,400,000								

	NSTAR Gas Cor	npany	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market access	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$14,200,000	Yes	None
None		Yes	None
None		Yes	None
None	\$14,200,000	Yes	None
None		Yes	None
None		Yes	None
None	\$14,200,000	Yes	None
None	_	Yes	None
None		Yes	None
None		Yes	None
	\$42,600,000		

	Eversource Gas Comp	any of MA	
Increases or requested increases to bank lines of credit	Dividends paid	Capital market	Credit rating agency action
None		Yes	None
None		Yes	None
None	\$5,300,000	Yes	None
None		Yes	None
None		Yes	None
None	\$5,300,000	Yes	None
None		Yes	None
None		Yes	None
None	\$5,300,000	Yes	None
None		Yes	None
None		Yes	None
None	\$5,300,000	Yes	None
	\$21,200,000		

VMA	Jan	Feb	Mar	Apr	May	2020 Jun	Jul	Aug	Sep	Oct	Nov	De
Number of customers, by customer class	Jun	1 eb	wa	Арг	muy	Jun	5111	Aug	Sep	OLI	2407	
Residential	153,120	152,581	152,465	152,247	151,920	151,991	151,431	150,371	150,068	152,130	152,414	1.5
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	
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	
Medium / Large C&I	1,232	1,224	1,223	1,189	1,186	1,207	1,200	1,195	1,222	1,230	1,220	
Streetlights	4,549	4,547	4,546	4,550	4,540	4,548	4,542	4,534	4,528	4,522	4,553	
Total	217,575	217,292	216,978	217,717	217,558	217,677	218,086	218,005	217,122	221,217	221,282	
iumber of customers, by customer class, disconnected during the period												
Residential	605	668	322	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	26	0	0	0	0	0	0	0	0	
Small C&I	15	10	5	0	0	0	0	0	0	0	27	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	╙
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	620	678	353	0	0	0	0	0	0	0	27	
number of customers, by customer class, receiving disconnection notices during the period												Щ
Residential	8,020	7,920	4,415	0	0	0	0	0	1	1,709	108	$oxed{oxed}$
Low Income Residential	767	553	338	0	0	0	0	0	0	65	3	<u> </u>
Small C&I	1,320	1,127	720	1	0	0	0	0	207	596	483	<u> </u>
Medium / Large C&I	69	65	23 57	0	0	0	0	0	16	56	26	<u> </u>
Streetlights Total	91 10,267	9,749	5,553	0	0	0	0	0	15 239	50 2,476	28 648	_
	10,267	9,749	5,553	1	U	0	0	0	239	2,476	648	_
fumber of customers, by customer class, reconnected during the period	370	449	259	8	6	7	1	1	0	1	1	\vdash
Residential					2		1		1	2		\vdash
Low Income Residential Small C&I	102 33	71 29	43 23	0	1	0	1	0	0	0	0 12	\vdash
Medium / Large C&I	0		1	0	0	0	0	0	0		0	-
Streetlights	2	0	0	0	0	0	0	0	0		1	
Total	507	549	326	11	9	7	3	1	1	3	14	
iumber of customers, by customer class, assessed reconnection fees or charges during the period		5.17	020						-			_
Residential	367	437	259	5	7	4	2	0	1	0	1	-
Low Income Residential	102	71	42	0	2	0	0	0	0	2	0	-
Small C&I	35	30	22	2	1	0	1	0	0	0	11	!
Medium / Large C&I	0		1	0	0	0	0	0	0	0	0	-
Streetlights	2	0	0	0	0	0	0	0	0	0	0	
Total	506	538	324	7	10	4	3	0	1	2	12	
iumber of customers, by customer class, assessed credit card fees or charges during the period	1											т
Residential	4,802	4,905	4,630	4,178	3,960	4,196	4,248	4,006	4,117	4,003	3,943	
Low Income Residential	2,618	2,773	2,755	3,033	3,032	3,143	3,219	2,816	3,037	2,772	2,538	
Small C&I	321	351	294	194	186	188	205	189	199	186	165	
Medium / Large C&I	15	11	13	8	9	9	10	11	9	12	13	
Streetlights	20	15	15	10	- 11	16	13	12	13	13	12	
Total	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	6,986	6,671	
Total Sumber of customers, by customer class, assessed late payment fees or charges during the period	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375			
Total Total iumber of customers, by customer class, assessed late payment fees or charges during the period Residential	7,776	8,055	7,707	7,423	7,198	7,552	7,695	7,034	7,375	0	0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential	7,776 7 0	8,055 9 0	7,707 2 0	7,423 0 0	7,198 0 0	7,552 0 0	7,695 0	7,034 0 0	7,375 0 0	0	0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&B	7,776 7 0 2,526	9 0 2,588	7,707 2 0 1,669	7,423 0 0	7,198 0 0	7,552 0 0	7,695 0 0	7,034 0 0	7,375 0 0	0 0 0	0 0 0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	7,776 7 0 2,526 97	9 0 2,588 101	7,707 2 0 1,669 58	7,423 0 0 0 0	7,198 0 0 0	7,552 0 0 0	7,695 0 0 0	7,034 0 0 0	7,375 0 0 0	0 0 0 0	0 0 0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights	7,776 7 0 2,526 97 239	9 0 2,588 101 235	7,707 2 0 1,669 58 158	7,423 0 0 0 0	7,198 0 0 0 0	7,552 0 0 0 0	7,695 0 0 0 0	7,034 0 0 0 0	7,375 0 0 0 0	0 0 0 0	0 0 0 0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	7,776 7 0 2,526 97 239 2,869	9 0 2,588 101 235 2,933	7,707 2 0 1,669 58	7,423 0 0 0 0	7,198 0 0 0	7,552 0 0 0	7,695 0 0 0	7,034 0 0 0	7,375 0 0 0	0 0 0 0	0 0 0	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing de	7,776 7 0 2,526 97 239 2,869 ferred payment	9 0 2,588 101 235 2,933 arrangements	7,707 2 0 1,669 58 158 1,887	7,423 0 0 0 0 0 0 0 0 0 0	7,198 0 0 0 0 0 0	7,552 0 0 0 0 0 0	7,695 0 0 0 0 0 0	7,034 0 0 0 0 0 0	7,375 0 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlight Total umber of customers, by customer class, taking service at the beginning of the period under existing def Residential	7,776 7 0 2,526 97 239 2,869 Gerred payment 761	9 0 2,588 101 235 2,933 arrangements	7,707 2 0 1,669 58 158 1,887	7,423 0 0 0 0 0 0 0 0	7,198 0 0 0 0 0 0 0 637	7,552 0 0 0 0 0 0 0	7,695 0 0 0 0 0 0 0	7,034 0 0 0 0 0 0 0	7,375 0 0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0 0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total fumber of customers, by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential	7,776 7 0 2,526 97 239 2,869 4rerred payment 761 383	9 0 2,588 101 235 2,933 arrangements 796 299	7,707 2 0 1,669 58 158 1,887	7,423 0 0 0 0 0 0 0 0 0 843 285	7,198 0 0 0 0 0 0 0 0 637 232	7,552 0 0 0 0 0 0 0 0	7,695 0 0 0 0 0 0 0 0 615 201	7,034 0 0 0 0 0 0 0 0 0 668 188	7,375 0 0 0 0 0 0 0 0 0 784 236	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small Cell Medium / Large Cell Streetlights Total iumber of customers, by customer class, taking service at the beginning of the period under existing dei Residential Low Income Residential Small Cell	7,776 7 0 2,526 97 239 2,869 Gerred payment 761	9 0 2,588 101 235 2,933 arrangements 796 299	7,707 2 0 1,669 58 158 1,887 788 288 17	7,423 0 0 0 0 0 0 0 843 285	7,198 0 0 0 0 0 0 0 0 4 637 232 24	7,552 0 0 0 0 0 0 0 0 0 186 27	7,695 0 0 0 0 0 0 0 0 47	7,034 0 0 0 0 0 0 0 0 0 188 188	7,375 0 0 0 0 0 0 0 0 0 0 43	0 0 0 0 0 0 0 0 0 0 268 73	0 0 0 0 0 0 0 970 196	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential Small C&I Medium / Large C&I	7,776 7 0 2,526 97 239 2,869 ferred payment 761 383	9 0 2,588 101 235 2,933 arrangements 796 299 32 2	7,707 2 0 1,669 58 158 1,887	7,423 0 0 0 0 0 0 0 0 0 843 285	7,198 0 0 0 0 0 0 0 0 637 232	7,552 0 0 0 0 0 0 0 0	7,695 0 0 0 0 0 0 0 0 615 201	7,034 0 0 0 0 0 0 0 0 0 668 188	7,375 0 0 0 0 0 0 0 0 0 784 236	0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 970 196 104 6	
Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small Cell Medium / Large Cell Streetlights Total iumber of customers, by customer class, taking service at the beginning of the period under existing dei Residential Low Income Residential Small Cell	7,776 7 0 2,526 97 239 2,869 ferred payment 761 383	9 0 2,588 101 235 2,933 arrangements 796 299	7,707 2 0 1,669 58 158 1,887 788 288 17 2	7,423 0 0 0 0 0 0 0 843 285	7,198 0 0 0 0 0 0 0 0 4 637 232 24	7,552 0 0 0 0 0 0 0 0 0 0 186 27 1 5	7,695 0 0 0 0 0 0 0 0 47 5	7,034 0 0 0 0 0 0 0 0 0 668 188 355 4	7,375 0 0 0 0 0 0 0 0 0 0 43	0 0 0 0 0 0 0 0 0 0 268 73	970 196 15	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total	7,776 7 0 2,526 97 239 2,869 ferred payment 761 383 18 3 2 1,167	9 0 2,588 101 235 2,933 arrangements 299 32 2	7,707 2 0 1,669 58 158 1,887 788 288 17 2 0	7,423 0 0 0 0 0 0 0 0 843 285 19 3	7,198 0 0 0 0 0 0 0 0 0 0 0 0 0	7,552 0 0 0 0 0 0 0 0 0 186 27	7,695 0 0 0 0 0 0 0 0 47 5 8	7,034 0 0 0 0 0 0 0 0 0 0 1 668 188 35 4	7,375 0 0 0 0 0 0 0 0 0 0 0 43 44 2	0 0 0 0 0 0 0 940 268 73 3 5	0 0 0 0 0 0 0 0 970 196 104 6	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total	7,776 7 0 2,526 97 239 2,869 ferred payment 761 383 18 3 2 1,167	9 0 2,588 101 235 2,933 arrangements 299 32 2	7,707 2 0 1,669 58 158 1,887 788 288 17 2 0	7,423 0 0 0 0 0 0 0 0 843 285 19 3	7,198 0 0 0 0 0 0 0 0 0 0 0 0 0	7,552 0 0 0 0 0 0 0 0 0 0 186 27 1 5	7,695 0 0 0 0 0 0 0 0 47 5 8	7,034 0 0 0 0 0 0 0 0 0 0 1 668 188 35 4	7,375 0 0 0 0 0 0 0 0 0 0 0 43 44 2	0 0 0 0 0 0 0 940 268 73 3 5	970 196 15	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing der Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, taking service at the beginning of the period under existing der Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, completing deferred payment arrangements during the period umber of customers by customer class, completing deferred payment arrangements during the period	7,776 7 0 2,526 97 239 2,869 ferred payment 761 383 18 3 2 1,167	9 0 2,588 101 235 2,933 arrangements 796 299 32 2 0 1,129	7,707 2 0 1,669 58 158 1,887 788 288 17 2 0 1,095	7,423 0 0 0 0 0 0 0 843 285 19 3 1	7,198 0 0 0 0 0 0 0 0 637 232 24 0 7	7,552 0 0 0 0 0 0 573 186 27 1 5 792	7,695 0 0 0 0 0 0 0 615 201 47 5 8	7,034 0 0 0 0 0 0 0 0 668 188 35 4 5	7,375 0 0 0 0 0 0 0 784 236 43 4 2 1,069	0 0 0 0 0 0 0 940 268 73 3 5 1,289	970 196 104 6 15 1,291	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Streetlights Total Total Residential	7,776 7 0 2,526 97 239 2,869 ferred payment 383 18 3 2 1,167	9 0 2,588 101 235 2,933 arrangements 299 32 2 0 1,129	7,707 2 0 1,669 58 158 1,887 788 288 17 2 0 1,095	7,423 0 0 0 0 0 0 0 0 843 285 19 3 1 1,151	7,198 0 0 0 0 0 0 0 0 0 0 7 232 24 0 7 900	7,552 0 0 0 0 0 0 0 0 0 573 186 27 1 1 5 792	7,695 0 0 0 0 0 0 0 0 47 5 8 876	7,034 0 0 0 0 0 0 0 0 0 0 668 188 35 4 5 900	7,375 0 0 0 0 0 0 0 0 0 784 236 43 4 2 1,069	0 0 0 0 0 0 0 940 268 73 3 5 1,289	970 196 15 153	
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Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small Cell Medium / Large Cell Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential Small Cell Medium / Large Cell Streetlights Total umber of customers by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential Streetlights Total umber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small Cell Sma	7,776 7 0 0 2,526 97 239 2869 6cered paymenter 761 18 18 2 1,167 1,158 1,158 2,257 9 11	8,055 9 0 0 2,588 1001 235 2,933 arrangements 796 32 2 0 0 1,129 1,493 2,941 8 112	7,707 2 0 1,669 1,669 158 158 1887 788 288 17 2 0 1,005 1,005 1,042 1,042 1,042 1,042 1,044 1,0	7,423 0 0 0 0 0 0 0 0 843 285 19 3 1,151 1,151 1,151 1 0	7,198 0 0 0 0 0 0 0 0 0 0 7,198 637 232 24 0 0 7 900 233 142 12 0 1	7,552 0 0 0 0 0 0 0 573 186 27 1 1 5 792 195 83 112 0 0	7,695 0 0 0 0 0 0 0 0 615 201 47 5 8 8 876 244 0 2 2	7,034 0 0 0 0 0 0 0 668 188 35 5 900 153 152 13	7,375 0 0 0 0 0 0 0 784 236 43 4 2 1,069 140 611 10	0 0 0 0 0 0 0 940 268 73 3 5 1,289	0 0 0 0 0 0 0 0 970 196 15 15 1,291 153 3 3 4	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total	7,776 7 0 2,526 97 97 1239 2,869 ferred payment 761 383 3 3 2 1,167 1,158 245 9 9 11 1,880	8,055 9 0 2,588 101 235 293 arrangements 293 2 2 0 1,129 1,493 2,94 241 8	7,707 2 0 1,669 58 158 158 788 288 17 2 0 1,095 1,042 223 161 7	7,423 0 0 0 0 0 0 0 0 843 285 19 3 1 1,151 276 109 11	7,198 0 0 0 0 0 0 0 0 0 0 2 232 24 0 7 900 233 142 12	7,552 0 0 0 0 0 0 0 0 573 186 27 1 1 5 792	7,695 0 0 0 0 0 0 0 1 615 201 47 5 8 876 886 24 0	7,034 0 0 0 0 0 0 0 0 0 0 0 1 153 52 133 0	7,375 0 0 0 0 0 0 0 0 0 784 236 43 4 2 1,069	0 0 0 0 0 0 0 940 268 73 3 5 1,289	0 0 0 0 0 0 0 0 0 0 196 104 6 6 15 1,291 153 38 71	
Total Total fumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Low Low Income Residential Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights	7,776 7 0 97 239 2869 ferred paymenters 383 18 2 1,167 1,167 1,1580 257 9 111 1,680 erriod	8,055 9 0 101 235 2,933 arrangements 796 299 32 2 0 1,129 1,129 2,944 241 8 12 2,048	7,707 2 0 1,669 58 158 158 1,887 788 288 17 2 0 1,095 1,095 1,042 223 161 161 4 1,437	7,423 0 0 0 0 0 0 0 0 1 843 285 19 3 1 1,151 276 109 11 1 0 397	7,198 0 0 0 0 0 0 0 0 0 7,198 637 232 24 0 7 900 233 142 12 1 1 388	7,552 0 0 0 0 0 0 0 573 186 277 17 59 195 83 12 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,695 0 0 0 0 0 0 0 0 1 615 201 47 5 8 876 876 24 0 2 294	7,034 0 0 0 0 0 0 0 0 0 0 0 188 35 4 5 900 1153 52 13 1 1 219	7,375 0 0 0 0 0 0 0 1 784 236 43 4 22 1,069 140 611 10 1 11 213	0 0 0 0 0 0 0 940 940 268 73 3 5 1,289 139 60 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 970 196 6 6 15 1,291 1,291 1,291 1,291 1,291 4 4 269	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Low Income Residential Low Income Residential Small C&! Residential Low Income Residential Low Income Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total umber of customers by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Medium / Large C&! Streetlights Total Medium of customers by customer class, corrolling in new deferred payment arrangements during the period Residential Residenti	7,776 7 0 2,526 97 1339 2,869 Ferred payment 7011 383 18 3 2 1,167 1,158 245 245 1,1680 1,1580 1,1580	8,055 9 0 2,588 101 235 2,933 arrangenens 299 32 2 0 1,129 1,493 294 411 8 8 12 2,048	7,797 2 0 1,669 58 1,887 788 2,88 17 2 0 1,095 1,042 223 161 7 4 1,437	7,423 0 0 0 0 0 0 0 0 1 843 285 19 3 1 1,151 276 109 101 1 1 0 397	7,198 0 0 0 0 0 0 0 0 0 0 233 142 0 0 11 388	7,552 0 0 0 0 0 0 0 0 573 186 27 1 1 5 792 195 83 0 0 0 299	7,695 0 0 0 0 0 0 0 0 0 615 201 477 5 86 876 182 86 24 0 0 2 294	7,034 0 0 0 0 0 0 0 0 0 0 1 668 188 355 900 1153 52 113 0 1 219	7,375 0 0 0 0 0 0 0 784 236 43 4 22 1,069 140 61 10 1 1 213	0 0 0 0 0 0 0 0 268 73 3 5 1,289 60 60 5 5	0 0 0 0 0 0 0 0 970 196 104 6 155 1,291 153 38 71 14 269	
Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing der Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, taking service at the beginning of the period under existing der Residential Low income Residential Small C&I Medium / Large C&I Streetlights Total Under income Residential Small C&I Medium / Large C&I Streetlights Total Income Residential Small C&I Medium / Large C&I Streetlights Total Income Residential Small C&I Medium / Large C&I Streetlights Total Under of customers by customer class, enrolling in new deferred payment arrangements during the period Residential Low income Residential	7,776 7 0 2,5256 97 239 98 2,869 16red payments 3 3 2 1,167 1,158 2,257 9 11 1,580 eriod 1,587 4,543	8,085 9 0 2,588 101 235 37 796 299 32 2 0 1,129 1,493 2,41 8 8 12 2,048 1,841 1,841 3,938	7,707 2 0 1,669 58 1,887 788 2,888 1,77 2 0 1,042 2,23 161 7 4 1,437	7,423 0 0 0 0 0 0 0 0 843 285 19 3 1 1,151 10 0 397 473 187	7,198 0 0 0 0 0 0 0 0 637 232 24 0 7 900 11 233 142 12 12 13 388 366 212	7,582 0 0 0 0 0 0 0 57,582 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7,695 0 0 0 0 0 0 0 1 615 201 147 5 8 86 44 0 2 244 477 1766	7,034 0 0 0 0 0 0 0 0 0 0 0 188 355 551 153 0 1 1 219 219 178	7,375 0 0 0 0 0 0 7,844 236 43 4 2 1,069 140 140 150 171 171 173 777	0 0 0 0 0 0 0 940 268 73 3 3 5 1289 60 26 5 5 1 1 231	0 0 0 0 0 0 0 970 196 104 6 15 1,291 153 38 8 71 4 269	
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WMA	Jan	Feb	Mar	Anr	May	2020 Jun	Jul	Aug	Sen	Oct	Nov	D
***************************************	Jan	ren	mar	Apr	мау	Jun	Jui	Aug	Sep	Oct	Nov	D
umber of customers completing hardship protections during the period		150	22	25	27			24		2.020	70	
Residential	16	158	23	27	27	6	4	24	12	3,820	79	
Low Income Residential	45	199	23	5	64	1	8	64	13	42,517	100	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	61	357	46	32	91	7	12	88	25	46,337	179	
Number of customers enrolling in new hardship protections during the period												
Residential	465	305	204	80	37	39	83	60	71	42	1,803	
Low Income Residential	2,112	512	449	1,197	213	171	1,977	455	650	638	39,917	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	2,577	817	653	1,277	250	210	2,060	515	721	680	41.720	
Number of customers, by customer class, completing an AMP program during the period	_,	921		3,217			_,				12,120	
Residential	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	
Small C&I	0	0	0	0	00	0	02	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	55	41	42	53	66	100	62	55	51	32	45	
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	<u> </u>
Low Income Residential	138	168	184	261	368	231	249	317	281	235	161	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	_
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	138	168	184	261	368	231	249	317	281	235	161	
number of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	10	5	7	13	12	7	5	7	10	9	15	
Small C&I	0		0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0		0	0	0	0	0	0	0	0	0	
Total	10	5	7	13	12	7	5	7	10	9	15	
Number of customers, by customer class, dropping off an AMP program during the period	10			10			-		10		10	
Residential	0	0	0	0	0	0	0	0	0	0	0	
	453	265	122	167	130	98	179	213	222	190	168	
Low Income Residential												
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available)			0	0			0	0	0			
Streetlights	0		0	0	130	0	0	0	0	0 190	0 168	
Total	453	265	122	167	130	98	179	213	222	190	168	
Number of customers enrolling in the low-income discount rate program during the period		_	_								_	
Residential	0	0	0	0	0	0	0	0	0	0	0	
								-			-	
Low Income Residential	37,097	37,364	37,150	38,129	38,338	38,248	39,198	40,183	39,536	41,452	41,192	
Small C&I	0	0	0	0	0	38,248 0	0	0	39,536 0	0	41,192	
Small C&I Medium / Large C&I	0	0	0	0	0	38,248 0 0	0	0	39,536 0 0	0	41,192 0 0	
Small C&I Medium / Large C&I Streetlights	0 0	0 0	0 0 0	0 0	0 0 0	38,248 0 0	0 0	0 0 0	39,536 0 0	0 0	41,192 0 0	
Small C&I Medium / Large C&I Streetights Total	0	0	0	0	0	38,248 0 0	0	0	39,536 0 0	0	41,192 0 0	
Small C&I Medium / Large C&I Streetights Total	0 0 0 37,097	0 0 0 37,364	0 0 0 37,150	0 0 0 38,129	0 0 0	38,248 0 0 0 38,248	0 0 0 39,198	0 0 0 40,183	39,536 0 0 0 39,536	0 0 0 41,452	41,192 0 0 0 41,192	
Small C&I Medium / Large C&I Streetights Total	0 0	0 0 0 37,364	0 0 0	0 0 0 38,129	0 0 0	38,248 0 0	0 0 0 39,198	0 0 0 40,183	39,536 0 0 0 39,536	0 0	41,192 0 0 0 41,192	
Small C&I Medium / Large C&I Streetlights Total Support of the low-income discount rate program during the period	0 0 0 37,097	0 0 0 37,364	0 0 0 37,150	0 0 0 38,129	0 0 0	38,248 0 0 0 38,248	0 0 0 39,198	0 0 0 40,183	39,536 0 0 0 39,536	0 0 0 41,452	41,192 0 0 0 41,192	
Small C&I Medium / Large C&I Streetlights Total Sumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	0 0 37,097 120 102	0 0 0 37,364 122 111 0	0 0 37,150	0 0 0 38,129 47 49 0	0 0 38,338 7 20 0	38,248 0 0 0 38,248 10 9	0 0 0 39,198 18 28	0 0 0 40,183 26 52	39,536 0 0 0 39,536 97 51	0 0 0 41,452 72 63 0	41,192 0 0 0 41,192 468 382 0	
Small C&I Medium / Large C&I Streetlights Total Sumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	0 0 37,097 120 102 0	0 0 0 37,364 122 111 0	0 0 37,150 11 11 0	0 0 0 38,129 47 49 0	0 0 0 38,338 7 20	38,248 0 0 0 38,248	0 0 39,198 18 28 0	0 0 0 40,183 26 52 0	39,536 0 0 0 39,536	0 0 0 41,452 72 63	41,192 0 0 0 41,192 468 382	
Small C&I Medium / Large C&I Streetlights Total fumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	0 0 37,097 120 102	0 0 0 37,364 122 111 0	0 0 37,150	0 0 0 38,129 47 49 0	0 0 38,338 7 20 0	38,248 0 0 0 38,248 10 9	0 0 0 39,198 18 28	0 0 0 40,183 26 52	39,536 0 0 0 39,536 97 51	0 0 0 41,452 72 63 0	41,192 0 0 0 41,192 468 382 0	
Small C&I Medium / Large C&I Streetights Total Sumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 0 37,097 120 102 0	0 0 0 37,364 122 111 0	0 0 37,150 11 11 0	0 0 0 38,129 47 49 0	0 0 38,338 7 20 0	38,248 0 0 0 38,248 10 9 0	0 0 39,198 18 28 0	0 0 0 40,183 26 52 0	39,536 0 0 39,536 97 51 0	0 0 0 41,452 72 63 0	41,192 0 0 0 41,192 468 382 0 0	
Small C&I Medium / Large C&I Streetlights Total Sumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 37,097 120 102 0 0 0	0 0 0 37,364 122 111 0 0	0 0 37,150 11 11 0 0	0 0 0 38,129 47 49 0 0	0 0 38,338 7 20 0	38,248 0 0 0 38,248 10 9 0 0	0 0 0 39,198 18 28 0 0	0 0 0 40,183 26 52 0 0	39,536 0 0 39,536 97 51 0 0	0 0 41,452 72 63 0 0	41,192 0 0 0 41,192 468 382 0 0	
Small C&I Medium/Large C&I Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of the	0 0 37,097 120 102 0 0 0	0 0 0 37,364 122 111 0 0	0 0 37,150 11 11 0 0	0 0 0 38,129 47 49 0 0	0 0 38,338 7 20 0	38,248 0 0 0 38,248 10 9 0 0	0 0 0 39,198 18 28 0 0	0 0 0 40,183 26 52 0 0	39,536 0 0 39,536 97 51 0 0	0 0 41,452 72 63 0 0	41,192 0 0 0 41,192 468 382 0 0	
Small C&I Medium / Large C&I Streetights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total tumber of customers, by customer class, with required deposits with the company at the beginning of the Residential	0 0 37,097 120 102 0 0 222 te period	0 0 37,364 122 111 0 0 0 233	0 0 37,150 11 11 0 0 0 22	0 0 0 38,129 47 49 0 0 0 96	0 0 38,338 7 20 0 0	38,248 0 0 0 38,248 10 9 0 0 19	0 0 0 39,198 18 28 0 0 0 46	0 0 0 40,183 26 52 0 0 0 78	39,536 0 0 0 39,536 97 51 0 0 148	0 0 41,452 72 63 0 0 0 135	41,192 0 0 41,192 468 382 0 0 0 0	
Small C&I Medium/Large C&I Streetlights Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of the	0 0 37,097 120 102 0 0 222 re period	0 0 37,364 122 111 0 0 0 233	0 0 37,150 11 11 0 0 22	0 0 0 38,129 47 49 0 0 0 96	0 0 38,338 7 20 0 0 27	38,248 0 0 38,248 10 9 0 0 19	0 0 0 39,198 18 28 0 0 0 46	0 0 0 40,183 26 52 0 0 0 78	39,536 0 0 39,536 97 51 0 0	0 0 0 41,452 72 63 0 0	41,192 0 0 0 41,192 468 382 0 0 0	
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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	De
Number of customers, by customer class Residential	153,559	152.872	152.090	155,961	154.817	154.429	154.482	154.193	153,869	153.810	153.808	154
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	4
Small C&I	21,962	21,977	21,969	21,937	21,941	22,009	22,046	22,510	22,080	22,077	22,067	2
Medium / Large C&I	1,203	1,215	1,232	1,222	1,235	1,243	1,230	1,236	1,228	1,228	1,208	
Streetlights	4,528	4,521	4,518	4,521	4,514	4,508	4,495	4,499	4,493	4,474	4,564	
Total	221,767	221,842	221,150	222,112	222,056	222,445	222,470	223,044	222,210	222,634	222,781	2
umber of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	271	632	1,843	784	506	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	36	30	14	27	7	16	16	19	19	13	9	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	7	0	0	0	0	0	0	_
Total	36	30	14	27	7	16	287	651	1,862	797	515	
fumber of customers, by customer class, receiving disconnection notices during the period						1 2//	2 662	6 225		5.201	7.000	
Residential Low Income Residential	0	0	0	0	0	1,244	2,667 1,247	6,335 4,107	6,955 2,764	5,301 2,296	7,060 1,266	
Small C&I	1,022	398	908	670	637	734	695	732	785	648	647	
Medium / Large C&I	70	22	51	34	23	60	41	44	50	35	46	
Streetlights	72	23	52	42	42	47	47	51	66	43	50	_
Total	1,164	443	1,011	746	702	2,085	4,697	11,269	10,620	8,323	9,069	
umber of customers, by customer class, reconnected during the period	1,104	445	1,011	740	702	2,002	4,027	11,207	10,020	0,020	,,00	_
Residential	0	0	0	0	0	0	70	182	706	378	295	_
Low Income Residential	0	0	0	0	0	0	10	119	541	281	144	
Small C&I	16	21	11	22	9	10	8	15	15	18	15	
Medium / Large C&I	1	0	0	0	Ó	0	0	0	0	0	0	
Streetlights	0	0	0	1	1	2	0	0	0	0	0	
Total	17	21	11	23	10	12	88	316	1,262	677	454	
umber of customers, by customer class, assessed reconnection fees or charges during the period												
Residential	0	0	0	0	0	0	65	150	691	378	288	
Low Income Residential	0	0	0	0	0	0	14	146	538	279	146	\equiv
Small C&I	15	6	10	23	9	11	9	15	15	11	11	_
Medium / Large C&I	1	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	2	0	0	0	0	0	_
Total	16	6	10	23	9	13	88	311	1,244	668	445	
umber of customers, by customer class, assessed credit card fees or charges during the period												
Residential	4,194	4,019	4,748	4,179	4,002	4,264	4,616	5,169	5,769	6,093	6,081	
Low Income Residential	2,958	2,662	3,251	2,906	2,700	2,940	3,143	3,404	3,856	4,027	3,823	
Small C&I	250	233	235	239	213	235	191	241	245	208	303	
Medium / Large C&I	10	10	12	11	12	13	13	11	11	14	26	
Streetlights Total				7,347	6,939	7,469	18	8,842				
Total Number of customers, by customer class, assessed late payment fees or charges during the period	7,425	6,941	8,257	1,347	0,939	7,469	7,981	0,842	9,896	10,364	10,258	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	_
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I					0	0	0					
	0	0	0	0				0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
						0						_
Streetlights Total	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	0 0 864	0 0 675	0 0 481	0 0 817	0 0 695	720	0 0 1,372	0 0 1,473	0 0 1,811	3,184	2,915	
Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing del Residential Low Income Residential	0 0 864 163	0 0 675 135	0 0 481 116	0 0 817 191	695 172	720 214	0 0 1,372 334	0 0 1,473 330	0 0 1,811 450	3,184 588	0 0 2,915 607	
Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing del Residential Low Income Residential Small C&H	864 163 149	675 135 159	481 116 131	817 191 177	695 172 140	720	0 0 1,372	1,473 330 72	0 0 1,811	3,184 588 106	2,915 607 100	
Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing del Residential Low Income Residential Small C&I Medium / Large C&I	864 163 149	675 135 159 9	481 116 131 7	817 191 177 8	695 172 140 5	720 214 114 7	1,372 334 88 2	1,473 330 72 4	1,811 450 62 2	3,184 588 106 0	2,915 607 100	
Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 0 864 163 149 6 20	675 135 159 9	481 116 131 7	0 0 817 191 177 8 27	695 172 140 5	720 214 114 7	1,372 334 88 2	1,473 330 72 4 8	1,811 450 62 2	3,184 588 106 0	2,915 607 100 0	
Streetlights Total under of customers, by customer class, taking service at the beginning of the period under existing del Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	864 163 149	675 135 159 9	481 116 131 7	817 191 177 8	695 172 140 5	720 214 114 7	1,372 334 88 2	1,473 330 72 4	1,811 450 62 2	3,184 588 106 0	2,915 607 100	
Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing del Residential Low Income Residential Small C&I Mcdium / Large C&I Streetlights Total umber of customers by customer class, completing deferred payment arrangements during the period umber of customers by customer class, completing deferred payment arrangements during the period	864 163 149 6 20 1,202	0 0 675 135 159 9 17 995	481 116 131 7 11 746	817 191 177 8 27 1,220	695 172 140 5 16 1,028	720 214 114 7 17 1,072	0 0 1,372 334 88 2 10 1,806	0 0 1,473 330 72 4 8 1,887	1,811 450 62 2 5 2,330	3,184 588 106 0 8 3,886	0 0 2,915 607 100 0 9 3,631	
Streetlights Total unther of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unther of customers by customer class, completing deferred payment arrangements during the period Residential	0 0 864 163 149 6 20 1,202	0 0 675 135 159 9 17 995	0 0 116 131 7 11 746	0 0 191 177 8 27 1,220	0 0 695 172 140 5 16 1,028	720 214 114 7 17 1,072	0 0 1,372 334 88 2 10 1,806	0 0 1,473 330 72 4 8 1,887	0 0 1,811 450 62 2 5 2,330	0 0 3,184 588 106 0 8 3,886	0 0 2,915 607 100 0 9 3,631	
Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existing del Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	0 0 864 163 149 6 20 1,202 160 72	0 675 135 159 9 17 995	0 0 481 116 131 7 11 746 186 103	0 0 817 191 177 8 27 1,220	0 0 172 140 5 16 1,028	720 214 114 7 17 1,072	1,372 334 88 2 10 1,806	0 0 1,473 330 72 4 8 1,887	0 0 1,811 450 62 2 5 2,330	3,184 588 106 0 8 3,886	0 0 2,915 607 100 0 9 3,631 704	
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WMA	Jan	Feb	Mar	Apr	May	2021 Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period					/		****	0	~-r	4		2000
Residential	28	82	1,043	1,656	235	603	6	10	7	4,063	478	1,1
Low Income Residential	24	70	48	3,500	112	266	6	24	1	42,670	151	2
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	52	152	1,091	5,156	347	869	12	34	8	46,733	629	1,
umber of customers enrolling in new hardship protections during the period			2,022	-,		007			-	10,100		
Residential	84	67	86	89	123	108	165	199	140	87	4,569	
Low Income Residential	1,475	865	863	1,701	3,922	857	944	749	830	982	30,564	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	1,559	932	949	1,790	4,045	965	1,109	948	970	1,069	35,133	
umber of customers, by customer class, completing an AMP program during the period	1,339	932	242	1,790	4,043	703	1,109	740	970	1,009	33,133	
Residential	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	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	46	32	47	39	5	13	20	31	32	24	16	
umber of customers, by customer class, enrolling in an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	270	176	386	321	435	1.283	473	1,215	736	581	321	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	270	176	386	321	435	1,283	473	1,215	736	581	321	
umber of customers, by customer class, re-enrolling in an AMP program during the period												
Residential Low Income Residential	0	0	0 37	26	42.	72	106	233	0 257	0 147	0 141	
Low Income Residential Small C&I	145	22 0	0	26	42 0	72	106	233	257	0	141	
Small C&1 Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	145	22	37	26	42	72	106	233	257	147	141	
umber of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	259	117	172	189	201	223	274	208	490	531	509	
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available) Streetliehts	0	0	0	0	0	0	0	0	0	0	0	
Total	259	117	172	189	201	223	274	208	490	531	509	
imber of customers enrolling in the low-income discount rate program during the period	239	117	1/2	107	201	223	2/4	200	470	551	309	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential												
	40,515	41,257	41,341	38,471	39,549	40,256	40,217	40,606	40,540	41,045	41,134	40
Small C&I	0	0	0	0	0	0	0	0	0	0	0	40
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	41
Small C&I Medium / Large C&I Streetlights	0 0	0	0 0 0	0 0	0 0 0	0 0	0 0 0	0 0 0	0 0	0 0 0	0 0	
Small C&I Medium / Large C&I Streetlights Total	0	0	0	0	0	0	0	0	0	0	0	
Small C&I Medium / Large C&I Streetlights Total University of the low-income discount rate program during the period	0 0 0 40,515	0 0 0 41,257	0 0 0 41,341	0 0 0 38,471	0 0 0 39,549	0 0 0 40,256	0 0 0 40,217	0 0 0 40,606	0 0 0 40,540	0 0 0 41,045	0 0 0 41,134	
Small C&I Medium / Large C&I Streetlights Total unber of customers dropping off the low-income discount rate program during the period Residential	0 0 0 40,515	0 0 0 41,257	0 0 0	0 0 0 38,471	0 0 0 39,549	0 0 0 40,256 542	0 0 0 40,217	0 0 0 40,606	0 0 0 40,540	0 0 0 41,045	0 0 41,134	
Small C&I Medium / Large C&I Streetlights Total Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	0 0 0 40,515	0 0 0 41,257	0 0 0 41,341 1,505	0 0 0 38,471 627 478	0 0 0 39,549	0 0 0 40,256	0 0 0 40,217	0 0 0 40,606	0 0 0 40,540 155 45	0 0 0 41,045	0 0 0 41,134 1,066 196	
Small C&I Medium / Large C&I Streetlights Total Imber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 40,515 94 95 0	0 0 41,257 60 314 0	0 0 41,341 1,505 3 0	0 0 0 38,471 627 478 0	0 0 39,549 459 193 0	0 0 0 40,256 542 177 0	0 0 0 40,217 74 78 0	0 0 0 40,606 103 44 0	0 0 0 40,540 155 45 0	0 0 41,045 177 144 0	0 0 0 41,134 1,066 196 0	
Small C&I Medium / Large C&I Streetlights Total miber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	94 95 0 0 0 0 0 0 0 0	0 0 0 41,257 60 314 0 0	0 0 0 41,341 1,505 3 0 0	0 0 38,471 627 478 0 0	0 0 39,549 459 193 0 0	0 0 0 40,256 542 177 0 0	0 0 0 40,217 74 78 0 0	0 0 40,606 103 44 0 0	0 0 40,540 155 45 0 0	0 0 41,045 177 144 0 0	0 0 0 41,134 1,066 196 0 0	
Small C&I Medium / Large C&I Streetlights Total mber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 40,515 94 95 0 0 0	0 0 41,257 60 314 0	0 0 41,341 1,505 3 0	0 0 0 38,471 627 478 0	0 0 39,549 459 193 0	0 0 0 40,256 542 177 0	0 0 0 40,217 74 78 0	0 0 0 40,606 103 44 0	0 0 0 40,540 155 45 0	0 0 41,045 177 144 0	0 0 0 41,134 1,066 196 0	
Small C&I Medium / Large C&I Streetlights Total India Total India Total India Total India Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total India Total Ind	0 0 40,515 94 95 0 0	0 0 41,257 60 314 0 0 374	0 0 41,341 1,505 3 0 0 0 1,508	0 0 38,471 627 478 0 0 0 1,105	0 0 39,549 459 193 0 0 652	0 0 40,256 542 177 0 0 0 719	0 0 0 40,217 74 78 0 0 0	0 0 40,606	0 0 0 40,540 155 45 0 0 0	0 0 41,045 177 144 0 0 321	0 0 0 41,134 1,066 196 0 0 0 1,262	
Small C&I Medium / Large C&I Streetlights Total miber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total miber of customers, by customer class, with required deposits with the company at the beginning of th Residential	0 0 40,515 94 95 0 0 189	0 0 0 41,257 60 314 0 0 374	0 0 41,341 1,505 3 0 0 0 1,508	0 0 38,471 627 478 0 0 1,105	0 0 39,549 459 193 0 0 0	0 0 40,256 542 177 0 0 719	0 0 0 40,217 74 78 0 0 0 152	0 0 40,606 103 44 0 0 0 147	0 0 40,540 155 45 0 0 200	0 0 0 41,045 177 144 0 0 0 321	0 0 0 41,134 1,066 196 0 0 1,262	
Small C&I Medium / Large C&I Streetlights Total Information of the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Information of the Residential Small C&I Medium / Large C&I Streetlights Total Information of the Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Medium / Large C&I Streetlights Total Information of the Residential Low Income Residential Low Income Residential	0 0 0 40,515 94 95 0 0 0 189	0 0 0 41,257 60 314 0 0 0 374	0 0 41,341 1,505 3 0 0 0 1,508	0 0 38,471 627 478 0 0 1,105	0 0 39,549 459 193 0 0 0 652	0 0 40,256 542 177 0 0 0 719	0 0 0 40,217 74 78 0 0 0 152	0 0 0 40,606 103 44 0 0 0 147	0 0 0 40,540 155 45 0 0 0 200	0 0 0 41,045 177 144 0 0 0 321	0 0 0 41,134 1,066 196 0 0 0 1,262	
Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Meer of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Meer of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I	0 0 40,515 94 95 0 0 189	0 0 0 41,257 60 314 0 0 374	0 0 41,341 1,505 3 0 0 0 1,508	0 0 38,471 627 478 0 0 1,105	0 0 39,549 459 193 0 0 0	0 0 40,256 542 177 0 0 719	0 0 0 40,217 74 78 0 0 0 152	0 0 40,606 103 44 0 0 0 147	0 0 40,540 155 45 0 0 200	0 0 0 41,045 177 144 0 0 0 321	0 0 0 41,134 1,066 196 0 0 1,262	
Small C&I Medium / Large C&I Streetights Total The of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total The of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential	0 0 0 40,515 94 95 0 0 189 0 0	0 0 0 41,257 60 314 0 0 0 374	0 0 41,341 1,505 3 0 0 0 1,508	0 0 0 38,471 627 478 0 0 0 1,105	0 0 0 39,549 459 193 0 0 0 652	0 0 40,256 542 177 0 0 719	0 0 0 40,217 74 78 0 0 0 152	0 0 40,606 103 44 0 0 0 147 0 0 35	0 0 0 40,540 155 45 0 0 0 200	0 0 0 41,045 177 144 0 0 0 321	0 0 0 41,134 1,066 196 0 0 0 1,262	
Small C&I Medium / Large C&I Structlights Total mber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total mber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 40,515 94 95 0 0 0 189 0 0 24	0 0 0 41,257 60 314 0 0 0 374	0 0 41,341 1,505 3 0 0 0 1,508	0 0 38,471 627 478 0 0 0 1,105 0 0	0 0 0 39,549 459 193 0 0 0 652	0 0 0 40,256 542 177 0 0 0 719	0 0 0 40,217 74 78 0 0 0 152	0 0 40,606 103 44 0 0 0 147	0 0 0 40,540 155 45 0 0 0 200 0 0 32 3	0 0 0 41,045 177 144 0 0 0 321 0 0 330 1	0 0 0 41,134 1,066 196 0 0 1,262	
Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Medium / Large C&I Streetlights Total Total Theory of Containers by customer class, with required deposits with the company at the beginning of the Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Small C&I Streetlights Total Small C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Theory of Control of the	0 0 0 40,515 94 95 0 0 0 189 0 0 24 2 2 2	0 0 41,257 60 314 0 0 0 0 0 0 0 0 0 0 0 0 0 374 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 41,341 1,505 3 0 0 0 1,508 0 0 23 1 1 2	0 0 38,471 627 478 0 0 1,105 0 0 1,105 18 4 1 1 23	0 0 39,549 459 193 0 0 0 652 0 0 27 5 0	0 0 40,256 542 177 0 0 0 719 0 0 0 2 1 3 4 3 0	0 0 0 40,217 74 78 0 0 0 152 0 0 2 2 2 30	0 0 40,606 103 44 0 0 0 147 0 0 35 1 1 3	0 0 0 40,540 1155 45 0 0 0 0 0 0 0 0 32 3 3	0 0 0 41,045 177 144 0 0 0 321 0 0 0 3321 1 1 32	0 0 1,066 196 0 0 0 0 0 0 1,262 0 0 0 0 2 0 0 2 1,262	
Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Meer of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Meer of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Meer of customers, by customer class, required to submit new deposits or increased deposits during the Residential Residential Residential Residential Residential Residential Residential	0 0 0 40,515 94 95 0 0 0 189 0 24 2 2 2 8	0 0 1 41,257 60 314 0 0 0 0 0 25 33 3 0 0 0	0 0 0 41,341 1,505 3 0 0 0 1,508 0 0 0 23 1 2 2 2 6	0 0 38,471 627 478 0 0 0 1,105 0 0 1,105 18 4 1 23	0 0 39,549 459 193 0 0 0 652 0 0 27 5 0	0 0 40,256 542 177 0 0 0 719 0 0 21 5 4 4	0 0 40,217 74 78 0 0 0 152 0 0 26 2 2 2	0 0 40,606	0 0 40,540 155 45 0 0 0 200 0 32 3 1 1 36	0 0 41,045 177 144 0 0 0 0 321 0 0 330 1 1 1 32	0 0 1,1,134 1,066 196 0 0 0 1,262 0 0 0 2 2 2 2 9	
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Small C&I Medium / Large C&I Streetlights Total Imber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Imber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Streetlights Total Imber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Streetlights Total Imber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Imber of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights	0 0 0 40,515 94 95 0 0 0 189 0 24 2 2 2 2 2 8 0 0 0 0 0 0 0 24 12 2 2 2 3 5 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 41,257 60 314 0 0 0 0 374 0 0 25 3 3 0 0 0 0 0 0 25 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 1,505 1 1,505 2 3 3 1 1 2 2 6 4 4 4 6 6 4 6 0 0 0 3 3 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 38,471 627 478 0 0 0 1,105 0 0 0 1,105 18 4 1 1 23 1 0 0 0 0 0 0 1,105 18 4 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 39,549 193 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 40,256 542 177 0 0 0 719 0 0 21 55 4 4 11 0 0 0 3 3 0 0 0 3 0 0 0 0 0 0 0 0 0	0 0 40,217 74 78 0 0 0 152 0 0 26 2 2 2 30 0 46 6 6 7 59 0 0 8 0 0 0 8	0 0 0 40,606 103 444 0 0 0 0 0 147 1 3 3 5 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 40,540 155 45 0 0 0 0 0 32 3 3 1 1 0 0 0 0 0 43 43 43 44 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 11045 0 41,045 177 1744 0 0 0 0 321 1 1 1 32 0 0 0 36 7 7 45 8 8 8 8	0 0 1,066 196 0 0 0 0 0 1,262 2 1 1 29 0 0 0 0 0 0 0 0 0 0 0 0 2 6 2 6 2 6 0 0 0 0	
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WMA Number of customers, by customer class	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	L
Residential	154,908	154,542	154,078	153,676	153,428	153,236	153,135	153,143	153,037	153,125	153,199	1
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	- 1
Small C&I	22,226	22,189	22,270	22,221	22,228	22,299	22,249	22,268	22,323	22,304	22,285	
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	
	4,525	4,536	4,536			4,518		4,524	4,495	4,505	4,534	
Streetlights		223,453		4,527	4,542 223,654	223,594	4,524					
Total	223,220	223,453	223,697	223,642	223,654	223,594	223,641	223,935	223,902	224,205	224,310	
dumber of customers, by customer class, disconnected during the period		<u> </u>										
Residential	407	469	368	474	668	981	1,182	1,227	1,150	1,205	616	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	15	13		23	32	31	22	7	28	20	10	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	422	482	394	497	700	1,012	1,204	1,234	1,178	1,225	626	
iumber of customers, by customer class, receiving disconnection notices during the period												
Residential	8,951	4,065	7,258	1,075	2,392	8,795	9,446	10,872	12,840	9,003	7,390	
Low Income Residential	0	0	0	2,417	2,301	5,092	4,153	4,874	5,774	4,669	1,256	
Small C&I	66	53	58	669	855	912	837	871	971	845	725	
Medium / Large C&I	826	773	1,051	44	52	48	53	45	51	18	12	
Streetlights	123	113	125	97	97	120	103	110	131	77	94	
Total	9,966	5,004	8,492	4,302	5,697	14,967	14,592	16,772	19,767	14,612	9,477	
	7,700	5,004	0,472	4,502	3,077	14,707	14,072	10,772	15,767	14,012	2,477	
Number of customers, by customer class, reconnected during the period	240	250	200	264	270	7	£12	671	(12	500	4.540	
Residential Law Jacobs Paridonial	340	358	290	364	270	7	513	571	612	590	4,549	-
Low Income Residential	0	0	0	8	142	1	477	397	411	430	3,214	\vdash
Small C&I	15	14	27	16	17	0	16	12	13	12	183	-
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	<u> </u>
Streetlights	0	0	0	0	0	0	0	0	0	0	0	_
Total	355	372	317	388	429	8	1,006	980	1,036	1,032	7,946	
Number of customers, by customer class, assessed reconnection fees or charges during the period												
Residential	337	353	277	350	151	333	491	473	552	501	415	L
Low Income Residential	0	0	0	23	254	324	491	486	465	517	202	
Small C&I	9	8	20	17	18	18	16	14	13	13	10	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	346	361	297	390	423	675	998	973	1,030	1,031	627	
Number of customers, by customer class, assessed credit card fees or charges during the period									2,020	-,		$\overline{}$
Residential	5,427	5,146	5,535	5,669	5,540	6,076	6,826	7,193	7,446	7,797	6,707	
Low Income Residential	2,377	2,577	2,957	3,091	3,791	4.132	5,003	5,387	5,511	5.413	4,305	
Small C&I	202	2,377	291	287	3,791	318	326	299	289	382	276	-
Medium / Large C&I	12	11	11	23	29	50	42	32	34	22	28	-
		20	23	25	24	9	29	24	24	31	21	-
Streetlights	19					10,585	12,226	12,935	13,304	13,645	11,337	
Total	8,037	8,015	8,817	9,095	9,743	10,585	12,226	12,935	13,304	13,045	11,337	
Number of customers, by customer class, assessed late payment fees or charges during the period												L
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential		0	0	0	0	0	0	0			0	
Small C&I	2,857	2,911	3,426	2,315	2,353	2,294	2,637	2,349	2,583	3,053	2,634	
Medium / Large C&I	141	130	178	106	94	82	122	86	89	65	66	
Streetlights	254	265	314	195	199	201	209	214	215	255	211	
Total	3,252	3,306	3,918	2,616	2,646	2,577	2,968	2,649	2,887	3,373	2,911	
Number of customers, by customer class, taking service at the beginning of the period under existing def	ił l											
Residential	2,559	2,539	2,128	2,798	2,180	1,539	2,535	2,655	2,194	2,976	3,145	
Low Income Residential	620	455	316	466	391	526	1,018	1,402	1,511	2,091	2,172	
Small C&I	106	98	94	103	86	86	88	80	92	99	109	Г
Medium / Large C&I	6	4	4	3	4	1	4	2	2	1	1	
Streetlights	7	9	6	9	12	7	8	9	9	7	3	
Total	3,298	3,105		3,379	2,673	2,159	3,653	4,148	3,808	5,174	5,430	_
Number of customers by customer class, completing deferred payment arrangements during the period	-0,276	5,255	2,0.10	2,013	2,070	_,,,,,	1,000	,,	2,000	-,	2,100	
Residential	1,008	844	670	699	204	488	1,156	1,132	1,259	1,309	1,190	\vdash
Low Income Residential	79	72	68	86	114	190	438	517	553	644	430	\vdash
Small C&I	135	120	125	153	114		147	107		115	116	\vdash
				153	119	124	3		136	112		\vdash
Medium / Large C&I	3 5	4				3	7	1 8	7	0	2	-
Streetlights	-	5	6	6	8	4				13		_
Total	1,230	1,045	872	948	449	809	1,751	1,765	1,955	2,081	1,743	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p	4	\vdash										
Residential	2,548	2,175	2,529	1,750	1,081	2,274	2,783	2,596	2,810	2,867	2,185	
Low Income Residential	266	259	330	279	663	1,068	1,579	1,749	1,788	1,757	867	
Small C&I	187	167	192	210	182	182	197	169	172	164	166	
Medium / Large C&I	3	7	7	6	6	5	1	2	2	1	2	Ľ
	14	10	9	15	11	9	10	7	13	11	5	
Streetlights		2,618	3,067	2,260	1,943	3,538	4,570	4,523	4,785	4,800	3,225	
	3,018											
Streetlights Total		2,010							146	47	95	
Streetlights Total Number of customers, by customer class, renegotiating deferred payment arrangements during the peri-		86	121	40	61	97	49	144				\vdash
Streetlights Total Number of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential	3,018 0 39	86		40								
Streetlights Total Sumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential	3,018 39	86 6	14	3	61 28	50	45	125	124	47	56	
Streetlights Total Vumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I	3,018 39 1 3	86 6 4	14	3	28	50 4	45 2	125	124	47 1	56 4	
Streetlights Total Number of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium/Large C&I	3,018 39 1 3 0	86 6 4 0	14 6 0	3 0 0	28 3 2	50 4 0	45 2 0	125 3 0	124 3 0	47 1 0	56 4 0	
Streetlights Total Number of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	3,018 39 1 3 0 0 0 0 0 0	86 6 4 0	14 6 0	3 0 0	28 3 2 0	50 4 0	45 2 0	125 3 0	124 3 0	47 1 0	56 4 0	
Streelights Total Sumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	3,018 39 1 3 0	86 6 4 0	14 6 0	3 0 0	28 3 2	50 4 0	45 2 0	125 3 0	124 3 0	47 1 0	56 4 0	
Streetlights Total Number of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers taking service at the beginning of the period under existing hardship protections	3,018 39 1 33 0 0 43	86 6 4 0 0 96	14 6 0 0	3 0 0 1 44	28 3 2 0 94	50 4 0 1 152	45 2 0 0 96	125 3 0 0 272	124 3 0 0 273	47 1 0 1 96	56 4 0 0 155	
Streetights Total Vumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Number of customers taking service at the beginning of the period under existing hardship protections Residential	3,018 39 1 33 0 0 43	86 6 4 0 0 96	14 6 0 0 141	3 0 0 1 1 44	28 3 2 0 94	50 4 0 1 152	45 2 0 0 96	125 3 0 0 272	124 3 0 0 273	47 1 0 1 96	56 4 0 0 155	
Streetlights Total Number of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Low Income Residential	3,018 39 1 3 0 0 0 43 1,392 39,803	86 6 4 0 96 96 1,341 40,861	14 6 0 0 141 1,366 41,757	3 0 0 1 44	28 3 2 0 94	50 4 0 1 152 1,798 43,170	45 2 0 0 96	125 3 0 0 272 2,090 44,956	124 3 0 0 273 2,107 45,592	47 1 0 1 96 3,500 44,951	56 4 0 0 155 542 10,258	
Streetlights Total Sumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Sumber of customers taking service at the beginning of the period under existing hardship protections Residential	3,018 39 1 3 0 0 0 43 1,392 39,803 0	86 6 4 0 0 96 96 1,341 40,861	14 6 0 0 141 1,366 41,757	3 0 0 1 1 44	28 3 2 0 94	50 4 0 1 152	45 2 0 0 96 2,060 44,312 0	125 3 0 0 272	124 3 0 0 273 2,107 45,592 0	3,500 44,951	56 4 0 0 155 542 10,258 0	
Streetlights Total Sumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Sumber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	3,018 39 1 3 0 0 0 43 1,392 39,803	86 6 4 0 96 96 1,341 40,861	14 6 0 0 141 1,366 41,757	3 0 0 1 44 1,700 42,385	28 3 2 0 94 1,718 43,170	50 4 0 1 152 1,798 43,170	45 2 0 0 96 2,060 44,312	125 3 0 0 272 2,090 44,956	124 3 0 0 273 2,107 45,592	47 1 0 1 96 3,500 44,951	56 4 0 0 155 542 10,258	
Streetlights Total Kumber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Sumber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I	3,018 39 1 3 0 0 0 43 1,392 39,803 0	86 6 4 0 0 96 96 1,341 40,861	14 6 0 0 141 1,366 41,757	3 0 0 1 44 1,700 42,385 0	28 3 2 0 94 1,718 43,170 0	50 4 0 1 152 1,798 43,170 0	45 2 0 0 96 2,060 44,312 0	125 3 0 0 272 2,090 44,956 0	124 3 0 0 273 2,107 45,592 0	3,500 44,951	56 4 0 0 155 542 10,258 0	

WMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period	Jun	710	19417	1191	muy	31171	J	74118	БСР	Ot.	1101	Dec
Residential	0	9	54	92	60	125	13	28	21	3,643	679	5
Low Income Residential	5	33	2	26	55	12	19	40	34	45,847	262	1
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	5	42	56	118	115	137	32	68	55	49,490	941	
Number of customers enrolling in new hardship protections during the period	1					<u>'</u>	•	•			1	
Residential	169	190	140	120	136	115	109	107	88	144	1,995	1
Low Income Residential	1,098	993	959	832	624	826	717	696	786	909	41,969	Ģ
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	1,267	1,183	1,099	952	760	941	826	803	874	1,053	43,964	1,
Number of customers, by customer class, completing an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	34	15	21	29	36	41	44	81	306	31	44	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	34	15	21	29	36	41	44	81	306	31	44	
umber of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	3,850	91	199	333	790	932	675	346	478	495	260	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	3,850	91	199	333	790	932	675	346	478	495	260	
umber of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	42	16	9	186	620	376	326	301	337	250	162	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	42	16	9	186	620	376	326	301	337	250	162	
iumber of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	480	452	1,323	1,493	956	530	650	664	717	515	352	
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	480	452	1,323	1,493	956	530	650	664	717	515	352	
iumber of customers enrolling in the low-income discount rate program during the period	1					<u>'</u>	•	•			1	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	40,341	40,992	41,603	42,015	42,249	42,339	42,529	42,781	42,832	43,060	43,071	42
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0				0			U		
				0	0	0		0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0		0	
Streetlights Total	0 40,341		0							0		42
Total		0		0	0	0	0	0	0	0	0	42
Total		0	0	0	0	0	0	0	0	0	0	42
Total Total fumber of customers dropping off the low-income discount rate program during the period Residential	40,341 81	0 40,992 139	0 41,603	0 42,015 80	0 42,249	0 42,339 131	0 42,529 87	0 42,781	0 42,832	0 0 43,060	0 43,071 929	42
Total umber of customers dropping off the low-income discount rate program during the period	40,341	0 40,992	41,603	42,015	42,249	0 42,339	42,529	0 42,781	42,832	0 43,060	43,071	42
Total itumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&M	81 264	0 40,992 139 49 0	0 41,603 125 6 0	80 71	0 42,249 101 40 0	0 42,339 131 19 0	0 42,529 87 90 0	0 42,781 99 59 0	0 42,832 115 43 0	0 0 43,060 425 221 0	929 201	41
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	81 264 0 0	0 40,992 139 49	0 41,603 125 6	0 42,015 80 71 0	0 42,249 101 40	0 42,339 131 19	0 42,529 87 90	99 59	0 42,832 115 43	0 0 43,060 425 221	929 201	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	81 264 0	0 40,992 139 49 0	0 41,603 125 6 0 0	0 42,015 80 71 0 0	101 40 0 0 0	0 42,339 131 19 0	0 42,529 87 90 0	99 59 0	0 42,832 115 43 0 0	0 0 43,060 425 221 0	929 201 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	81 264 0 0	139 49 0 0 0	0 41,603 125 6 0 0	80 71 0	101 40 0 0	0 42,339 131 19 0 0	0 42,529 87 90 0 0	99 59 0 0	0 42,832 115 43 0 0	0 0 43,060 425 221 0 0	929 201 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	81 264 0 0	139 49 0 0 0	0 41,603 125 6 0 0	0 42,015 80 71 0 0	101 40 0 0 0	0 42,339 131 19 0 0	0 42,529 87 90 0 0	99 59 0 0	0 42,832 115 43 0 0	0 0 43,060 425 221 0 0	929 201 0	42
Total uniber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total uniber of customers, by customer class, with required deposits with the company at the beginning of th Residential	81 264 0 0 345	0 40,992 139 49 0 0 188	0 41,603 125 6 0 0 0 131	80 71 0 0 0 151	101 40 0 0 0 141	0 42,339 131 19 0 0 0 150	0 42,529 87 90 0 0 0	0 42,781 99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 0 43,060 425 221 0 0 0 646	929 201 0 0 1,130	42
Total fumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total fumber of customers, by customer class, with required deposits with the company at the beginning of the	40,341 81 264 0 0 0 345	0 40,992 139 49 0 0 188	0 41,603 125 6 0 0 131	0 42,015 80 71 0 0 0 151	0 42,249 101 40 0 0 0 141	0 42,339 131 19 0 0 0 150	0 42,529 87 90 0 0 0 177	0 42,781 99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130	41
Total iumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small (C&I Medium / Large C&I Streetlights Total iumber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small (C&I Sm	40,341 81 264 0 0 0 345	0 40,992 139 49 0 0 0 188	0 41,603 125 6 0 0 0 131	0 42,015 80 71 0 0 0 151	0 42,249 101 40 0 0 0 141	0 42,339 131 19 0 0 0 150	0 42,529 87 90 0 0 0 177	0 42,781 99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130	422
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I	40,341 81 264 0 0 0 345 0 0 335	0 40,992 139 49 0 0 0 188	0 41,603 125 6 0 0 131 0 0 31	0 42,015 80 71 0 0 0 151	0 42,249 101 40 0 0 0 141 0 0 2	0 42,339 131 19 0 0 0 150	0 42,529 87 90 0 0 0 177	0 42,781 99 59 0 0 0 158	0 42,832 115 43 0 0 0 158	0 0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130 0 0 27	4.
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Small C&I Small C&I Small C&I	40,341 81 264 0 0 345 0 0 345	0 40,992 139 49 0 0 188 0 0 39	0 41,603 125 6 0 0 131 0 0 31	0 42,015 80 71 0 0 0 151	0 42,249 101 40 0 0 0 141 0 0 0 2 13 0 0	0 42,339 131 19 0 0 0 150	0 42,529 87 90 0 0 0 177	0 42,781 99 59 0 0 0 158	0 42,832 115 43 0 0 0 158 0 0 32 0	0 0 43,060 425 221 0 0 0 646	0 43,071 929 201 0 0 1,130	43
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Low Incomers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Low Income Residential Medium / Large C&I Medium / Large C&I Streetlights Total	40,341 81 264 0 0 0 345 0 0 0 345	0 40,992 139 49 0 0 188 0 0 0 39 0	0 41,603 125 6 0 0 0 131 0 0 31 1	0 42,015 80 71 0 0 0 151	0 42,249 101 40 0 0 0 141 0 0 2 13 141	0 42,339 131 19 0 0 0 150 0 0 26 1	0 42,529 87 90 0 0 0 177 0 0 28 1	0 42,781 99 59 0 0 0 158 0 0 0 158	0 42,832 115 43 0 0 0 158 0 0 0 32 0	0 0 43,060 425 221 0 0 0 646 0 0 28 0	0 43,071 929 201 0 0 1,130 0 0 27 3	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the submit new deposits during the su	40,341 81 264 0 0 0 345 0 0 0 345	0 40,992 139 49 0 0 188 0 0 0 39 0	0 41,603 125 6 0 0 0 131 0 0 31 1	0 42,015 80 71 0 0 0 151	0 42,249 101 40 0 0 0 141 0 0 0 2 13 0 0	0 42,339 131 19 0 0 0 150 0 0 26 1	0 42,529 87 90 0 0 0 177 0 0 28 1	0 42,781 99 59 0 0 0 158 0 0 0 158	0 42,832 115 43 0 0 0 158 0 0 0 32 0	0 0 43,060 425 221 0 0 0 646 0 0 28 0	0 43,071 929 201 0 0 1,130 0 0 27 3	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Low Income Residential Streetights Total Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Total Residential Residential Residential	40,341 81 264 0 0 0 345 0 0 0 345 0 0 0 0 345	0 40,992 139 49 0 0 0 188 0 0 0 0 49 0 0 0 189 49 0 0 0 19 0 0 0 0 0 19 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 131 0 0 0 31 1 1 1 33	0 42,015 80 71 0 0 0 151 0 0 27 0 2 2 29	0 42,249 101 40 0 0 0 141 0 0 21 3 0 24	0 42,339 131 19 0 0 0 150 0 0 26 1 2 29	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30	0 42,781 99 59 0 0 0 158 0 0 25 1 3	0 42,832 115 43 0 0 0 158 0 0 0 32 0 0	0 0 43,060 425 221 0 0 0 646 0 0 0 28 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 3 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the submit n	40,341 81 264 0 0 0 345 0 0 1 36	0 40,992 139 49 0 0 0 188 0 0 19 0 19 40 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 1 33	0 42,015 80 71 0 0 0 151 0 0 27 0 2 29 0	0 42,249 101 40 0 0 0 141 0 0 21 3 0 24	0 42,339 131 19 0 0 0 150 0 26 1 22 29	0 42,529 87 90 0 0 177 0 0 28 1 1 1 0 0	0 42,781 99 59 0 0 0 158 0 0 25 1 1 3 29	0 42,832 115 43 0 0 0 158 0 0 0 32 0	0 0 43,060 425 221 0 0 0 646 0 0 0 2 28 0 1 1 29	0 43,071 929 201 0 0 1,130 0 27 3 3 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I	40,341 81 264 0 0 0 345 0 0 0 35 0 0 1 35 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 188 0 0 0 1 1 4 4 0	0 41,603	0 42,015 80 71 0 0 0 151 0 0 2 27 0 29	0 42,249 101 40 0 0 0 141 0 0 21 3 0 24	0 42,339 131 19 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30	0 42,781 99 59 0 0 0 158 0 0 25 1 3	0 42,832 115 43 0 0 0 158 0 0 32 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,060 43,060 4425 221 0 0 0 0 646 0 0 28 0 1 1 29	0 43,071 929 201 0 0 0 1,130 0 0 0 27 3 3 0 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Medium / Large C&I Streetights Total Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I	40,341 81 264 0 0 0 345 0 0 1 36	0 40,992 139 49 0 0 0 188 0 0 19 0 19 40 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 1 33	0 42,015 80 71 0 0 0 151 0 0 27 0 2 29 0	0 42,249 101 40 0 0 0 0 0 0 0 0 2 141 2 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 0 26 1 22 29	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30	0 42,781 99 59 0 0 0 158 0 0 25 1 1 3 29	0 42,832 1115 43 0 0 0 158 0 0 32 0 0 0 32 0 0	0 0 43,060 425 221 0 0 0 646 0 0 0 2 28 0 1 1 29	0 43,071 929 201 0 0 1,130 0 27 3 3 0	4
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential small C&I Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I	40,341 81 264 0 0 0 345 0 0 0 345 0 0 0 0 345 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 9 0 0 0 188 0 0 0 1 18 0 0 0 0 0 0 0 1 18 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 1 33 0 0 42	0 42,015 80 71 0 0 0 151 0 27 0 2 29 0 0 0 32 32 3	0 42,249 101 40 0 0 0 141 0 0 0 0 2 1 2 1 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 0 0 0 0 0 0 0 0 26 1 1 2 2 2 2 9	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30	0 42,781 99 59 0 0 0 158 0 0 25 1 1 3 29	0 42,832 1115 43 0 0 0 158 0 32 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 43,060 44,060 425 221 0 0 0 0 0 0 28 0 0 1 1 29 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 1,130 0 0 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total Medium / Large C&I Streetights Total	40,341 81 264 0 0 0 345 0 0 35 0 0 1 1 1 2 2 4 3 5 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 0 0 0 1 40 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 41,603	0 42,015 80 71 0 0 0 151 0 0 27 0 2 29	0 42,249 101 40 0 0 141 0 0 21 3 0 0 24 24	0 42,339 131 19 0 0 0 150 0 26 1 1 2 29	0 42,529 87 90 0 0 177 0 0 28 1 1 30	0 42,781 99 59 0 0 0 158 0 0 25 1 3 29	0 42,832 115 43 0 0 0 158 0 0 0 32 0 0 0 32 0 0 0 32	0 43,060 443,060 425 221 0 0 0 0 0 0 0 28 0 1 29 29 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Streetlights Total	40,341 81 264 0 0 0 345 0 0 35 0 0 1 1 1 2 2 4 3 5 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 0 0 0 1 40 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 41,603	0 42,015 80 71 0 0 0 151 0 27 0 2 29 0 0 0 32 32 3	0 42,249 101 40 0 0 141 0 0 21 3 0 0 24 24	0 42,339 131 19 0 0 0 150 0 26 1 1 2 29	0 42,529 87 90 0 0 177 0 0 28 1 1 30	0 42,781 99 59 0 0 0 158 0 0 25 1 3 29	0 42,832 115 43 0 0 0 158 0 0 0 32 0 0 0 32 0 0 0 32	0 43,060 443,060 425 221 0 0 0 0 0 0 0 28 0 1 29 29 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	42
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Junder of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, whose required deposits were reduced in part or foregone during Residential	40,341 81 264 0 0 0 345 0 0 0 0 355 0 0 0 1 1 36 1 2 2 3 3 5 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 0 0 0 0 0 0 188 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 33 0 0 42 42 45	0 42,015 80 71 0 0 151 0 0 27 0 2 29 0 0 0 33 33 38	0 42,249 101 40 0 0 141 21 3 0 0 24 17 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 0 0 26 1 2 2 2 2 2 3 3 4 3 4 3 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30 0 0 2 3 3 3 6	0 42,781 99 0 0 0 158 0 0 25 1 3 3 29 0 0 0 4 4 6 5 6	0 42,832 115 115 115 115 115 115 115 115 115 11	0 0 43,060 42,5 22,1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4.
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Unioner of customers, by customer class, required to submit new deposits or increased deposits during th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Unioner Control of the Control	40,341 81 264 0 0 0 345 0 0 35 0 0 35 0 0 35 0 0 35 0 0 0 35 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 0 0 0 0 39 0 1 1 40 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 0 31 1 1 1 33 0 0 0 42 42 45	0 42,015 80 71 0 0 0 151 0 0 2 27 0 0 0 3 3 3 3 8	0 42,249 101 40 0 0 0 141 0 0 0 2 21 3 3 0 0 0 17 7 17 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 0 26 1 1 2 2 29 0 0 34 3 3 2	0 42,529 87 90 0 0 0 177 0 0 28 11 1 0 0 0 31 31 3 36	0 42,781 99 0 0 0 158 0 0 0 225 1 1 3 29 0 0 0 45 5 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 115 0 0 0 158 0 0 0 32 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 43,060 42,5 221 0 0 0 0 0 28 0 0 1 29 0 0 0 0 5 46 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	0 43,071 929 201 0 0 0 1,130 0 0 0 27 3 3 0 0 0 0 5 27 3 2 2 5 5 6 6 6 6 7 6 7 8 7 8 7 8 7 8 8 7 8 8 7 8 8 8 8	4:
Uniber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total uniber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total uniber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total uniber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Residential Low Income Residential Residential Low Income Residential	40,341 81 264 0 0 0 0 345 0 0 0 0 345 0 0 0 1 1 23 2 1 1 26	0 40,992 139 49 0 0 0 188 0 0 0 0 0 0 188 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 1 33 0 0 42 42 45	0 42,015 80 71 0 0 0 151 0 0 27 0 2 29 0 0 32 3 3 3 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 141 21 3 0 0 24 17 0 0 0 17 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 0 0 26 1 2 2 2 2 2 3 3 4 3 4 3 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30 0 0 3 3 3 3 6	0 42,781 99 59 0 0 0 158 0 0 25 1 3 29 0 0 45 45 4 6 555	0 42,832 115 43 0 0 0 158 0 0 32 0 0 32 0 32 0 0 34 11 1 2 34	0 0 43,060 42,5 22,1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4.
Total umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total umber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Streetights Total Low Income Residential Small C&I Medium / Large C&I Streetights Total umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Streetights Total Low Income Residential Residential Low Income Residential Residential Low Income Residential Residential Residential Medium / Large C&I	40,341 81 264 0 0 0 0 345 0 0 1 1 366 0 0 0 0 0 0 1 1 2 1 1 2 1 1 1 0 0 0 0 0	0 40,992 139 49 0 0 0 0 188 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 33 33 0 0 42 1 2 45 0 0 0 9 0	0 42,015 80 71 0 0 0 151 0 0 27 2 2 2 9 0 0 32 3 3 3 3 3 8 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 0 141 0 0 24 24 17 0 0 0 0 0 2 1 3 0 0 2 1 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 0 150 26 1 1 2 2 29 0 0 34 3 3 2 39	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30 0 31 32 3 6 0 7	0 42,781 99 0 0 0 158 0 0 0 25 1 3 3 29 0 0 0 45 5 9 0 0 0 0 0 158 158 158 158 158 158 158 158 158 158	0 42,832 115 43 0 0 0 0 158 0 0 0 0 32 0 0 0 32 0 0 0 32 0 0 0 0 0	0 0 43,060 42,5 221 0 0 0 0 0 0 28 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 3 0 0 0 0 5 5 5 5 6 0 0 0 0 0 0 0 0 0 0 0	4
Uniber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total uniber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Uniber of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	40,341 81 264 0 0 0 0 345 0 0 0 0 345 0 0 0 1 1 23 2 1 1 266 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 149 0 0 0 0 188 188 0 0 0 0 0 1 1 40 0 0 0 0 0 0 0 0 0 0 0	0 41,603	0 42,015 80 71 0 0 0 151 0 0 27 0 2 29 0 0 32 3 3 38 0 0 0 0 151 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 141 0 0 21 3 3 0 0 17 0 0 0 21 3 3 0 0 0 21 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 26 1 2 29 0 0 344 3 2 2 39 0 0 0 8	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30 0 31 2 3 36 0 0 7	0 42,781 99 59 0 0 0 158 0 0 25 1 3 29 0 0 45 4 6 6 555	0 42,832 115 43 0 0 0 158 0 0 0 32 0 0 32 0 32 0 0 31 1 1 2 7 7 0 0	0 0 43,060 425 221 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 3 0 0 0 0 5 1,30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Total fumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total unaber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total	40,341 81 264 0 0 0 0 345 0 0 1 1 366 0 0 0 0 0 0 1 1 2 1 1 2 1 1 1 0 0 0 0 0	0 40,992 139 49 0 0 0 0 188 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 33 33 0 0 42 1 2 45 0 0 0 9 0	0 42,015 80 71 0 0 0 151 0 0 27 2 2 2 9 0 0 32 3 3 3 3 3 8 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 0 141 0 0 24 24 17 0 0 0 0 0 2 1 3 0 0 2 1 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 0 150 26 1 1 2 2 29 0 0 34 3 3 2 39	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30 0 31 32 3 6 0 7	0 42,781 99 0 0 0 158 0 0 0 25 1 3 3 29 0 0 0 45 5 9 0 0 0 0 0 158 158 158 158 158 158 158 158 158 158	0 42,832 115 43 0 0 0 0 158 0 0 0 0 32 0 0 0 32 0 0 0 32 0 0 0 0 0	0 0 43,060 42,5 221 0 0 0 0 0 0 28 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 27 3 3 0 0 0 0 5 5 5 5 6 0 0 0 0 0 0 0 0 0 0 0	4
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Total iumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total uniber of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium of customers, by customer class, whose deposits were returned in full during the period Residential	40,341 81 264 0 0 0 0 345 0 0 0 355 0 0 11 36 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 188 0 0 0 0 0 0 1 10 0 0 0 0 1 0 0 0 0 0 0	0 41,603 125 6 0 0 0 131 0 0 31 1 1 1 2 42 1 2 45 0 0 0 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,015 80 71 0 0 0 151 0 0 27 29 29 9 0 0 32 33 38 38 0 0 0 111 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 0 141 1 3 0 0 21 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 0 26 1 1 2 2 2 2 2 3 9 0 0 0 0 0 3 0 0 0 0 0 0 0 0 0 0 0 0	0 42,529 87 90 0 0 0 177 0 0 28 1 1 30 0 31 2 3 6 0 0 7 7 1 0 0 8	0 42,781 99 0 0 0 158 0 0 25 1 3 29 0 0 45 55 6 0 0 12 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 115 43 0 0 0 0 158 158 0 0 0 0 0 32 0 0 0 0 3 3 2 0 0 0 0 0 0	0 0 43,060 44,060 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 0 1,130 0 0 0 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Uniber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Low Income Residential Small C&! Medium / Large C&! Streetlights Total Low Income Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Low Income Residential Low Income Residential Small C&! Medium / Large C&! Streetlights Total Medium / Large C&! Streetlights Streetlights Streetlights Total Medium / Large C&! Streetlights Streetlights Total Medium / Large C&! Streetlights Streetlights Total Unioner Residential Small C&! Medium / Large C&! Streetlights Total Unioner Residential Streetlights Total Unioner Residential Low Income Residential	40,341 81 264 0 0 0 345 0 0 345 0 0 0 35 36 0 1 1 36 0 0 0 0 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 0 188 0 0 0 39 0 11 40 0 0 30 0 0 44 0 0 0 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 0 131 1 1 1 3 3 1 1 2 5 1 1 1 1 1 2 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 42,015 80 71 0 0 0 151 0 0 27 0 29 29 0 0 32 33 38 0 0 111 0 0 0 110 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 0 141 0 0 0 2 21 3 3 0 0 0 17 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 150 0 26 11 2 2 29 0 0 34 3 3 2 39 0 0 8 0 0 8 0 0 0	0 42,529 87 90 0 0 0 177 0 0 0 228 1 1 30 0 0 31 2 2 3 3 6 0 0 0 8 8	0 42,781 99 0 0 0 158 0 0 158 0 0 0 45,781 0 0 158 0 0 158 0 0 158 0 0 0 158 0 0 0 158 0 0 0 0 158 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 115 143 0 0 0 0 158 158 10 0 0 0 158 15 10 0 0 0 0 15 15 10 10 10 10 10 10 10 10 10 10 10 10 10	0 0 43,060 425 221 0 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 1,130 0 0 5 1,130 0 0 1,130 0 0 1,130 0 0 1,130 0 0 1,130 0 0 1,130 0 0 1,130 0 0 1,130 0 0 0 1,130 0 0 1,130 0 0 1,130 0 0 0 1,130 0 0 0 1,130 0 0 0 1,130 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4.
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Total Sumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Sumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Streetlights Total Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential	40,341 81 264 0 0 0 345 0 0 345 0 0 0 35 36 0 1 1 36 0 0 0 0 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 40,992 139 49 0 0 0 188 0 188 0 0 0 39 0 11 40 0 0 30 0 0 44 0 0 0 0 0 0 0 0 0 0 0	0 41,603 125 6 0 0 0 0 131 1 1 1 3 3 1 1 2 5 1 1 1 1 1 2 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 42,015 80 71 0 0 0 151 0 0 27 0 29 29 0 0 32 33 38 0 0 111 0 0 0 110 0 0 0 0 0 0 0 0 0 0	0 42,249 101 40 0 0 0 141 0 0 0 2 21 3 3 0 0 0 17 7 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,339 131 19 0 0 0 150 150 0 26 11 2 2 29 0 0 34 3 3 2 39 0 0 8 0 0 8 0 0 0	0 42,529 87 90 0 0 0 177 0 0 0 228 1 1 30 0 0 31 2 2 3 3 6 0 0 0 8 8	0 42,781 99 0 0 0 158 0 0 158 0 0 0 45,781 0 0 158 0 0 158 0 0 158 0 0 0 158 0 0 0 158 0 0 0 0 158 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 42,832 115 143 0 0 0 0 158 158 10 0 0 0 158 15 10 0 0 0 0 15 15 10 10 10 10 10 10 10 10 10 10 10 10 10	0 0 43,060 425 221 0 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 43,071 929 201 0 0 0 1,130 0 0 0 27 3 3 0 0 0 0 0 5 27 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4.

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VMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	D
iumber of customers, by customer class Residential	153,560	153,279	153,011	152,831	152,516	152,335	152,364	152,349	150,509	152,518	151,863	15
Low Income Residential	42.900	43,404	43.807	44.042	44.366	44.150	44.205	44.030	44.752	45.567	45.141	13
Small C&I	22,426	22,621	22,901	22,711	22,762	22,743	22,814	22,800	22,754	22,984	22,869	2
Medium / Large C&I	784	780	804	814	825	797	819	808	820	817	814	
Streetlights	4 441	4.688	8.236	4.570	4.483	4.481	4,554	4.546	4,471	4.469	4.459	
Total	224,111	224,772	228,759	224,968	224,952	224,506	224,756	224,533	223,306	226,355	225,146	2
umber of customers, by customer class, disconnected during the period	224,111	224,772	220,707	224,700	221,702	224,000	224,700	224,000	220,000	220,000	220,140	
Residential	402	235	253	586	1,876	873	1,000	722	436	677	347	
Low Income Residential	0	0	0	0	0	0	0	514	287	390	166	
Small C&I	14	12	20	19	15	21	13	25	11	20	13	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	416	247	273	605	1,891	894	1,013	1,261	734	1,087	526	
umber of customers, by customer class, receiving disconnection notices during the period												
Residential	3,146	3,604	6,432	7,816	8,698	11,533	8,543	12,193	11,450	10,854	9,603	
Low Income Residential	208	129	126	7,206	4,420	5,261	4,226	6,192	5,005	4,519	2,092	
Small C&I	1,021	623	1,040	894	942	932	767	899	892	843	784	
Medium / Large C&I	23	44	26	24	16	23	16	17	7	24	11	
Streetlights	95	75	107	94	109	115	69	72	63	65	62	
Total	4,493	4,475	7,731	16,034	14,185	17,864	13,621	19,373	17,417	16,305	12,552	
umber of customers, by customer class, reconnected during the period						•			•			
Residential	307	177	206	321	528	352	418	608	352	558	370	
Low Income Residential	13	6	7	14	557	470	254	402	232	304	156	
Small C&I	11	6	12	12	11	16	5	5	8	10	7	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	2	0	0	0	0	0	0	
Total	331	189	225	347	1,098	838	677	1,015	592	872	533	
umber of customers, by customer class, assessed reconnection fees or charges during the period												
Residential	283	165	195	304	438	348	339	479	298	475	326	
Low Income Residential	33	16	16	31	639	470	327	524	281	379	199	
Small C&I	11	6	13	12	11	13	5	6	8	12	8	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	327	187	224	347	1,088	831	671	1,009	587	866	533	
umber of customers, by customer class, assessed credit card fees or charges during the period												
Residential	6,555	6,309	6,958	36	0	0	0	0	0	0	0	
Low Income Residential	3,704	3,519	3,960	11	1	0	0	0	0	0	0	
Small C&I	361	307	334	264	265	345	363	344	313	342	280	
Medium / Large C&I	19	24	30	17	15	16	21	37	29	22	31	
Streetlights	22	27	28	22	20	18	12	15	20	15	22	
Total	10,661	10,186	11,310	350	301	379	396	396	362	379	333	
iumber of customers, by customer class, assessed late payment fees or charges during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	2,497	2,718	2,583	2,207	2,703	2,520	2,540	2,547	2,569	2,679	2,597	
Medium / Large C&I	55	83	66	49	55	46	56	45	51	60	60	
Streetlights	184	210	205	159	194	204	168	203	200	233	226	
Total	2,736	3,011	2,854	2,415	2,952	2,770	2,764	2,795	2,820	2,972	2,883	
umber of customers, by customer class, taking service at the beginning of the period under existing def												
Residential	2,335	2,150	1,825	2,484	2,481	2,099	2,469	2,540	1,875	2,862	2,869	
Low Income Residential	945	764	497	669	826	1,165	1,625	1,610	1,366	1,938	1,829	
Small C&I	115	104	84	104	102	73	88	101	65	82	82	
Medium / Large C&I	2	2	2	3	6	5	4	2	3	4	4	$ldsymbol{ldsymbol{ldsymbol{eta}}}$
Streetlights	6	6	4	3	4	6	5	8	4	5	6	
Total	3,403	3,026	2,412	3,263	3,419	3,348	4,191	4,261	3,313	4,891	4,790	
umber of customers by customer class, completing deferred payment arrangements during the period												
Residential	637	487	709	965	1,157	1,338	1,376	1,394	1,287	1,402	1,360	
Low Income Residential	134	112	125	162	747	604	748	723	645	681	486	ட
Small C&I	103	85	111	138	117	151	109	112	98	115	124	_
Medium / Large C&I	0	2	4	2	2	2	3	3	1	3	1	
Streetlights	4	4	1	2	2	5	6	4	8	3	7	匸
Total	878	690	950	1,269	2,025	2,100	2,242	2,236	2,039	2,204	1,978	
umber of customers, by customer class, enrolling in new deferred payment arrangements during the p	8											
Residential	1,728	1,670	2,120	2,124	2,704	2,328	2,481	2,572	2,460	2,717	2,299	
Low Income Residential	292	290	329	565	2,254	1,431	1,420	1,776	1,564	1,421	873	
Small C&I	153	135	169	185	165	201	150	147	122	158	162	
Medium / Large C&I	1	5	4	6	6	3	4	5	2	3	1	
Streetlights	6	7	2	4	7	5	11	5	9	7	10	
	2,180	2,107	2,624	2,884	5,136	3,968	4,066	4,505	4,157	4,306	3,345	
Total												L
		79	94	44	85	115	32	79	113	43	125	
imber of customers, by customer class, renegotiating deferred payment arrangements during the periodesidential	33			7	57	104	28	80	56	22	61	
imber of customers, by customer class, renegotiating deferred payment arrangements during the period	9	10	17		31						3	
imber of customers, by customer class, renegotiating deferred payment arrangements during the periodesidential	9	10	2	1	2	3	0	3	5	0		
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential	9 1 0	10 1 0	2	1 0	2	3	0	1	0	0	0	L_
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I	9 1 0 0	10 1 0	2 0 0	1 0 0	2 0 0	3 0 0	0	1 0	0	0	0	
umber of customers, by customer class, renegotiating deferred payment arrangements during the periodes exidential Low Income Residential Small C&I Medium / Large C&I	9 1 0	10 1 0	2	1 0	2	3	0	1	0	0	0	
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	9 1 0 0	10 1 0	2 0 0	1 0 0	2 0 0	3 0 0	0	1 0	0	0	0	
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	9 1 0 0 43	10 1 0 1 91	0 0 113	0 0 52	2 0 0 144	3 0 0 222	0 0	1 0 163	0 1 175	0 0 65	0 0 189	
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total umber of customers taking service at the beginning of the period under existing hardship protections Residential	9 1 0 0 43	10 1 0 1 91	2 0 0 113	1 0 0 52	2 0 0 144	3 0 0 222 2,178	0 0 60 2,234	1 0 163	0 1 175 2,304	0 0 65 5,508	0 0 189 3,754	
umber of customers, by customer class, renegotiating deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	9 1 0 0 43	10 1 0 1 91	0 0 113	0 0 52	2 0 0 144	3 0 0 222	0 0	1 0 163	0 1 175	0 0 65	0 0 189	
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Medium / Large C&I Streetlights Total umber of customers taking service at the beginning of the period under existing hardship protections Residential	9 1 0 0 43 1,135 42,397	10 1 0 1 91 1,467 43,286	2 0 0 113 1,597 44,076	1 0 0 52 1,967 44,439	2 0 0 144 2,131 45,135	3 0 0 222 2,178 45,712	0 0 60 2,234 46,392	1 0 163 2,287 47,035	0 1 175 2,304 47,776	0 0 65 5,508 45,671	0 0 189 3,754 41,673	
umber of customers, by customer class, renegotiating deferred payment arrangements during the perion Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Umber of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I Small	9 1 0 0 43 1,135 42,397 0	10 1 0 1 91 1,467 43,286 0	2 0 0 113 1,597 44,076 0	1 0 0 52 1,967 44,439 0	2 0 0 144 2,131 45,135 0	3 0 0 222 2,178 45,712 0	0 60 2,234 46,392 0	1 0 163 2,287 47,035 0	2,304 47,776	0 0 65 5,508 45,671 0	3,754 41,673	

WMA	Jan	Feb	Mar	Apr	May	2023 Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential	4	22	48	41	78	89	48	105	101	1,202	47	
Low Income Residential	0	6	52	47	71	100	44	69	57	42,690	59	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	4	28	100	88	149	189	92	174	158	43,892	106	1
Sumber of customers enrolling in new hardship protections during the period	-	20	100	00	247	107	72	274	100	40,072	100	
Residential	359	225	183	197	130	51	97	70	154	120	3,797	
Low Income Residential	895	824	712	736	650	553	677	725	1,253	674	41,704	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	45.501	
Total	1,254	1,049	895	933	780	604	774	795	1,407	794	45,501	
Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	64	51	50	67	76	64	59	524	99	64	53	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	64	51	50	67	76	64	59	524	99	64	53	
umber of customers, by customer class, enrolling in an AMP program during the period	_			1		- 1			- 1			
Residential Low Income Residential	0	0	0	0	0	0	0	0 306	0	0 428	0	
Low Income Residential Small C&I	5,833 0	80	126	424	1,077	342	317 0	0	485 0	428	216	
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	5,833	80	126	424	1,077	342	317	306	485	428	216	
umber of customers, by customer class, re-enrolling in an AMP program during the period								•				
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	3,543	15	30	126	457	160	158	196	275	267	817	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	3,543	15	30	126	457	160	158	0 196	275	267	817	
iumber of customers, by customer class, dropping off an AMP program during the period	3,343	13	30	120	437	100	130	190	213	207	017	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	145	452	898	3,014	771	617	622	721	510	255	283	
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	145	452	898	3,014	771	617	622	721	510	255	283	
iumber 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	
Residential Low Income Residential	42,900	43,404	43,807	44,042	44,366	44,150	44,205	44,030	44,752	45,567	45,141	4
Small C&I	42,900	43,404	43,807	44,042	44,300	44,130	44,203	44,030	44,732	45,567	43,141	
Medium / Large C&I	0	0	0	0	0	0	0	0	0		0	
Streetlights	0	0								0		
Total		U	0	0	0	0	0	0	0	0	0	
1 Otal	42,900	43,404	43,807		0 44,366	0 44,150	0 44,205	0 44,030				4
Number of customers dropping off the low-income discount rate program during the period		43,404	43,807	44,042	44,366	44,150	44,205	44,030	0 44,752	0 45,567	0 45,141	4
iumber of customers dropping off the low-income discount rate program during the period Residential	93	43,404	43,807	0 44,042	44,366	44,150	44,205 69	44,030	0 44,752	0 45,567 129	0 45,141 468	
iumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	93 44	43,404 71 68	43,807 104 50	0 44,042 56 74	132 129	143 73	69 122	110 99	0 44,752 149 29	0 45,567 129 139	0 45,141 468 350	
Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	93 44 0	71 68 0	104 50 0	0 44,042 56 74 0	132 129 0	143 73 0	69 122 0	44,030 110 99 0	0 44,752 149 29 0	0 45,567 129 139 0	45,141 468 350 0	4
umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I	93 44 0	71 68 0	104 50 0	0 44,042 56 74 0	132 129 0	143 73 0	69 122 0	44,030 110 99 0	0 44,752 149 29 0	0 45,567 129 139 0 0	468 350 0	
umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I	93 44 0 0	71 68 0 0	104 50 0 0	0 44,042 56 74 0 0	132 129 0	143 73 0	69 122 0 0	44,030 110 99 0	0 44,752 149 29 0	0 45,567 129 139 0 0	0 45,141 468 350 0 0	
iumber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	93 44 0 0 0 137	71 68 0	104 50 0	0 44,042 56 74 0	132 129 0 0	143 73 0 0	69 122 0	110 99 0 0	0 44,752 149 29 0 0	0 45,567 129 139 0 0	468 350 0	
umber of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	93 44 0 0 0 137	71 68 0 0	104 50 0 0	0 44,042 56 74 0 0	132 129 0 0	143 73 0 0	69 122 0 0	110 99 0 0	0 44,752 149 29 0 0	0 45,567 129 139 0 0	0 45,141 468 350 0 0	
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						2020						
EGMA	Jan	Feb	Mar	Apr	May	Jun Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 Number of customers, by customer class				. 4.								
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 Medium / Large C&I	23,496 7,932	23,485 7,933	23,493 7,937	23,498 7,938	23,512 7,935	23,519 7,939	23,464 7,941	23,426 7,939	23,414 7,944	23,886 7,477	24,012 7,478	24,121 7,499
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	328,590	328,914	329,332	329,713	330,154	330,401	330,507	330,420	330,609	330,998	331,700	332,196
2 Number of customers, by customer class, disconnected during the period												
Residential Low Income Residential	16 0	6	0	0	0	0	0	0	0	0	0	
Small C&I	32	58	22	0	0	0	0	0	0	0	0	
Medium / Large C&I	3	3	1	0	0	0	0	0	0	0	0	C
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	51	67	25	0	0	0	0	0	0	0	0	(
3.1 Number of customers, by customer class receiving a 1st notice of disconnect during the period Residential	22,253	20,990	10,177	0	0	0	0	1	1	0	0	
Low Income Residential	0	20,330	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	-
Medium / Large C&I	350	396	214	0	0	0	0	150	11	184	0	
Total	23,846	22,652	10,992	0	0	0	0	587	47	571	0	
3.2 Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period Residential	16,685	13,569	9,404	0	0	0	0	0	0	0	0	-
Low Income Residential	10,085	13,569	9,404	0	0	0	0	0	0	0	0	
Small C&I	748	726	488	0	0	0	0	2	0	0	0	
Medium / Large C&I	199	189	110	0	0	0	0	1	0	0	0	
Total	17,632	14,484	10,002	0	0	0	0	3	0	0	0	
4 Number of customers, by customer class, reconnected during the period Residential	13	6	-	-	9	4	2	0	2	3	4	
Low Income Residential	13	8	0	1	2	0	1	1	2	2	4	
Small C&I	16	19	18	0	1	1	1	0	1	2	5	
Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	- (
Total	45	35	25	3	12	5	4	1	5	8	13	7
5 Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orde	rs completed d		period	2	8	5	2	0	2	2	5	-
Residential Low Income Residential	12	6	0	1	2	0	1	1	2	2	4	
Small C&I	15	19	17	0	1	1	1	0	1	2	5	
Medium / Large C&I	5	2	0	0	0	0	0	0	0	1	0	(
Total	44	35	24	3	11	6	4	1	5	7	14	
6 Number of customers, by customer class, assessed credit card fees or charges during the period	0.214	0.060	9.610	0.201	7 704	7 274	7 712	7.501	7 005	9.044	7 724	0.633
Residential	9,314	9,069	8,619 2,512	8,201 3,112	7,704 2,948	7,374	7,712	7,591 2.407	7,885 2.549	8,044 2,510	7,734	
	9,314 2,699 433	9,069 2,672 436	8,619 2,512 478	8,201 3,112 240	7,704 2,948 246	7,374 2,900 221	7,712 2,707 271	7,591 2,407 254	7,885 2,549 247	8,044 2,510 268	7,734 2,100 271	2,192
Residential Low Income Residential Small C&I Medium / Large C&I	2,699 433 63	2,672 436 101	2,512 478 99	3,112 240 50	2,948 246 27	2,900 221 33	2,707 271 35	2,407 254 37	2,549 247 22	2,510 268 27	2,100 271 33	2,192 350 22
Residential Low Income Residential Small C&I Medium / Large C&I Total	2,699 433	2,672 436	2,512 478	3,112 240	2,948 246	2,900 221	2,707 271	2,407 254	2,549 247	2,510 268	2,100 271	2,192 350 22
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period	2,699 433 63 12,509	2,672 436 101 12,278	2,512 478 99 11,708	3,112 240 50 11,603	2,948 246 27 10,925	2,900 221 33 10,528	2,707 271 35 10,725	2,407 254 37 10,289	2,549 247 22 10,703	2,510 268 27 10,849	2,100 271 33 10,138	2,192 350 22 12,197
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential	2,699 433 63	2,672 436 101	2,512 478 99	3,112 240 50	2,948 246 27	2,900 221 33	2,707 271 35	2,407 254 37	2,549 247 22	2,510 268 27	2,100 271 33	2,192 350 22 12,197
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period	2,699 433 63 12,509	2,672 436 101 12,278	2,512 478 99 11,708	3,112 240 50 11,603	2,948 246 27 10,925	2,900 221 33 10,528	2,707 271 35 10,725	2,407 254 37 10,289	2,549 247 22 10,703	2,510 268 27 10,849	2,100 271 33 10,138	2,192 350 22 12,197
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I	2,699 433 63 12,509 0 0 5,511 1,485	2,672 436 101 12,278 0 0 5,602 1,701	2,512 478 99 11,708 0 0 2,293 735	3,112 240 50 11,603 0 0 64 20	2,948 246 27 10,925 0 0 0	2,900 221 33 10,528 0 0 0	2,707 271 35 10,725 0 0 1	2,407 254 37 10,289 0 0 0	2,549 247 22 10,703 0 0 0	2,510 268 27 10,849 0 0 0	2,100 271 33 10,138 0 0 0	2,192 350 22 12,197
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303	2,512 478 99 11,708 0 0 2,293	3,112 240 50 11,603 0 0 64	2,948 246 27 10,925 0 0	2,900 221 33 10,528 0 0	2,707 271 35 10,725 0 0	2,407 254 37 10,289 0 0	2,549 247 22 10,703 0 0	2,510 268 27 10,849 0 0	2,100 271 33 10,138 0 0	2,192 350 22 12,197
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing defi	2,699 433 63 12,509 0 0 5,511 1,485 6,996	2,672 436 101 12,278 0 0 5,602 1,701 7,303 arrangements	2,512 478 99 11,708 0 0 2,293 735 3,028	3,112 240 50 11,603 0 0 64 20 84	2,948 246 27 10,925 0 0 0	2,900 221 33 10,528 0 0 0 0	2,707 271 35 10,725 0 0 1 1 0	2,407 254 37 10,289 0 0 0 0	2,549 247 22 10,703 0 0 0 0	2,510 268 27 10,849 0 0 0 0	2,100 271 33 10,138 0 0 0 0	2,19: 35i 2: 12,19:
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing defree Residential	2,699 433 63 12,509 0 0 5,511 1,485 6,996 erred payment 1,653	2,672 436 101 12,278 0 0 5,602 1,701 7,303 arrangements 2,552	2,512 478 99 11,708 0 0 2,293 735 3,028	3,112 240 50 11,603 0 0 64 20 84	2,948 246 27 10,925 0 0 0 0	2,900 221 33 10,528 0 0 0 0 0	2,707 271 35 10,725 0 0 1 1 0 1	2,407 254 37 10,289 0 0 0 0 0	2,549 247 22 10,703 0 0 0 0 0	2,510 268 27 10,849 0 0 0 0 0	2,100 271 33 10,138 0 0 0 0 0 0	2,19: 35: 2: 12,19:
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing defi	2,699 433 63 12,509 0 0 5,511 1,485 6,996 erred payment 1,653 336 41	2,672 436 101 12,278 0 0 0,5,602 1,701 7,303 arrangements 2,552 370 61	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81	2,948 246 27 10,925 0 0 0 0 0 0 0 0 3,958 550	2,900 221 33 10,528 0 0 0 0 0 0 0 3,974 644 58	2,707 271 35 10,725 0 0 1 1 0 1 3,152 687 43	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 31	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52	2,100 271 33 10,138 0 0 0 0	2,19: 35: 2: 12,19: ((((((80: 6: 2:
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Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Medium / Large C&I 8 Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I	2,699 433 63 12,509 0 0 5,511 1,485 6,996 erred payment 1,653 336 41 23 2,053 133 26 11	2,672 436 101 12,278 0 5,602 1,701 7,303 arrangements 2,552 370 61 27 3,010 135 24 5	2,512 478 99 11,708 0 0 2,293 735 3,028 3,008 3,108 4,012 4,	3,112 240 50 11,603 0 0 0 64 20 84 4,049 455 81 141 4,626 4,626 55 33 44	2,948 246 277 10,925 0 0 0 0 0 0 0 3,958 550 77 77 361 552 202	2,900 221 33 10,528 0 0 0 0 0 0 0 0 0 0 4 4 4 4,695 4,695 4,695 4,695 4,695	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 49 3,901 193 40 5	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682 33 3 3	2,549 247 22 10,703 0 0 0 0 0 1,451 542 31 26 2,050 91 40	2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601 1,092 2 2 2 3 2 2 2 2 2 2 2 3 2 2 3 2 3 2 3	2,100 271 33 10,138 0 0 0 0 0 0 0 913 306 23 36 1,278	2,19: 355 2: 12,19: 10: 10: 10: 10: 10: 10: 10: 10: 10: 10
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	2,699 433 433 63 12,509 0 0 5,511 1,485 6,996 6,996 erred payment 1,1653 1,553 1,233 2,053 133 126 11 1 2	2,672 436 101 12,278 0 0 5,5602 1,701 7,303 arrangements 2,552 370 61 127 3,010	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 1 38 4,012	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626	2,948 246 277 10,925 0 0 0 0 0 0 3,958 550 777 77 77 202	2,900 221 33 10,528 0 0 0 0 0 0 0 3,974 644 58 19 4,695	2,707 271 35 10,725 0 0 0 1 1 1 0 3,152 687 43 2 19 3,901	2,407 254 377 10,289 0 0 0 0 0 1,976 659 27 77 20 2,682 132 33	2,549 247 222 10,703 0 0 0 0 0 1,451 542 2,050 91 40	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 38 1,601	2,100 271 33 10,138 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,19: 355 2: 12,19: 10: 10: 10: 10: 10: 10: 10: 10: 10: 10
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Nedium / Large C&I Total Nedium / Large C&I Total Number of customers by customer class, enrolling in new deferred payment arrangements during the period Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Number of customers, by customer class, enrolling in new deferred payment arrangements during the period	2,699 433 63 12,509 0 0 5,511 1,485 6,996 6,996 641 123 2,053 133 26 11 2,2 162 160	2,672 436 101 12,278 0 0 5,602 1,701 7,303 arrangements 2,552 370 61 27 3,010 135 24 5 0 0	2,512 478 99 11,708 0 0 2,293 735 3,028 3,028 71 163 38 4,012	3,112 240 50 11,603 0 0 64 20 84 4,049 4,55 81 1 41 4,626 147 55 3	2,948 246 247 277 10,925 0 0 0 0 3,958 550 77 30 4,615 202 22 23 3 2 2	2,900 221 33 10,528 0 0 0 0 3,974 644 58 199 4,695	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 19 9 3,901	2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0	2,549 247 22 10,703 0 0 0 0 1,451 542 31 266 2,050 91 40 3 3 11	2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601 92 32 8 8 2	2,100 271 33 10,138 0 0 0 0 0 913 366 1,278 61 78 4 4 4 4 147	2,19,35 2 2 12,19 12,19 80 66 2 2 3 3 93.
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Small C&I Medium / Large C&I Total	2,699 433 633 12,509 0 0,5,511 1,485 6,596 411 2,23 2,053 133 266 11 2 2 162 riod 1,714	2,672 2,672 101 12,278 0 0,5,602 1,701 3 arrangements 2,552 370 61 27 3,010 135 24 5 0 164 1,832	2,512 478 99 11,708 0 0 2,293 735 3,028 3,505 398 71 163 38 4,012 29 299	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626 147 55 3 3 4	2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615 202 252 33 2 259	2,900 211 33 10,528 0 0 0 0 0 3,974 644 58 19 4,695 197 65 5 0 248	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 2 3,901 193 490 2 2 2 40	2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0 168	2,549 247 22 10,703 0 0 0 0 0 1,451 542 2,050 2,050 40 3 3 1 1 1 135	2,510 268 27 10,849 0 0 0 0 1,098 413 52 2 38 1,601 92 32 2 134	2,100 271 33 10,138 0 0 0 0 0 0 913 366 23 36 1,278 4 4 4 147	2,19 35 2 2 12,19 80 6 6 2 2 3 3 3 93
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Nedium / Large C&I Total Number of customers by customer class, enrolling in new deferred payment arrangements during the period	2,699 433 63 12,509 0 0 5,511 1,485 6,996 6,996 641 123 2,053 133 26 11 2,2 162 160	2,672 436 101 12,278 0 0 5,602 1,701 7,303 arrangements 2,552 370 61 27 3,010 135 24 5 0 0	2,512 478 99 11,708 0 0 2,293 735 3,028 3,028 71 163 38 4,012	3,112 240 50 11,603 0 0 64 20 84 4,049 4,55 81 1 41 4,626 147 55 3	2,948 246 247 277 10,925 0 0 0 0 3,958 550 77 30 4,615 202 22 23 3 2 2	2,900 221 33 10,528 0 0 0 0 3,974 644 58 199 4,695	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 19 9 3,901	2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0	2,549 247 22 10,703 0 0 0 0 1,451 542 31 266 2,050 91 40 3 3 11	2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601 92 32 8 8 2	2,100 271 33 10,138 0 0 0 0 0 913 366 1,278 61 78 4 4 4 4 147	2,19 35 22 12,19 800 66 22 3 3 93
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 10 Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I	2,699 433 63 12,509 0 0,5,511 1,485 6,996 6,996 6,996 1,653 336 41 23 2,053 133 26 1 1,21 21 162 riod 1,714 264 466	2,672 436 436 101 12,278 0 0 5,602 1,701 1701 27,303 arrangements 27,552 370 61 27 3,010 0 164 1,832 2,34 31	2,512 478 99 11,708 0 0 0,2,293 735 3,028 3,505 398 71 163 38 4,012 209 1,523 280 277	3,112 2,400 500 11,603 0 0 64 200 84 4,049 455 81 41 4,626 4,626 4,049	2,948 246 247 10,925 0 0 0 0 0 0 3,958 550 777 30 4,615 4,615 222 259 631 212 10	2,900 2,900 33 10,528 0 0 0 0 0 0 0 3,974 644 58 19 4,695 65 0 248 314 100 113	2,707 271 35 10,725 0 0 0 1 1 3,152 687 43 3,901 193 40 5 5 2 2 40 2 40 5 5 8 8 9 9	2,407 254 37 10,289 0 0 0 0 0 0 1,976 659 27 20 2,682 33 3 0 168	2,549 2,10,703 0 0 0 0 0 1,451 26 2,260 2,050 2,050 2,150 2,	2,510 268 277 10,849 0 0 0 0 0 0 1,098 413 52 38 1,601 1,601 8 8 8 2 2 134 160 160 170 180 180 180 180 180 180 180 18	2,100 271 33 10,138 0 0 0 0 0 0 0 0 1 336 23 36 1,278 4 4 4 4 147	2,19 35 22 12,19 80 66 23 3 93 44
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total	2,699 12,509 0 0,5,511 1,1485 6,996 erred payment 1,553 336 41 23 2,053 133 26 1 1 2 2 1714 2644 66 111 2,035	2,672 3436 101 12,278 0 0,5602 1,701 7,303 arrangements 2,552 370 61 27 3,010 1345 145 15 145 164 1,832 234	2,512 99 11,708 0 0 2,293 3,505 398 71 163 38 4,012 163 38 6 2 2 209 1,523 280 277	3,112 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626 147 755 3 4 209 364 133 10	2,948 246 246 27 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615 202 22 259 631 212	2,900 2,900 3,10,528 0 0 0 0 0 0 0 3,974 644 588 19 4,695 0 0 248 314	2,707 271 35 10,725 0 0 0 1 1 0 1 3,152 687 3,901 193 49 40 5 2 2 2 40 6 8 7 6 8 7 6 8 7 8 8 7 8 8 8 7 8 8 8 8	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 77 20 2,682 132 33 3 0 0 168 219	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 31 26 2,050 91 40 0 11 135	2,510 268 27 10,849 0 0 0 0 1,098 413 52 2 38 1,601 100 110 110 110 110 110 110	2,100 271 33 10,138 0 0 0 0 0 0 913 366 1,278 4 147 200 51	2,19 35 22 12,19 80 66 23 3 93 44
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period	2,699 433 63 12,509 0 0 5,511 1,485 6,996 6,996 1,1653 23 2,053 133 2,053 133 26 11 2 162 162 162 17,714 264 466 111 2,035 d	2,672 436 436 101 12,278 0 0 5,602 1,701 7,303 3raragements 2,755 2,555	2,512 478 99 11,708 0 0 0 2,293 735 3,008 3,908 3,11 38 4,012 163 38 6 6 2 2 209 1,523 280 277 10 1,840	3,112 240 50 11,663 0 0 44 20 84 4,049 455 81 141 4,626 147 555 3 3 4 4 9	2,948 246 27 10,925 0 0 0 0 0 3,958 550 30 4,615 202 52 3 3 2 2 259 631 212 10 5 858	2,900 211 33 10,528 0 0 0 0 0 0 3,974 644 588 19 4,695 5 0 0 314 100 133 5 432	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 2 3,901 193 400 5 2 2 2 2 3 6 8 7 6 8 7 6 8 7 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2,407 254 37 10,289 0 0 0 0 1,976 659 27,7 20 2,682 132 33 3 3 0 0 0 168 188 198 198 198 198 198 198 198 198 19	2,549 247 22 10,703 0 0 0 0 0 1,451 542 342 342 343 11 26 2,050 91 400 3 3 11 135 196 42 244 16 278	2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601 92 134 144 150 160 160 170 180 180 180 180 180 180 180 180 180 18	2,100 271 33 10,138 0 0 0 0 0 0 10 913 366 1,278 61 78 4 4 4 4 4 4 4 66 66 66 66 66 66 66 66 6	2,19 35: 35: 35: 35: 35: 35: 35: 35: 35: 35:
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Nedium / Large C&I Total Nedium / Large C&I Total Number of customers, by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	2,699 433 63 12,509 0 0,5,511 1,1835 6,996 411 23 2,053 336 41 21 2 (10) 1,1935 41 23 2,053 41 24 2,04 46 46 46 46 46 46 46 46 46 46	2,672 4366 101 12,278 0 0,5,602 1,701 7,303 arrangements 2,552 370 611 27 3,010 135 24 5 0 164 1,832 2,34 31 17 2,114	2,512 478 99 11,708 0 0 0 2,293 7355 3,028 3,505 398 71 38 4,012 209 1,523 280 1,523 280 1,523 280 1,523 280 1,523 1,	3,112 200 11,603 0 0 64 200 4,049 455 81 41 4,626 209 364 133 10 10 15 18	2,948 246 247 10,925 0 0 0 0 0 0 3,958 550 777 30 4,615 4,615 222 259 631 212 10	2,900 10,528 0 0 0 0 0 0 0 0 0 0 0 0 0	2,707 2,71 35 10,725 0 0 0 1 1 1 3,152 687 43 3 19 3,901 5 2 2 2 40 5 5 6 8 7 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,582 33 3 0 168 219 45 9 9 9 9	2,549 2,7 2,7 2,7 2,7 2,7 2,7 0,00 0,00 0,00	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52 38 1,601 1,601 1,000 1,0	2,100 2,710 2,710 33 10,138 0 0 0 0 0 0 0 0 0 0 0 0 0	2,199 355 322 22 12,19 800 66 22 33 93 3 155 2
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 10 Number of customers, by customer class, completing in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 10 Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Namelor of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Namelor of customers, by customer class, renegotiating deferred payment arrangements during the period Number of customers, by customer class, renegotiating deferred payment arrangements during the period	2,699 433 63 12,509 0 0 5,511 1,485 6,996 6,996 1,1653 23 2,053 133 2,053 133 26 11 2 162 162 162 17,714 264 466 111 2,035 d	2,672 436 436 101 12,278 0 0 5,602 1,701 7,303 3raragements 2,755 2,555	2,512 478 99 11,708 0 0 0 2,293 735 3,008 3,908 3,11 38 4,012 163 38 6 6 2 2 209 1,523 280 277 10 1,840	3,112 240 50 11,663 0 0 44 20 84 4,049 455 81 141 4,626 147 555 3 3 4 4 9	2,948 246 27 10,925 0 0 0 0 0 3,958 550 30 4,615 202 52 3 3 2 2 259 631 212 10 5 858	2,900 211 33 10,528 0 0 0 0 0 0 3,974 644 588 19 4,695 5 0 0 314 100 133 5 432	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 2 3,901 193 400 5 2 2 2 2 3 6 8 7 6 8 7 6 8 7 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2,407 254 37 10,289 0 0 0 0 1,976 659 27,7 20 2,682 132 33 3 3 0 0 0 168 188 198 198 198 198 198 198 198 198 19	2,549 247 22 10,703 0 0 0 0 0 1,451 542 342 342 343 11 26 2,050 91 400 3 3 11 135 196 42 244 16 278	2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601 92 134 144 150 160 160 170 180 180 180 180 180 180 180 180 180 18	2,100 271 33 10,138 0 0 0 0 0 0 10 913 366 1,278 61 78 4 4 4 4 4 4 4 66 66 66 66 66 66 66 66 6	2,199 355 22 12,19 80 66 22 33 33 93 3 4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Medium / Large C&I Total	2,699 433 633 12,509 0 0,5,511 1,485 6,996 11,503 336 41 23 2,053 133 266 11 2,162 160 1,714 264 466 11 2,035 d 6 11 2,035	2,672 3436 101 12,278 0 0 5,602 1,701 7,303 arrangements 2,552 370 61 27 3,010 11,832 234 11,72 2,144 17 2,144 17 2,146 161 1 0 1	2,512 478 99 11,708 0 0 0 2,293 3,505 398 71 38 4,012 209 1,523 280 277 10 1,840 1,840 68 9	3,112 240 50 11,603 0 0 64 4,049 455 81 41 4,626 147 755 3 4 209 15 15 15 15 15 15 15 15 15 16 17 17 17 17 18 18 18 18 18 18 18 18 18 18	2,948 246 246 247 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615 222 259 631 212 100 5 858 858	2,900 2,100 10,100 0 0 0 0 0 0 3,974 644 588 19 4,695 0 0 248 314 100 13 35 432 432 0 6 6	2,707 271 35 10,725 0 0 0 1 1 0 1 3,152 687 43 3,901 193 40 2 2 2 2 40 2 5 3 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 8 7 6 8 8 8 9 8 9 8 9 8 9 8 9 8 8 9 8 9 8 9	2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0 168 219 45 9 9 9 282 282 282 20 0 0 0 0 0 0 0 0 0 0 0 0	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 31 26 2,050 91 135 145 125 244 16 278 288 181 1	2,510 2,68 27 10,849 0 0 0 0 1,098 413 52 33 1,601 92 22 134 160 48 8 20 9 9 237 237 237 247 257 267 27 287 297 297 297 297 297 297 297 297 297 29	2,100 271 33 10,138 0 0 0 0 0 0 913 366 37 36 1,278 4 147 200 51 111 6 268 268 268 15 0 0 0 1	2,19 1 3 3 3 2 1 2 2 2 2 2 1 2,19 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Number of customers, by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Small C&I Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Residential Low Income Residential	2,699 433 63 12,509 0 0,5,511 1,485 6,996 111 23 26 111 2,035 d 65 111 2 2	2,672 436 131 12,278 0 0 5,602 1,701 7,303 arrangements 2,552 370 61 27 3,010 0 164 1,832 2,34 31 17 2,114 65	2,512 4788 99 11,708 0 0 0,2,293 7355 3,028 3,505 398 711 38 4,012 209 1,523 280 27 10 1,840 68 9	3,112 240 50 11,603 0 64 20 4,049 4,55 81 141 4,626 4,626 4,626 4,626 1,627 1,	2,948 2,00 2,7 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615 4,615 2202 52 259 631 11 10 63 77	2,900 2,900 3,91 33 10,528 0 0 0 0 0 0 3,974 644 588 19 4,695 5 0 0 248 314 100 113 5 432	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 3 19 3,901 5 2 2 2 2 40 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2,407 2,54 3,7 10,289 0 0 0 0 0 0 1,976 659 27 20 2,582 33 3 0 168 219 45 9 9 9 9 282	2,549 2,7 2,7 2,7 2,7 2,7 2,7 2,7 2,7 2,7 2,7	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 52 38 1,601 1,601 1,601 1,098 413 22 23 24 25 27 27 27 28 29 20 20 20 20 20 20 20 20 20 20	2,100 2,71 33 10,138 0 0 0 0 0 0 0 0 0 0 0 0 0	2,19 1 3 3 3 2 1 2 2 2 2 2 1 2,19 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections	2,699 12,509 0 0,5,511 1,1485 6,996 erred payment 1,553 336 41 23 2,053 133 26 11 2 2 1,714 2644 66 111 2,035 d 12 2,035 d	2,672 3436 101 12,278 0 0,5,602 1,701 7,303 arrangements 2,552 3,70 61 27 3,010 164 1,1832 234 1,77 2,114 2,114 2,114 0 0 1 7,77	2,512 478 99 11,708 0 0 0 2,293 735 3,028 3,505 398 711 38 6 6 2 209 1,523 280 280 191 194 195 196 196 198 198 198 198 198 198 198 198	3,112 240 240 50 11,603 11,603 0 0 64 20 84 4,049 455 81 41 4,626 364 209 364 133 10 1 508 88 225	2,948 246 246 27 10,925 0 0 0 0 0 0 0 3,958 550 777 30 4,615 22 2 259 259 259 631 212 10 5 8588 633 7 1 1 1 2 73	2,900 2,10 2,11 3,3 10,528 0 0 0 0 0 0 0 3,974 644 588 19 4,695 4,695 4,695 314 100 314 35 5 0 6 6 6 2 2 0 58	2,707 271 35 10,725 0 0 0 1 1 3,152 687 3,901 193 40 0 5 2 2 2 40 2 43 3,901 40 5 40 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 8 8 9 8 9 8 9 8 9 8 9 8 9 8 9 8 9 8	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0 168 219 45 9 9 9 22 22 22 22 22 22 24 25 27 27 20 20 20 20 20 20 20 20 20 20 20 20 20	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 2,050 91 11 11 135 196 42 244 16 278 8 18 1 1 1 1 1	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 1,601 38 1,601 148 20 9 23 23 23 24 25 26 27 27 28 29 29 20 20 20 20 20 20 20 20 20 20	2,100 271 33 10,138 0 0 0 0 0 0 913 336 1,278 44 147 200 51 11 6 288 8 15 0 0 0 0 0 11 16	2,19 3 3 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, errolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, errolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections Residential Residential	2,699 433 633 12,509 0 0 5,511 1,485 6,996 erred payment 1,1653 1,336 26 11 2 1,22 162 162 1,714 264 46 11 11 2,035 d 65 11 2 0 78	2,672 101 12,278 0 0,5,602 1,701 7,303 arrangements 2,7552 3,501 2,75 3,010 135 14,832 234 1,832 234 1,77 2,114 65 10 0 1,77 1,17	2,512 478 99 11,708 0 0 2,293 735 3,002 3,505 398 711 38 66 2 2 209 1,523 280 1,840 168 68 9 0 1,1 78	3,112 240 50 11,603 0 0 44 20 84 4,049 455 81 41 41 4,626 147 555 3 3 4 209 364 133 10 1 1 508	2,948 246 27 10,925 0 0 0 0 0 3,958 550 77 30 4,615 202 252 33 212 10 5 858 633 7 1 1 2 7 3	2,900 211 33 10,528 0 0 0 0 0 0 3,974 644 584 19 4,695 5 0 248 314 100 133 5 432 50 6 6 2 0 0 58	2,707 271 35 10,725 0 0 0 1 1 1 3,152 687 43 3,901 193 400 5 2 2 2 200 346 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	2,407 254 37 10,289 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0 168 219 45 9 9 282 17 2 0 0 19 4,361	2,549 247 22 10,703 0 0 0 0 0 1,451 542 31 26 2,050 91 400 3 3 11 135 196 42 244 16 278 18 1 1 1 1 1 1	2,510 268 27 10,849 0 0 0 0 1,098 413 52 38 1,601 160 48 22 134 160 48 20 9 9 237 4,183	2,100 271 33 10,138 0 0 0 0 0 0 1 913 366 1,278 4 147 200 51 111 6 268	2,19:0 3553 12,19:1 10:1 10:1 10:1 10:1 10:1 10:1 10:1
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, taking service at the beginning of the period under existing def Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections	2,699 12,509 0 0,5,511 1,1485 6,996 erred payment 1,553 336 41 23 2,053 133 26 11 2 2 1,714 2644 66 111 2,035 d 12 2,035 d	2,672 3436 101 12,278 0 0,5,602 1,701 7,303 arrangements 2,552 3,70 61 27 3,010 164 1,1832 234 1,77 2,114 2,114 2,114 0 0 1 7,77	2,512 478 99 11,708 0 0 0 2,293 735 3,028 3,505 398 711 38 6 6 2 209 1,523 280 280 191 194 195 196 196 198 198 198 198 198 198 198 198	3,112 240 240 50 11,603 0 0 64 20 84 4,049 455 81 41 4,626 364 209 364 133 10 1 508 88 225	2,948 246 246 27 10,925 0 0 0 0 0 0 0 3,958 550 777 30 4,615 22 2 259 259 259 631 212 10 5 8588 633 7 1 1 1 2 73	2,900 2,10 2,11 3,3 10,528 0 0 0 0 0 0 0 3,974 644 588 19 4,695 4,695 4,695 314 100 314 35 5 0 6 6 6 2 2 0 58	2,707 271 35 10,725 0 0 0 1 1 3,152 687 3,901 193 40 0 5 2 2 2 40 2 43 3,901 40 5 40 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 7 6 8 8 8 9 8 9 8 9 8 9 8 9 8 9 8 9 8 9 8	2,407 254 37 10,289 0 0 0 0 0 1,976 659 27 20 2,682 132 33 3 0 168 219 45 9 9 9 22 22 22 22 22 22 24 25 27 27 20 20 20 20 20 20 20 20 20 20 20 20 20	2,549 247 22 10,703 0 0 0 0 0 0 1,451 542 2,050 91 11 11 135 196 42 244 16 278 8 18 1 1 1 1 1	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 1,601 38 1,601 148 20 9 23 23 23 24 25 26 27 27 28 29 29 20 20 20 20 20 20 20 20 20 20	2,100 271 33 10,138 0 0 0 0 0 0 913 336 1,278 44 147 200 51 11 6 288 8 15 0 0 0 0 0 11 16	2,1929 2,193 355 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Residential Low Income Residential Small C&I Medium / Large C&I Total 7 Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 8 Number of customers, by customer class, taking service at the beginning of the period under existing defi Residential Low Income Residential Small C&I Medium / Large C&I Total 9 Number of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 10 Number of customers by customer class, completing in new deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 10 Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total 11 Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total 12 Number of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I Number of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	2,699 12,509 0 0,5,511 1,185 6,996 41 23 2,053 136 11 2,003 137 46 111 11 12 2,033 46 17 17,74 46 111 11 11 2,033 46 11 2,033 47 10 10 10 10 10 10 10 10 10 10 10 10 10	2,672 3436 101 12,278 0 0,5,602 1,701 2,78 301 27 3,010 135 24 5 0 164 1,832 1,701 1,832 1,701 1,701 1,701 1,701 1,701 1,707 1	2,512 99 11,708 0 0 0,2,293 7355 3,028 3,505 398 71 163 38 6 6 2 209 1,523 280 27 10 10 10 10 10 10 10 10 10 10	3,112 200 11,603 0 0 64 200 4,049 4,555 81 41 4,626 209 364 133 10 10 10 11 10 10 10 10 10 10	2,948 2,6 2,7 10,925 0 0 0 0 0 0 3,958 550 77 30 4,615 2,2 2,2 2,2 2,2 3,3 2,1 1,1 2,2 1,0 4,7 3,3 4,7 1,1 2,2 7,3 4,7 3,3 4,7 4,7 3,3 4,7 4,7 4,7 4,7 4,7 4,7 4,7 5,7 7,7 3,0 4,7 7,7 3,0 4,7 7,7 3,0 4,7 7,7 3,0 4,7 7,7 7,7 7,7 7,7 7,7 7,7 7,7 7,7 7,7	2,900 2,900 3,974 644 58 19 4,695 4,695 4,695 5 0 0 248 314 100 133 5 6 6 6 2 2 0 0 8 4,696	2,707 271 35 10,725 0 0 0 1 1 0 1 1 3,152 687 43 3 19 3,901 5 2 2 2 4 0 0 0 0 0 0 0 0 0 0 0 0 0	2,407 2,54 2,54 2,54 2,54 2,54 2,54 2,54 2,54	2,549 247 247 259 00 00 00 00 00 00 1,451 542 31 26 2,050 3 1 1 11 11 11 11 11 11 11 11 11 11 11	2,510 268 27 10,849 0 0 0 0 0 0 1,098 413 252 38 1,601 134 160 9 9 5 11 12 14 15 16 16 16 16 16 16 16 16 16 16	2,100 2,110 2,110 2,110 33 10,138 0 0 0 0 0 0 0 10 10 10 10 10 10 10 10 1	9,633 2,192 2,192 355 355 355 355 355 355 355 355 355 35

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[F	EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13 N	Number of customers completing hardship protections during the period												
	Residential	518	660	3,240	216	190	137	161	172	152	114	155	173
L	Low Income Residential	916	887	5,651	321	234	239	194	208	193	159	293	594
L	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
- 1	Medium / Large C&I	0 1,434	0 1,547	0	0 537	0 424	0	0	0 380	0 345	0 273	0 448	767
	Total Number of customers enrolling in new hardship protections during the period	1,434	1,54/	8,891	537	424	376	355	380	345	2/3	448	/6/
14 1	Residential	754	650	459	52	41	41	89	101	36	40	57	35
ŀ	Low Income Residential	682	618	493	97	101	104	113	98	97	85	10,391	307
l	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,436	1,268	952	149	142	145	202	199	133	125	10,448	342
15 ľ	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
L	Low Income Residential	9	8	24	41	67	56	20	26	21	15	610	0
L	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9	8	24	41	67	56	20	26	21	15	610	0
16	Number of customers, by customer class, enrolling in an AMP program during the period												
ŀ	Residential Low Income Residential	0 25	0 40	0 49	0 46	0 126	0 136	0 144	0 139	0 136	0 111	0 49	24
ŀ	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
- 1	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
j.	Total	25	40	49	46	126	136	144	139	136	111	49	24
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
ľ	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
L	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
L	Total	0	0	0	0	3	0	1	0	0	1	1	2
18	Number of customers, by customer class, dropping off an AMP program during the period												
F	Residential	0	0	0	0	0	0	0	0	0	0	0	0
ŀ	Low Income Residential Small C&I (Total C&I)	167	106	115	88	110	95 0	80	91	96 0	100	24	26 0
ŀ	Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	0
- 1	Total	167	106	115	88	110	95	80	91	96	100	24	26
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
L	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
L	Total	40,642	40,793	36,100	38,964	39,058	38,376	42,306	42,425	42,959	43,429	43,958	44,420
20	Number of customers dropping off the low-income discount rate program during the period			0	0		0		0	0	0	0	0
ŀ	Residential Low Income Residential	0 36	283	2,674	46	0 482	197	0 19	23	24	20	25	48
ŀ	Small C&I	0	283	2,674	0	482	0	0	0	0	0	0	0
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	36	283	2,674	46	482	197	19	23	24	20	25	48
21	Number of customers, by customer class, with required deposits with the company at the beginning of th	e 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
Į.	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
ŀ	Medium / Large C&I	740	748	760	751	743	740	739	736	729	698	589	583
,, l	Total Number of customers, by customer class, required to submit new deposits or increased deposits during the	3,736	3,768	3,801	3,775	3,750	3,708	3,662	3,633	3,611	3,468	3,028	2,991
22		іе регіод				0	0	0	0	0	0	0	0
ŀ		^						0	0			0	
L	Residential	0	0	0	0			n				n	
	Residential Low Income Residential	0	0	0	0	0	0	0 42	0	0	0	0 60	0 82
┈┠	Residential Low income Residential Small C&I		0 100			0 27		42		0 48		60	82
ŀ	Residential Low Income Residential	0 105	0	0 65	0 47	0	0 28		0 51	0	0 46		
23 1	Residential Low Income Residential Small C&I Medium / Large C&I	0 105 15 120	0 100 38	0 65 8	0 47 13	0 27 10	0 28 7	42 10	0 51 9	0 48 12	0 46 12	60 10	82 20
23	Residential Low Income Residential Small C&I Medium / Large C&I Total	0 105 15 120 ng the period 0	0 100 38 138	0 65 8 73	0 47 13 60	0 27 10 37	0 28 7 35	42 10 52	0 51 9 60	0 48 12 60	0 46 12 58	60 10	82 20 102
23	Residential Low Income Residential Small (Cal Medium / Large Cal Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low Income Residential	0 105 15 120 ng the period 0	0 100 38 138	0 65 8 73 0	0 47 13 60 0	0 27 10 37	0 28 7 35 0	42 10 52 0	0 51 9 60	0 48 12 60	0 46 12 58	60 10 70 0	82 20 102 0
23 [Residential Low Income Residential Small (C&I) Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low Income Residential Small (C&I)	0 105 15 120 ng the period 0 0	0 100 38 138 0 0	0 65 8 73 0 0	0 47 13 60 0 0	0 27 10 37 0 0	0 28 7 35 0 0	42 10 52 0 0 0 53	0 51 9 60 0 0	0 48 12 60 0 0 0	0 46 12 58 0 0 77	60 10 70 0 0 123	82 20 102 0 0 85
23 [Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I	0 105 15 120 ng the period 0 0 179	0 100 38 138 0 0 98 38	0 65 8 73 0 0 0 151 15	0 47 13 60 0 0 0 54	0 27 10 37 0 0 96	0 28 7 35 0 0 101 3	42 10 52 0 0 53	0 51 9 60 0 0 65 2	0 48 12 60 0 0 66 5	0 46 12 58 0 0 77 10	60 10 70 0 0 123 17	82 20 102 0 0 85 12
	Residential Low Income Residential Small (Ed) Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low Income Residential Small C&I Medium / Large C&I Total	0 105 15 120 ng the period 0 0	0 100 38 138 0 0	0 65 8 73 0 0	0 47 13 60 0 0	0 27 10 37 0 0	0 28 7 35 0 0	42 10 52 0 0 0 53	0 51 9 60 0 0	0 48 12 60 0 0 0	0 46 12 58 0 0 77	60 10 70 0 0 123	82 20 102 0 0 85
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period	0 105 15 120 ng the period 0 0 179 15	0 100 38 138 0 0 98 38	0 65 8 73 0 0 151 15 166	0 47 13 60 0 0 54 7 61	0 27 10 37 0 0 96 7	0 28 7 35 0 0 101 3 104	42 10 52 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 66 5 71	0 46 12 58 0 0 77 10 87	60 10 70 0 0 123 17 140	82 20 102 0 0 85 12 97
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were reduced in part or foregone duri Residential Residential Residential	0 105 15 120 g the period 0 0 179 15 194	0 100 38 138 0 0 98 38 136	0 65 8 73 0 0 0 151 15 166	0 47 13 60 0 0 54 7 61	0 27 10 37 0 0 96 7 103	0 28 7 35 0 0 101 3 104	42 10 52 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 66 5 71	0 46 12 58 0 0 77 10 87	60 10 70 0 0 123 17 140	82 20 102 0 0 85 12 97
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Low Income Residential	0 105 15 120 0 0 0 179 15 194	0 100 38 138 0 0 0 98 38 136	0 65 8 73 0 0 0 151 15 166	0 47 13 60 0 0 54 7 61	0 27 10 37 0 0 96 7 103	0 28 7 35 0 0 101 3 104	42 10 52 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 66 5 71	0 46 12 58 0 0 77 10 87	60 10 70 0 0 123 17 140	82 20 102 0 0 85 12 97
	Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were reduced in part or foregone duri Residential Residential Residential	0 105 15 120 g the period 0 0 179 15 194	0 100 38 138 0 0 98 38 136	0 65 8 73 0 0 0 151 15 166	0 47 13 60 0 0 54 7 61	0 27 10 37 0 0 96 7 103	0 28 7 35 0 0 101 3 104	42 10 52 0 0 53 8 61	0 51 9 60 0 0 65 2 67	0 48 12 60 0 0 66 5 71	0 46 12 58 0 0 77 10 87	60 10 70 0 0 123 17 140	82 20 102 0 0 85 12 97

						20						
GMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	E
umber of customers, by customer class	255 664	255 524	255 440	257 222	255 225	255 100	255 524	255 224	255 476	251225	251252	_
Residential	255,661	255,691	255,149	257,930	256,935	256,408	255,521	255,291	255,176	254,885	254,963	2
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	
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	-
Medium / Large C&I	7,518	7,539	7,559	7,549	7,548	7,535	7,525	7,500	7,493	7,282	7,332	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	332,433	333,086	333,208	333,041	332,886	332,776	332,667	332,382	332,420	332,771	333,831	
umber of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	0	0	10	477	314	
Low Income Residential	0	0	0	0	0	0	0	0	0	75	39	
Small C&I	0	0	0	0	0	0	0	237	89	43	49	
Medium / Large C&I	0	0	0	0	0	0	0	10	3	2	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	247	102	597	402	
umber of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	0	0	0	0	0	1	2	1	5,706	7,687	5,684	
Low Income Residential	0	0	0	0	1	5	2	0	1,190	4,136	134	
Small C&I	0	0	0	0	32	310	1,203	626	390	463	442	
Medium / Large C&I	0	0	0	0	10	104	329	242	214	230	201	
Total	0	0	0	0	43	420	1,536	869	7,500	12,516	6,461	
umber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
Residential	0	0	0	0	0	1	2	3	1,228	4,340	2,553	
Low Income Residential	0	0	0	0	0	0	2	0	241	1,509	101	
Small C&I	0	0	0	0	0	74	458	628	314	302	318	
Medium / Large C&I	0	0	0	0	0	24	139	148	123	101	92	
Total	0	0	0	0	0	99	601	779	1,906	6.252	3.064	
umber of customers, by customer class, reconnected during the period						- 55	002		2,500	0,232	3,004	
Residential	3	0	0	0	0	0	0	0	0	188	202	+
Low Income Residential	0	0	0	0	0	0	0	0	0	55	53	+
	1	1	0	0	0	2	9	28	27	55	90	
Small C&I	0	0	0	0	0	0	2	8	3	5	7	
Medium / Large C&I Total	4	1	0	0	0	2						
	4	1	0	0	0	2	11	36	30	303	352	
umber of customers, by customer class, assessed reconnection fees or charges from the reconnect orde										4.00		-
Residential	0	0	0	0	0	0	0	0	0	177	199	-
Low Income Residential	0	0	0	0	0	0	0	0	0	53	56	_
Small C&I	0	0	0	0	0	0	0	0	0	46	96	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	4	7	
Total	0	0	0	0	0	0	0	0	0	280	358	
umber of customers, by customer class, assessed credit card fees or charges during the period												
Residential	11,573	11,356	12,779	14,798	13,529	12,621	11,721	11,711	11,481	8,885	8,822	
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	
Small C&I	434	420	458	793	634	604	662	810	663	330	382	
Medium / Large C&I	18	16	22	33	25	37	43	50	49	17	21	
Total	14,765	14,349	16,511	19,412	17,611	16,548	15,896	15,957	15,399	12,091	12,114	
umber of customers, by customer class, assessed late payment fees or charges during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	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	
Total	0	0	0	0	0	0	0	0	1	0	2	
umber of customers, by customer class, taking service at the beginning of the period under existing defe												
Residential	762	863	1,101	1,517	1,825	2,133	2,636	2,986	3,119	2,456	3,192	
Low Income Residential	56	119	211	382	555	677	857	910	922	497	519	
Small C&I	29	27	35	40	82	84	86	193	293	177	146	
Medium / Large C&I	32	29	37	36	54	60	67	81	93	57	42	
Total	879	1,038	1,384	1,975	2,516	2,954	3,646	4,170	4,427	3,187	3,899	
umber of customers by customer class, completing deferred payment arrangements during the period					-	-		•			.,	т
Residential	32	40	44	40	39	65	94	125	107	112	129	
Low Income Residential	7	12	14	36	34	39	54	69	40	38	14	1
Small C&I	5	1	0	2	2	3	7	13	7	8	11	
Medium / Large C&I	4	0	4	1	2	1	2	6	11	4	5	
Total	48	53	62	79	77	108	157	213	165	162	159	
umber of customers, by customer class, enrolling in new deferred payment arrangements during the pe		33	02	,,		100	157	213	103	102	155	+
Residential	323	428	651	534	558	790	798	670	1,332	1,798	1.418	
Low Income Residential	96	176	315	210	150	234	193	175	231	366	232	+
	7	8	13	52	8		193	1/5	45	44	45	+
Small C&I Medium / Large C&I	1	10	11	29	8	14 16	27	35	12	14	45	
Medium / Large C&I Total	427	622		825	724	1,054				2,222	1,706	
	427	622	990	825	124	1,054	1,155	1,024	1,620	2,222	1,706	-
umber of customers, by customer class, renegotiating deferred payment arrangements during the perio												1
Residential	27	27	56	35	57	84	107	126	36	41	48	
Low Income Residential	3	0	9	5	7	14	21	21	5	7	4	+
Small C&I	0	0	2	1	1	3	12	5	2	3	1	
Medium / Large C&I	0	3	2	3	0	7	3	4	2	1	1	
Total	30	30	69	44	65	108	143	156	45	52	54	
umber of customers taking service at the beginning of the period under existing hardship protections												Ľ
Residential	4,002	3,988	8,184	4,022	3,948	3,906	3,853	3,804	3,768	3,726	3,733	
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	ഥ
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	-
Medium / Large C&I	0 1											

						20						
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential	169	206	252	116	96	101	109	142	120	213	3,270	
Low Income Residential	472	455	560	170	131	125	149	170	163	225	10,040	
Small C&I	0	0	2	0	0	0	0	0	0	0	2	
Medium / Large C&I	0	0	3	0	0	0	0	0	0	0	0	
Total	641	661	817	286	227	226	258	312	283	438	13,312	1
Number of customers enrolling in new hardship protections during the period												
Residential	89	97	118	59	57	68	89	76	103	329	416	
Low Income Residential	459	472	606	104	109	106	107	119	109	280	4,776	
Small C&I	0	0	0	0	0	0	0	0	0	0	2	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	548	569	724	163	166	174	196	195	212	609	5,194	
Number of customers, by customer class, completing an AMP program during the period											,	
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	3	22	3	1	2	4	6	5	2	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	0	0	3	22	3	1	2	4	6	5	2	
Number of customers, by customer class, enrolling in an AMP program during the period	U		,			-		-	0	,	-	
	0											
Residential	0	0	151	142	173	200	0	0	0	0	0	
Low Income Residential	34	52	151	142	172	300	277	245	439	875	499	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	34	52	151	142	172	300	277	245	439	875	499	
Number of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	0	0	1	0	0	0	0	0	103	0	0	
Low Income Residential	1	1	3	1	3	6	10	12	109	11	12	
Small C&I	1	3	1	5	0	4	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	2	4	5	6	3	10	10	12	212	11	12	
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	28	12	26	2	50	73	93	157	192	205	356	
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	
Total	28	12	26	2	50	73	93	157	192	205	356	
Number of customers enrolling in the low-income discount rate program during the period												
Residential	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	4
Small C&I	43,033	0	10,5,4	43,510	14,432	43,143	43,500	0,101	10,545	0,501	47,555	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	45.095											-
Number of customers dropping off the low-income discount rate program during the period	43,033		46 274	42 E10	44 402	45 140		46 101	46 340			
		45,722	46,374	43,510	44,492	45,149	45,900	46,101	46,349	46,901	47,535	4
	0	,	.,						.,	46,901	47,535	4
Residential	0	0	0	0	0	0	0	0	0	46,901	47,535	4
Residential Low Income Residential	52	0 62	0 4,015	0 204	0 66	0 62	0	0 51	0 53	46,901 0 61	47,535 0 76	4
Residential Low Income Residential Small C&I	52 0	0 62 0	0 4,015 0	0 204 0	0 66 0	0 62 0	0 62 0	0 51 0	0 53 0	0 61 0	47,535 0 76 0	4
Residential Low Income Residential Small C&I Medium / Large C&I	52 0 0	0 62 0	0 4,015 0	0 204 0	0 66 0	0 62 0	0 62 0	0 51 0	0 53 0	0 61 0	47,535 0 76 0	4
Residential Low Income Residential Small C&I Medium / Large C&I Total	52 0	0 62 0	0 4,015 0	0 204 0	0 66 0	0 62 0	0 62 0	0 51 0	0 53 0	0 61 0	47,535 0 76 0	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th	52 0 0 52	0 62 0 0	0 4,015 0 0 4,015	0 204 0 0 204	0 66 0 0	0 62 0 0	0 62 0 0	0 51 0 0 51	0 53 0 0 53	0 61 0 61	47,535 0 76 0 0 76	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential	52 0 0 52	0 62 0 0 62	0 4,015 0 0 4,015	0 204 0 0 204	0 66 0 0 66	0 62 0 0 62	0 62 0 0 62	0 51 0 0 51	0 53 0 0 53	0 61 0 61 0 0	47,535 0 76 0 0 76	4
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	52 0 0 52 0	0 62 0 0 62	0 4,015 0 0 4,015	0 204 0 0 204	0 66 0 0 66	0 62 0 0 62	0 62 0 0 62	0 51 0 0 51 51	0 53 0 0 53	46,901 0 61 0 0 61	0 76 0 76 0 76	
Residential Low Income Residential Small (CBI Medium / Large CBI Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small (CBI	52 0 0 52 0 0 0 2,404	0 62 0 0 62 62	0 4,015 0 0 4,015	0 204 0 0 204 0 204	0 66 0 0 66	0 62 0 0 62 0 62	0 62 0 0 62 0 0 2,158	0 51 0 0 51 0 0 2,145	0 53 0 0 53 53	0 61 0 61 0 0 61 0 0 0 0 0 0 0 0 2,115	47,535 0 76 0 0 76 0 0 0 2,145	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I	52 0 0 52 0 0 0 2,404 594	0 62 0 0 62 0 62	0 4,015 0 0 4,015 0 4,015	0 204 0 0 204 0 0 2,168 569	0 66 0 0 66 0 0 2,176	0 62 0 0 62 0 0 0 2,170	0 62 0 0 62 0 0 2,158	0 51 0 0 51 0 0 51	0 53 0 0 53 53 0 0 0 2,118	46,901 0 61 0 0 61 0 0 2,115 577	47,535 0 76 0 0 76 0 0 2,145 542	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I	52 0 0 52 0 0 0 2,404	0 62 0 0 62 62	0 4,015 0 0 4,015	0 204 0 0 204 0 204	0 66 0 0 66	0 62 0 0 62 0 62	0 62 0 0 62 0 0 2,158	0 51 0 0 51 0 0 2,145	0 53 0 0 53 53	0 61 0 61 0 0 61 0 0 0 0 0 0 0 0 2,115	47,535 0 76 0 0 76 0 0 0 2,145	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the	52 0 0 52 0 0 0 2,404 594 2,998	0 62 0 0 62 0 0 2,387 584 2,971	0 4,015 0 0 4,015 0 0 0 0 2,121 585 2,706	0 204 0 0 204 0 0 2,168 569 2,737	0 66 0 0 66 0 0 0 2,176 562 2,738	0 62 0 0 62 0 0 0 0 2,170 569 2,739	0 62 0 0 62 0 2,158 568 2,726	0 51 0 0 51 0 0 2,145 583 2,728	0 53 0 0 53 0 0 0 0 2,118 579 2,697	0 61 0 0 0 61 0 0 0 0 0 0 0 0 0 0 0 0 0	0 76 0 0 76 0 0 0 2,145 542 2,687	
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during ti Residential	52 0 0 52 0 0 0 2,404 594 2,998	0 62 0 0 62 0 0 2,387 584 2,971	0 4,015 0 0 4,015 0 0 2,121 585 2,706	0 204 0 0 204 0 0 2,168 569 2,737	0 66 0 0 0 66 0 0 2,176 562 2,738	0 62 0 0 62 0 0 0 2,170 569 2,739	0 62 0 0 62 0 0 2,158 568 2,726	0 51 0 0 51 0 0 2,145 583 2,728	0 53 0 0 53 0 0 2,118 579 2,697	0 61 0 0 61 0 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 76 0 0 76 0 0 0 2,145 542 2,687	
Residential Low Income Residential Small C&I Medium / Large C&I Total Aumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Income Residential Low Income Residential	52 0 0 52 0 0 0 2,404 594 2,998	0 62 0 0 0 62 0 0 0 2,387 584 2,971	0 4,015 0 0 4,015 0 0 2,121 585 2,706	0 204 0 0 204 0 0 2,168 569 2,737	0 66 0 0 0 66 0 0 2,176 562 2,738	0 62 0 0 62 0 0 0 2,170 569 2,739	0 62 0 0 62 0 0 2,158 568 2,726	0 51 0 0 0 51 0 0 2,145 583 2,728	0 53 0 0 53 0 0 53 0 0 2,118 579 2,697	46,901 0 61 0 0 61 0 0 61 0 2,115 577 2,692	0 76 0 0 0 76 0 0 0 0 0 0 0 0 0 0 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I Total Jumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Total Jumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Residential Low Income Residential Low Income Residential Small C&I	52 0 0 52 0 0 0 0 2,404 594 2,998	0 62 0 0 62 0 0 2,387 584 2,971 0 0	0 4,015 0 0 4,015 0 0 2,121 585 2,706 0 0	0 204 0 0 204 0 0 2,168 569 2,737 0 0	0 66 0 0 0 66 0 0 2,176 562 2,738	0 62 0 0 62 0 0 0 2,170 569 2,739	0 62 0 0 62 0 0 2,158 568 2,726	0 51 0 0 0 51 0 0 0 2,145 583 2,728	0 53 0 0 53 0 0 0 2,118 579 2,697	46,901 0 61 0 61 0 0 61 0 2,115 577 2,692	47,535 0 76 0 76 0 0 2,145 542 2,687	
Residential Low Income Residential Small C&I Medium / Large C&I Total Jumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Jumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Residential Low Income Residential Low Income Residential	52 0 0 52 0 0 0 2,404 594 2,998	0 62 0 0 0 62 0 0 0 2,387 584 2,971	0 4,015 0 0 4,015 0 0 2,121 585 2,706	0 204 0 0 204 0 0 2,168 569 2,737	0 66 0 0 0 66 0 0 2,176 562 2,738	0 62 0 0 62 0 0 0 2,170 569 2,739	0 62 0 0 62 0 0 2,158 568 2,726	0 51 0 0 0 51 0 0 2,145 583 2,728	0 53 0 0 53 0 0 53 0 0 2,118 579 2,697	46,901 0 61 0 0 61 0 0 61 0 2,115 577 2,692	0 76 0 0 0 76 0 0 0 0 0 0 0 0 0 0 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I Total Jumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Total Jumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Residential Low Income Residential Low Income Residential Small C&I	52 0 0 52 0 0 0 0 2,404 594 2,998	0 62 0 0 62 0 0 2,387 584 2,971 0 0	0 4,015 0 0 4,015 0 0 2,121 585 2,706 0 0	0 204 0 0 204 0 0 2,168 569 2,737 0 0	0 66 0 0 0 66 0 0 2,176 562 2,738	0 62 0 0 62 0 0 0 2,170 569 2,739	0 62 0 0 62 0 0 2,158 568 2,726	0 51 0 0 0 51 0 0 0 2,145 583 2,728	0 53 0 0 53 0 0 0 2,118 579 2,697	46,901 0 61 0 61 0 0 61 0 2,115 577 2,692	47,535 0 76 0 76 0 0 2,145 542 2,687	
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Residential Low Income Residential Small C&I Medium / Large C&I Total Aumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Medium / Large C&I Total Itumber of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Itumber of customers, by customer class, whose required deposits were reduced in part or foregone duri	52 0 0 52 0 0 2,404 594 2,998 0 0 107	0 62 0 0 62 0 0 2,387 584 2,971 0 0 0 71	0 4,015 0 0 4,015 0 0 2,121 585 2,706	0 204 0 0 0 204 0 0 0 2,168 569 2,737 0 0 0	0 66 0 0 0 66 66 0 0 2,176 562 2,738 0 0 0 50 13	0 62 0 0 62 0 0 0 2,170 569 2,739	0 62 0 0 62 0 0 2,158 568 2,726	0 51 0 0 51 0 51 0 0 2,145 583 2,728	0 53 0 0 0 53 0 0 0 2,118 579 2,697	46,901 0 61 0 0 61 0 0 2,115 577 2,692 0 0 70 13	47,535 0 76 0 0 76 0 0 2,145 542 2,687 0 0	
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Residential Low income Residential Small C&I Medium / Large C&I Total Lumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Low income Residential Medium / Large C&I Total Lumber of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential	52 0 0 52 0 0 0 2,404 2,998 0 0 107 30 30 30 0 0	0 62 0 0 0 62 0 0 0 2,387 584 2,971 0 0 0 103 103 103 103	0 4,015 0 0 4,015 0 0 0 2,121 585 2,706 0 0 0 0 13 13	0 204 0 0 0 204 204 0 0 0 2,168 569 2,737 0 0 0 52 9 9	0 66 0 0 0 66 66 0 0 0 2,176 562 2,738 0 0 0 3 3 6 3 6 3 0 0 0 0 0 0 0 0 0 0 0	0 62 0 0 0 62 0 0 0 2,170 569 2,739 0 0 0 0 40	0 62 0 0 62 0 0 0 2,158 568 2,726 0 0 0 36 18 54	0 51 0 0 0 51 0 0 0 2,145 583 2,728 0 0 0 6 6 11	0 53 0 0 0 53 53 0 0 2,118 579 2,697 0 0 64 12 76	46,901 0 0 61 0 0 0 61 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 76 0 0 76 0 0 2,145 542 2,687 0 0 108 20 128	
Residential Low Income Residential Small C&I Medium / Large C&I Total Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone duri Residential Low Income Residential	52 0 0 52 0 0 0 2,404 594 2,998 0 0 107 30 137	0 62 0 0 62 2 387 2,387 2,971 0 0 0 123 103	0 4,015 0 0 4,015 0 0 0 0 0 2,12 2,12 5,795 0 0 0 0 0 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1	0 204 0 0 204 0 0 2,168 569 2,737 0 0 0 522 9 61	0 66 0 0 0 0 566 0 2,176 562 2,738 0 0 0 50 0	0 62 0 0 0 2,170 569 2,739 0 0 0 40	0 62 0 0 0 2,158 568 2,726	0 51 0 0 51 0 0 2,145 583 2,728 0 0 56 6 111 111 67	0 0 53 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	46,901 0 1 61 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 76 0 0 0 0 2,145 542 2,687 2,687 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Residential	52 0 0 52 0 0 2,404 594 2,998 0 0 0 107 30 73 111 84	0 62 0 0 0 0 0 2,387 584 2,971 2,971 103 103 103 104 104 104 104 104	0 4,015 0 0 0 0 0 0 0 2,121 585 2,706 0 0 0 0 0 0 13 13 13	0 204 0 0 0 204 0 0 0 0 2,168 569 2,737 0 0 0 0 569 1,737 0 0 0 0 2,168 569 2,737 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 66 0 0 0 0 66 6 0 0 0 0 0 0 0 0 0 0 0	0 62 0 0 0 0 0 2,170 569 2,739 0 0 0 0 35 5 40 0 0 35 5 7 7 7	0 62 0 0 0 62 0 0 0 0 0 0 0 0 0 0 0 0 0	0 51 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 53 0 0 0 2,18 5,799 2,697 0 0 4 4 12 76	46,901 0 0 61 0 0 0 0 61 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	47,535 0 76 0 0 0 0 2,145 542 2,687 0 108 20 128	4

EGMA	Jan	Feb	Mar	Apr	May	Jun	J ul	Aug	Sep	Oct	Nov	
Number of customers, by customer class	- 30	765	17101	7 401	inay	, ,,,,	30,	7 lug	Зер	Ott	7101	
Residential	254,755	254,171	253,608	252,645	252,344	250,518	249.892	249,295	247,745	248.388	249,098	
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	
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	
Medium / Large C&I	7,368	7,378	7,383	7,367	7,355	7,347	7,335	7.325	7,332	7,343	7,358	
Streetlights	7,308	7,578	7,383	0	7,333	7,547	7,555	7,323	7,332	7,545	0	
Total	335,112	335,313	335,269	334,121	333,508	333,070	332,728	331,710	331,546	331.789	332,584	
Number of customers, by customer class, disconnected during the period	333,112	333,313	333,203	334,121	333,300	333,070	332,720	331,710	331,340	331,763	332,304	
Residential	0	0	0	0	0	0	982	1,268	1,060	707	213	+
	0	0	0	0	0	0	22	1,200	1,000	1.027	213	-
Low Income Residential	42	60	0	0	0		120	49	40	75	47	
Small C&I	2	2	0	0	0	0	120	49	40	10	3	
Medium / Large C&I								-				
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	44	62	0	0	0	0	1,138	1,323	1,252	1,819	270	
Number of customers, by customer class receiving a 1st notice of disconnect during the period												+
Residential	0	0	0	0	0		12,859	16,190	7,675	8,109	3,999	
Low Income Residential	0	0	0	0	0		1,852	49	10,470	4,327	616	
Small C&I	1,334	25	0	0	0		1,127	1,515	1,390	789	881	
Medium / Large C&I	307	3	0	0	0		640	755	815	635	629	_
Total	1,641	28	0	0	0	17,337	16,478	18,509	20,350	13,860	6,125	
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
Residential	0	0	0	0	0	20	10,869	10,752	7,495	6,286	12,673	
Low Income Residential	0	0	0	0	0	0	412	10	3,698	5,656	6,041	
Small C&I	696	541	0	0	0		1,230	749	366	594	518	
Medium / Large C&I	128	83	0	0	0	0	214	206	166	160	158	
Total	824	624	0	0	0		12,725	11,717	11,725	12,696	19,390	
Number of customers, by customer class, reconnected during the period							,	,	,	,	-,	
Residential	12	3	0	0	0	0	362	836	1,067	675	630	1
Low Income Residential	4	0	0	0	0		14	2	1,007	946	129	
Small C&I	35	41	4	0	0		8	20	21	72	78	_
	7	2	0	0	0		0	5		6	12	
Medium / Large C&i Total			4	0	0							
	58	46	4	U	0	0	384	863	1,096	1,699	849	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect order												_
Residential	11	2	0	0	0		301	689	897	458	428	
Low Income Residential	4	0	0	0	0		64	131	92	785	67	
Small C&I	36	43	4	0	0		10	22	20	34	43	
Medium / Large C&I	6	2	0	0	0			5	1	3	4	
Total	57	47	4	0	0	0	375	847	1,010	1,280	542	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	13,132	12,411	13,075	8,573	7,928	7,734	8,912	9,323	8,842	8,223	7,980	_
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	
Small C&I	948	897	746	193	180	219	269	234	223	254	234	
Medium / Large C&I	59	43	28	113	48	141	119	80	101	139	70	
Total	17,819	16,960	17,756	11,290	10,602	10,582	11,741	11,972	11,521	11,788	11,163	
Number of customers, by customer class, assessed late payment fees or charges during the period		,	,	,			,	,			,	
Residential	2	0	1	0	0	0	0	0	0	0	0	
Low Income Residential	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	
Medium / Large C&I	1.343	1,092	666	0	0		0	0		0	0	
Total	6,366	5.651	3.169	0	0		0	0		0	0	
1942	0,300	3,031	3,103									
Number of customers, by customer class, taking service at the beginning of the period under existing defe	1 505	4 44.0	4 540	4.000	3.057	2 200	3.555	4 400	4 700	2.000	2 5 7 7 7	+
Residential	1,595	1,416	1,518	1,898	2,057	2,266	3,555	4,492	4,709	3,988	3,578	
Low Income Residential	182	199	281	433	493	501	441	461	550	799	625	
Small C&I	94	81	80	70	72	75	153	136	123	158	145	
Medium / Large C&I	28	33	33	21	25	30	37	38	35	45	41	
Total	1,899	1,729	1,912	2,422	2,647	2,872	4,186	5,127	5,417	4,990	4,389	
Number of customers by customer class, completing deferred payment arrangements during the period						ļ		ļ	1			4
Residential	66	56	50	21	46	106	13	18	42	57	83	
Low Income Residential	12	7	19	6	10		4	4		13	25	
Small C&I	6	6	7	2	6		5	2	1	1	1	_
Medium / Large C&I	3	2	1	1	0		2	1		2	2	
Total	87	71	77	30	62		24	25		73	111	
Number of customers, by customer class, enrolling in new deferred payment arrangements during the pe												
Residential	468	607	843	527	183	480	1,142	1,839	1,373	591	154	1
Low Income Residential	137	201	283	132	59		69	159	223	173	51	
Small C&I	33	58	38	15	4		51	27	39	13	13	
Medium / Large C&I	12	23	3	12	4		10	11		13	3	
Total	650	889	1,167	686	250		1,272	2,036	1,638	778	221	
	650	100	1,10/	000	230	599	1,2/2	2,036	1,038	//8	221	
Number of customers, by customer class, renegotiating deferred payment arrangements during the perio				N1/A	21/2	N1 / A	21/2	11/4	11/0	N1 / A	41/4	N1 44
Residential	25	24		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Low Income Residential	5	6		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		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/
Total	30	34	27	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/
Number of customers taking service at the beginning of the period under existing hardship protections												I
Residential	3,793	3,757	3,739	3,338	3,186	3,213	4,990	3,242	3,439	3,331	3,462	П
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	
Small C&I	3	4	3	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	_

						20						
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential	300	362	396	33	53	53	60	56	57	55	49	3
Low Income Residential	620	707	745 2	32	21	7	16	13	25	43	34	2
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	920	1,069	1,143	65	74	60	76	69	82	98	83	5
Number of customers enrolling in new hardship protections during the period	320	1,003	1,143	03	/4	- 00	70	03	62	30	83	
Residential	177	216	236	73	72	120	464	501	528	447	507	264
Low Income Residential	666	688	719	94	114	150	213	270	327	603	278	142
Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
Total	843	904	955	167	186	270	677	771	855	1,050	785	406
Number of customers, by customer class, completing an AMP program during the period												
Residential	0	0	0	13	0	0	0	0	0	0	0 17	- (
Low Income Residential Small C&I	0	11 0	16	13	18 0	26 0	22 0	21 0	34	30 0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	0	11	16	13	18	26	22	21	34	30	17	
Number of customers, by customer class, enrolling in an AMP program during the period						-						
Residential	0	0	0	0	0	0	0	0	0	0	0	(
Low Income Residential	119	138	242	264	212	309	385	665	1,010	2,056	434	197
Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
Total	119	138	242	264	212	309	385	665	1,010	2,056	434	197
Number of customers, by customer class, re-enrolling in an AMP program during the period												
Residential Low Income Residential	0 10	0	1 11	0 5	12	0 26	63	0 106	0 67	0 372	0 171	114
Small C&I	0	0	0	0	0	0	0	0	0	0	0	111
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	10	6	12	5	12	26	63	106	67	372	171	114
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	C
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	C
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	
Total	388	188	226	169	271	337	366	433	251	431	442	1,220
Number of customers enrolling in the low-income discount rate program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	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	48,700	49,432	49,960	30,333	30,779	31,636	49,949	31,308	32,633	31,807	32,400	33,000
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	48,706						49,949	51.308				53.668
		49,452		50.353	50.779	51.656		51.308	52.855	51.807	52.406	
Number of customers dropping off the low-income discount rate program during the period	46,700	49,452	49,960		50,779	51,656		51,308		51,807	52,406	53,668
Number of customers dropping off the low-income discount rate program during the period Residential	48,700	49,452			50,779	51,656	0	51,308		51,807	52,406	53,668
Residential Low Income Residential	0 77	0	49,960 0 84	50,353 0 664	0 696	0 646	696	0 808	52,855 0 1,137	0 1,104	0 594	1,212
Residential Low Income Residential Small C&I	0 77 0	0 64 0	0 84 0	0 664 0	0 696 0	0 646 0	696 0	0 808 0	0 1,137 0	0 1,104 0	0 594 0	1,212
Residential Low Income Residential Small C&I Medium / Large C&I	0 77 0	0 64 0	0 84 0 0	0 664 0	0 696 0	0 646 0	696 0	0 808 0	0 1,137 0 0	0 1,104 0 0	0 594 0	1,212 0
Residential Low Income Residential Small C&I Medium / Large C&I Total	0 77 0	0 64 0	0 84 0	0 664 0	0 696 0	0 646 0	696 0	0 808 0	0 1,137 0	0 1,104 0	0 594 0	1,212 0
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the	0 77 0 0	0 64 0 0	0 84 0 0 84	0 664 0 0	0 696 0 0	0 646 0 0	696 0 0 696	0 808 0 0	0 1,137 0 0 1,137	0 1,104 0 0 1,104	0 594 0 0 594	1,212
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential	0 77 0	0 64 0	0 84 0 0	0 664 0 0 664	0 696 0 0 696	0 646 0 0 646	696 0	0 808 0 0 808	0 1,137 0 0 1,137	0 1,104 0 0	0 594 0	1,212
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	0 77 0 0 77	0 64 0 0 64	49,960 0 84 0 0 84	0 664 0 0	0 696 0 0	0 646 0 0	696 0 0 696	0 808 0 0	0 1,137 0 0 1,137	0 1,104 0 0 1,104	0 594 0 0 594	() 1,212 () () 1,212
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I	0 77 0 0 77	0 64 0 0 64	0 84 0 0 84 0 0	0 664 0 0 664	0 696 0 0 696	0 646 0 0 646	696 0 0 696 0	0 808 0 0 808	52,855 0 1,137 0 0 1,137 0 0 0	0 1,104 0 0 1,104	0 594 0 0 594 0	() 1,212 () () 1,212
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	0 77 0 0 77 0 0 0 2,198	0 64 0 0 64 2 2 0 2,230	49,960 0 84 0 0 84 0 0 2,189	0 664 0 0 664 0 0	0 696 0 0 696	0 646 0 0 646	696 0 0 696	0 808 0 0 808	52,855 0 1,137 0 0 1,137 0 0 0 6	0 1,104 0 0 1,104	0 594 0 0 594 0 0 594	(1,212 () () () () () () () () () (
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required to submit new deposits or increased deposits during to	0 77 0 0 77 0 0 0 0 2,198 543 2,741	0 64 0 0 64 2 2 0 2,230 538 2,770	0 84 0 0 84 0 0 0 2,189 532 2,721	0 664 0 0 664 0 0 664 0 5	0 696 0 696	0 646 0 0 646	696 0 0 696 0 0 0	0 808 0 0 0 808	52,855 0 1,137 0 0 1,137 0 0 0 6 0	0 1,104 0 0 1,104 0 0 0 28 7	0 594 0 0 0 594 0 0 0 69 10	1,212 ((1,212
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential	0 77 0 0 77 0 0 2,198 543 2,741	0 64 0 0 64 2 2 0 2,230 538 2,770	49,960 84 0 84 0 0 2,189 532 2,721	0 664 0 0 664 0 0 664 0 5 0	0 696 0 0 696 0 0 0 0	0 646 0 0 646 0 0 0 0 0 0	696 0 0 696 0 0 0	0 808 0 0 808 0 0 2 0 2	52,855 0 1,137 0 0 1,137 0 0 0 6 0 0	0 1,104 0 0 1,104 0 0 0 28 7 35	0 594 0 0 0 594 0 0 0 69 10 79	(1,21; () () () () () () () () () (
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Low income Residential	0 77 0 0 0 77 0 0 0 2,198 543 2,741	0 64 0 0 64 2 2 0 2,230 538 2,770	0 84 0 0 84 0 0 2,189 532 2,721	50,353 0 664 0 0 664 0 0 5 0 5	0 696 0 0 696	0 646 0 0 0 646 0 0 0 0 0	696 0 0 696 0 0 0	0 808 0 0 0 808 0 0 0 2 2 0	52,855 0 1,137 0 0 1,137 0 0 6 0 6	0 1,104 0 0 1,104 0 0 0 0 28 7 35	0 594 0 0 0 594 0 0 0 69 10 79	(1,21; () () () () () () () () () (
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I	0 77 0 0 0 77 0 0 2,198 543 2,741	0 64 0 0 64 2 0 2,230 538 2,770 0 0	49,960 0 84 0 0 84 0 0 2,189 532 2,721 0 0 46	50,353 0 664 0 0 664 0 0 5 0 5	0 696 0 0 696 0 0 0 0	0 646 0 0 0 646 0 0 0 0 0	696 0 0 696 0 0 0 0 0	0 808 0 0 808 0 0 0 2 0 2 0	52,855 0 1,137 0 0 1,137 0 0 6 0 6 0 0 50	0 1,104 0 0 1,104 0 0 0 28 7 35	0 594 0 0 594 0 0 69 10 79	1,21 1,21 7 1 1 8
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, equired to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Medium / Large C&I	0 77 0 0 0 77 0 0 2,198 543 2,741	0 64 0 0 0 64 2 0 0 2,230 538 2,770 0 0 59	49,960 0 84 0 0 84 0 0 2,189 532 2,721 0 0 46	50,353 0 664 0 0 664 0 0 5 0 0 5 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0	0 696 0 0 696 0 0 0 0 0	0 646 0 0 0 646	696 0 0 696 0 0 0 0 0 0	0 808 0 0 0 808 0 0 0 2 2 0 0 0 16	0 1,137 0 0 1,137 0 0 1,137 0 0 0 6 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1,104 0 0 1,104 0 0 28 7 35	0 594 0 0 594 0 594 0 0 69 10 79	1,21 1,21 7 7 1 8 8 100 3
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total	0 77 0 0 0 77 0 0 2,198 543 2,741	0 64 0 0 64 2 0 2,230 538 2,770 0 0	49,960 0 84 0 0 84 0 0 2,189 532 2,721 0 0 46	50,353 0 664 0 0 664 0 0 5 0 5	0 696 0 0 696 0 0 0 0	0 646 0 0 0 646	696 0 0 696 0 0 0 0 0 0	0 808 0 0 808 0 0 0 2 0 2 0	52,855 0 1,137 0 0 1,137 0 0 6 0 6 0 0 50	0 1,104 0 0 1,104 0 0 0 28 7 35	0 594 0 0 594 0 0 69 10 79	1,21 1,21 7 1 1 8
Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers, by customer class, whose required deposits were reduced in part or foregone during the Customers and Customers an	0 77 0 0 0 77 77 0 0 0 2,198 543 2,741 0 0 0 8 7 7 2,191 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 64 0 0 64 2 2 0 0 2,230 538 2,770 0 0 0 12 2	49,960 0 84 0 0 0 84 0 0 0 0 2 1 84 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	50,353 0 664 0 0 664 0 0 5 0 0 5 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0	0 696 0 0 696 0 0 0 0 0 0	0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	696 0 0 696 0 0 0 0 0 0 0	0 808 0 0 0 0 0 2 2 0 0 0 16	52,855 0 1,137 0 0 1,137 0 0 6 0 0 6 0 0 5 0 0 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1,104 0 0 1,104 0 0 0 28 7 35	0 594 0 0 594 0 0 594 0 0 69 10 79 0 0 62 7	1,21 1,21 7 7 1 8 8 10 3 13
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total	0 77 0 0 0 77 0 0 2,198 543 2,741	0 64 0 0 0 64 2 0 0 2,230 538 2,770 0 0 59	49,960 0 84 0 0 84 0 0 2,189 532 2,721 0 0 46	50,353 0 664 0 0 664 0 0 5 0 0 5 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0	0 696 0 0 696 0 0 0 0 0	0 646 0 0 0 646	696 0 0 696 0 0 0 0 0 0	0 808 0 0 0 808 0 0 0 2 2 0 0 0 16	0 1,137 0 0 1,137 0 0 1,137 0 0 0 6 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1,104 0 0 1,104 0 0 28 7 35	0 594 0 0 594 0 594 0 0 69 10 79	1,21 1,21 7,7 1,8 8
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential	0 77 0 0 0 77 77 0 0 0,198 543 2,741 0 0 0 5 2,198 142 142 142 142 142 142 142 142 142 142	0 64 0 0 64 2 2 2 0 2,230 2,270 0 0 0 538 2,770 12 71	49,960 0 84 0 0 0 84 0 0 0 2,189 532 2,721 0 0 46 7 53	50,353 0 664 0 0 664 0 0 5 5 0 0 2 2	0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 646 646 646 646 646 646 646 646 646 64	696 0 0 696 0 0 0 0 0 0 0 2 2	0 808 0 0 808 808 0 0 0 2 2 0 0 0 16	52,855 0 1,137 0 0 0 1,137 0 1,137 0 0 0 6 0 0 1 6 6 0 0 0 6 0 0 0 0 0 0 0	0 1,104 0 1,104 1,104 0 0 0 28 7 35	0 594 0 0 594 0 0 0 0 0 69 10 79 0 0 69 2 77 69 9	1,21 1,21 7 11 8 8
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low income Residential Low income Residential	0 77 0 0 77 0 0 0 0 2,198 543 2,741 0 0 0 87 25	0 64 0 0 64 2 2 2,230 538 2,770 0 0 59 12 71	49,960 0 84 0 0 84 4 0 0 0 84 4 0 0 0 2,189 532 2,721 0 0 46 7 53 0 0	50,353 0 664 0 0 664 0 0 5 0 0 2 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0	0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 646 0 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0	696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 808 0 808 808 0 0 2 2 0 0 0 16 16	52,855 0 1,137 0 0 0 1,137 0 0 1,137 0 0 0 6 6 0 0 15 6 6 0 0 15 6 0 0 15 4 4 4	0 1,104 0 1,104 0 1,104 0 0 0 2 8 7 7 35 0 0 0 30 30 33 33	0 594 0 0 0 593 0 0 0 0 69 10 0 0 79	1,21 1,21 7 11 8 8 10 3 13
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I Small C&I Small C&I Small C&I Small C&I Small C&I	0 0 77 0 0 2,198 2,194 0 0 0 87 112	0 64 0 0 64 2 2,230 2,270 0 0 53 2,770 0 0 512 71	49,960 0 84 0 0 0 84 0 0 0 2,189 532 2,721 7,721 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	50,353 0 664 0 0 0 664 0 0 0 0 5 5 0 0 2 2 0 0 0 0 0 0 0 0 0 0	0 696 0 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0	0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	696 0 0 696 0 0 0 0 0 0 0 2 2 2 0 0 5 0 0 0 0 0 0 0	0 808 0 0 808 0 0 0 2 2 2 0 0 16 16	52,855 0 1,137 0 0 0 1,137 0 0 6 6 0 0 5 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1,104 0 1,104 1,104 1,104 0 0 0 28 7 35 0 0 30 33 33 33	0 594 0 0 594 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 7 1 8 10 3 13
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period	0 77 0 0 77 0 0 2,198 543,2741 0 0 87,5 112	0 64 0 0 64 2 2,230 2,270 0 0 0 53,8 2,770 0 0 0 52,710 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	49,960 0 84 0 0 0 2,189 532 2,721 0 46 7 533 3 1 3 3 3 3 3 3 3 3 3 3	50,353 0 664 0 0 0 0 664 0 0 5 0 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0	0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 646 0 0 0 646 0 0 0 0 0 0 0 0 0 0 0 0	696 0 0 696 0 0 0 0 0 2 2 2	0 808 808 808 90 90 90 90 90 90 90 90 90 90 90 90 90	52,855 0 1,137 0 0 0 1,237 1,237 0 0 0 0 6 0 0 0 6 6 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1,104 0 1,104 0 0 0 0 0 28 35 0 0 0 30 30 33 33	0 594 0 0 594 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 77 18 8 10 3 13
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 777 0 0 0 2,198 543 2,741 0 0 0 87 75 112	0 64 0 0 0 64 2 2 0 2,230 5,378 0 0 0 0 12 71 0 0 0 0 0	49,960 0 84 0 0 0 84 84 84 84 84 84 86 7 532 2,721 0 0 0 2,189 532 2,721 0 0 0 533 1 0 0 0	50,353 0 664 0 0 0 0 55 0 0 2 2 0 0 10 11	0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	696 0 0 696 0 0 0 0 0 0 2 2 0 2 7	0 808 808 808 0 0 0 0 0 0 0 0 0 0 0 0 0	52,855 0 1,137 0 0 1,137 0 0 1,137 0 0 0 0 6 0 0 0 5 0 0 1 15 65 0 0 0 1 21 4 25	0 1,104 0 0 1,104 0 0 0 28 3,7 3,5 0 0 0,0 3,3 3,3 0 0,0 0,0 0,0 0,0 0,0 0	0 594 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 7 7 18 8 10 33 13
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low income Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low income Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low income Residential	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 64 0 0 0 64 0 0 0 0 0 0 0 0 0 0 0 0	49,960 0 84 0 0 0 2,189 532 2,721 0 0 0 6 5 31	50,353 0 664 0 0 0 664 0 0 0 5 5 0 0 2 2 0 0 10 11 11	0 696 0 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	696 696 696 0 0 0 0 0 0 2 2 2 7 7	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	52,855 0 1,137 0 0 1,137 1,137 0 0 0 0 0 0 0 0 0 0 0 0 0	0 1,104 0 1,104 0 0 28 35 0 0 0 33 33 33 0 0 0 0 0	0 594 0 0 0 594 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 7 11 18 8 10 10 2
Residential Low income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to Residential Low Income Residential Small C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential	0 777 0 0 0 2,198 543 2,741 0 0 0 87 75 112	0 64 0 0 0 64 2 2 0 2,230 5,378 0 0 0 0 12 71 0 0 0 0 0	49,960 0 84 0 0 0 84 84 84 84 84 84 86 7 532 2,721 0 0 0 2,189 532 2,721 0 0 0 533 1 0 0 0	50,353 0 664 0 0 0 0 55 0 0 2 2 0 0 10 11	0 696 0 0 696 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 646 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	696 0 0 696 0 0 0 0 0 0 2 2 0 2 7	0 808 808 808 0 0 0 0 0 0 0 0 0 0 0 0 0	52,855 0 1,137 0 0 1,137 0 0 1,137 0 0 0 0 6 0 0 0 5 0 0 1 15 65 0 0 0 1 21 4 25	0 1,104 0 0 1,104 0 0 0 28 3,7 3,5 0 0 0,0 3,3 3,3 0 0,0 0,0 0,0 0,0 0,0 0	0 594 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1,21 1,21 77 18 8 10 3 13

_							20	123					
	GMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 1	lumber of customers, by customer class	251.917	254 575	252.400	251.102	251 222	251212	250.000	252244	251.010	251 522	252.252	252,95
ŀ	Residential Low Income Residential	51,993	251,575 51,994	253,498 52,283	251,160 51,749	251,333 51,616	251,218 51,480	250,982 51,283	250,914 51,169		251,520 51,178	252,352 51,291	51,33
ľ	Small C&I	24,324	24,249	24,308	23,887	23,739	23,652	23,556	23,505	23,496	23,569	23,792	23,85
E	Medium / Large C&I	7,409	7,386	7,402	7,338	7,327	7,332	7,313	7,307		7,307	7,323	7,33
ŀ	Streetlights Total	335,643	0	337,491	334,134	334,015	333.682	0	332,895		333,574	0	
ŀ	lumber of customers, by customer class, disconnected during the period	335,643	335,204	337,491	334,134	334,015	333,682	333,134	332,895	333,008	333,574	334,758	335,47
ľ	Residential	0	0	0	0	113	915	957	889	845	1,120	160	
L	Low Income Residential	0	0	0	0	15	419	310		243	331	42	
ŀ	Small C&I	43 5	108	143	182	71	40 12	77	46 5		38 7	45 7	3
ŀ	Medium / Large C&I Streetlights	0		0	0	0	0	0			0	0	
l	Total	48	115		191	201	1,386	1,351	1,201		1,496	254	3
1	lumber of customers, by customer class receiving a 1st notice of disconnect during the period												
ŀ	Residential	5 12	11 23	12 18	5,196 1,410	7,352 4,344	11,176 5,913	10,715 4,597	11,034 4,399		7,630 4,539	3,445 1,877	
ŀ	Low Income Residential Small C&I	2,497	2,553	3,016	1,410	4,344	1,122	4,597 1,117	4,399		4,539 684		
ŀ	Medium / Large C&I	747	735	937	196	582	888	690			543	578	24
	Total	3,261	3,322	3,983	7,501	12,729	19,099	17,119	17,135	11,197	13,396	6,581	57
.2	lumber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
ŀ	Residential Low Income Residential	11 7	4 0	5	359 127	1,527 950	6,361 3,584	6,943 2,916	7,603 3,002	6,196 2,483	5,297 3,090	3,956 2,079	
ŀ	Small C&I	958	1.165		839	232	277	634	508		3,090	326	29
t	Medium / Large C&I	237	252	242	149	64	129	153	151	130	121	129	11
	Total	1,213	1,421	1,430	1,474	2,773	10,351	10,646	11,264	9,140	8,868	6,490	41
4	lumber of customers, by customer class, reconnected during the period Residential	52	22	22	12	29	578	586	839	756	924	701	12
ŀ	Residential Low Income Residential	12	12	4	12	5	221	203	234		924 319	701 201	12
ŀ	Small C&I	47	78	83	76	43	9	17	11		73	174	7
	Medium / Large C&I	4	5	5	7	1	6	2	3	4	0	18	
L	Total	115	117	114	98	78	814	808	1,087	1,072	1,316	1,094	24:
5 [lumber of customers, by customer class, assessed reconnection fees or charges from the reconnect order Residential	32	8	14	22	36	487	475	629	613	615	0	<u> </u>
ŀ	Low Income Residential	2	1	0	3	3	173	144			289	0	
t	Small C&I	34	64	72	68	29	10	18	9	20	46	32	2
	Medium / Large C&I	3		4	6			4			0		
. !	Total	71	76	90	99	68	675	641	823	791	950	32	21
6	lumber of customers, by customer class, assessed credit card fees or charges during the period Residential	8.869	8,438	8,767	50	0	0	0	0	0	0	0	
ŀ	Low Income Residential	2,984	2,831	3,078	5	0	0	0	_		0		
	Small C&I	332	338	452	409	249		454			391		
L	Medium / Large C&I	186	191	254	156	94	236	315	251		238	280	27
, l	Total lumber of customers, by customer class, assessed late payment fees or charges during the period	12,371	11,798	12,551	620	343	615	769	681	706	629	702	68
ĺ	Residential	0	0	0	0	0	0	0	0	0	0	0	
I	Low Income Residential	0			0	0		0		0	0		
L	Small C&I	0	0		4,156	3,854	3,738	3,472		3,734	3,586	3,350	4,00
Н	Medium / Large C&I	0	0		881 5,037	891 4.745	809 4.547	781 4,253	707 4,143		853 4.439	722 4.072	92: 4,92 :
8 1	lumber of customers, by customer class, taking service at the beginning of the period under existing defe	·	U	3,117	3,037	4,743	4,347	4,233	4,143	4,557	4,433	4,072	4,52
Ī	Residential	1,936	1,880	2,038	1,949	2,016	2,488	4,170	5,077	4,426	4,247	3,150	1,88
L	Low Income Residential	318	331	311	306	357	365	536	649		505	376	25
ŀ	Small C&I	113	112	153 45	148	116 40	83 34	141 45	130		54 23	39	3
H	Medium / Large C&I Total	2,403	2,359	2,547	2,441	2,529		4,892			4,829		
9 1	lumber of customers by customer class, completing deferred payment arrangements during the period	2,100	-,	2,2	2,112	-,	2,212	1,000	-,,,,,,,	5,231	.,		
Ţ	Residential	58	37	45	19	13	34	85	91		66	56	8
ŀ	Low Income Residential Small C&I	4	3	5	8	7	5	12			24		1
ŀ	Small C&I Medium / Large C&I	0			0	0		1	_		1		
ı	Total	65	40		27	21		99			93		
0	lumber of customers, by customer class, enrolling in new deferred payment arrangements during the pe												
L	Residential	123	126	267	246	235	553	678	1,227		225	257	10
ŀ	Low Income Residential	35	12	23	82	78	161	119			69		
ŀ	Small C&I Medium / Large C&I	15 3	6 4		33 5	16 7	17	12			0	0	
ı	Total	176	148		366	336		813			295	330	
1 [lumber of customers, by customer class, renegotiating deferred payment arrangements during the perio												
ŀ	Residential	N/A N/A	N/A		N/A	N/A	N/A	N/A	N/A N/A			N/A	N/A
ŀ	Low Income Residential Small C&I	N/A N/A	N/A N/A		N/A N/A	N/A N/A	N/A N/A	N/A 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	N/A	N/A	N/A
ı		N/A	N/A		N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A
E	Total	14/1											
2 1	Total Jumber of customers taking service at the beginning of the period under existing hardship protections												-
2 [Total Jumber of customers taking service at the beginning of the period under existing hardship protections Residential	3,621	3,680	3,767	3,677	3,791	4,286	4,721	5,158		3,748	3,857	3,90
2 [Total Jumber of customers taking service at the beginning of the period under existing hardship protections	3,621 2,160	3,680 2,227 0	2,334	2,325	2,556	3,016	3,313	3,535	4,031	2,313	2,436	2,48
2 !	Total lumber of customers taking service at the beginning of the period under existing hardship protections Residential Low income Residential	3,621	2,227		3,677 2,325 0 0				3,535 0	4,031 0		2,436 0	

						20						
EGMA	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential	38	27	32	9	14	76	58	41	55	30	37	
Low Income Residential	25	27	28	68	55	38	25	25	26	105	75	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	63	54	60	77	69	114	83	66	81	135	112	
Number of customers enrolling in new hardship protections during the period												
Residential	290	257	251	211	279	685	686	622	618	601	441	
Low Income Residential	143	157	277	220	267	563	406	371	351	391	285	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	433	414	528	431	546	1,248	1,092	993	969	992	726	
Number of customers, by customer class, completing an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	9	8	16	14	30	32	44	47	126	201	64	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	9	8	16	14	30	32	44	47	126	201	64	
Number of customers, by customer class, enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	249	205	374	438	666	1,346	6,847	604	729	763	687	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	249	205	374	438	666	1,346	6,847	604	729	763	687	
Number of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	86	132	214	206	298	516	1,298	370	584	203	525	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	86	132	214	206	298	516	1,298	370	584	203	525	
Number of customers, by customer class, dropping off an AMP program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	854	534	476	363	529	672	1,040	1,656	4,110	1,869	1,122	
Small C&i (Total C&i)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I (not available)	0	0	0	0	0	0	0	0	0	0	0	
Total	854	534	476	363	529	672	1,040	1,656	4,110	1,869	1,122	
Number of customers enrolling in the low-income discount rate program during the period												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	61,999	63,618	67,037	71,040	74,190	77,028	77,445	78,991	56,618	53,339	54,486	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Total	61,999	63,618	67,037		=	77,028	77,445	=0.004	56,618	53.339		
Number of customers dropping off the low-income discount rate program during the period			67,037	71,040	74,190			78,991	56,618		54,486	
Residential			67,037	71,040	74,190	77,028	77,443	/8,991	56,618	33,333	54,486	
nesiueiiuai	0	0	67,037	71,040	74,190	0	0	78,991	56,618	0	54,486	
Residential Low Income Residential	0 536	0 478		,				.,				
		-	0	0	0	0	0	0	0	0	0	
Low Income Residential Small C&i	536	478	0 233	0 465	0 584	0 758	0 588	0 597	0 571	0 2,291	0 690	
Low Income Residential Small C&I Medium/ Large C&I	536 0 0	478 0 0	0 233 0	0 465 0	0 584 0	0 758 0	0 588 0	0 597 0	0 571 0	0 2,291 0	0 690 0	
Low Income Residential Small C&I Medium / Large C&I Total	536 0	478 0	0 233 0	0 465 0	0 584 0	0 758 0	0 588 0	0 597 0	0 571 0	0 2,291 0	0 690 0	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th	536 0 0	478 0 0	0 233 0	0 465 0	0 584 0	0 758 0	0 588 0	0 597 0	0 571 0	0 2,291 0	0 690 0	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential	536 0 0 536	478 0 0 478	0 233 0 0 233	0 465 0 0 465	0 584 0 0 584	0 758 0 0 758	0 588 0 0	0 597 0 0 597	0 571 0 0 571	0 2,291 0 0 2,291	0 690 0 0	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential	536 0 0 536	478 0 0 478	0 233 0 0 233 233	0 465 0 0 465	0 584 0 0 584	0 758 0 0 758	0 588 0 0 588	0 597 0 0 597	0 571 0 0 571	0 2,291 0 0 2,291 0 2,291	0 690 0 0 690	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Small C&I	536 0 0 536 0 0 0 0	478 0 0 478	0 233 0 0 233	0 465 0 0 465 0 0	0 584 0 0 584	0 758 0 0 758	0 588 0 0 588	0 597 0 0 597 0 0 0 70	0 571 0 0 571 0 0 571	0 2,291 0 0 2,291 0 2,291	0 690 0 0 690 0 0	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I	536 0 0 536 0 0 0 90	478 0 0 478 0 0 0 0 85	0 233 0 0 233 0 0 0 101 16	0 465 0 0 465 0 0 73	0 584 0 0 584 0 0 0 63	0 758 0 0 758 0 0 36	0 588 0 0 588 0 0 74	0 597 0 0 597 0 0 0 70	0 571 0 0 571 571 0 0 66	0 2,291 0 0 2,291 0 0 0 68	0 690 0 0 690 0 0 83	
Low Income Residential Small C&II Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Total	536 0 0 536 0 0 0 0	478 0 0 478 478	0 233 0 0 233 0 0 0 101	0 465 0 0 465 0 0	0 584 0 0 584 0 0 0 63	0 758 0 0 758	0 588 0 0 588	0 597 0 0 597 0 0 0 70	0 571 0 0 571 0 0 571	0 2,291 0 0 2,291 0 2,291	0 690 0 0 690 0 0	
Low Income Residential Small Call Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during to	536 0 0 536 0 0 90 13 103	478 0 0 478 0 0 85 16 101	0 233 0 0 233 0 0 0 101 16 117	0 465 0 0 465 0 0 0 73 14	0 584 0 0 584 0 0 0 0 63 8 71	0 758 0 0 758 0 0 36	0 588 0 0 588 0 0 0 74 19 93	0 597 0 0 597 0 0 0 70 14 84	0 571 0 0 571 0 0 66 20	0 2,291 0 0 2,291 0 0 0 0 68 13	0 690 0 0 690 0 0 83 16	
Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, with required deposits with the company at the beginning of th Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during th Residential	536 0 0 536 0 0 0 90 13 103	478 0 0 478 0 0 0 85 16 101	0 233 0 0 0 233 0 0 0 101 16 117	0 465 0 0 465 0 0 73 14 87	0 584 0 0 584 0 0 0 63 8 71	0 758 0 0 758 0 0 36 0	0 588 0 0 588 0 0 0 74 19 93	0 597 0 0 597 0 0 0 70 14 84	0 571 0 0 571 0 0 66 20 86	0 2,291 0 0 2,291 0 0 0 68 13 81	0 690 0 0 690 0 0 0 83 16 99	
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						020					Nov	
EMA Electric Number of suctemers by suctemer elect	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class Residential	964,411	966,929	965,069	965,149	964,166	964,500	962,353	951,295	953,666	963,593	940,393	977,00
Low Income Residential	89,743	90,679	91,284	91,213	90,805	91,025	91,260	92,556	93,314	95,036	91,752	94,32
Small C&I	160,051		160,466	159,553	160,711	160,474	159,829	158,618	158,925	163,750	155,461	165,20
Medium / Large C&I	4,883		4,937	4,983	4,929	4,908	4,908	4,978	4,971	4,895	4,908	4,93
Streetlights Total	13,251 1,232,340	13,287 1,237,033	13,237 1,234,993	13,240 1,234,138	13,217 1,233,828	13,204 1,234,111	13,214 1,231,564	13,143 1,220,591	13,154 1,224,030	13,298 1,240,572	13,066 1,205,581	13,30 1,254,77
Number of customers, by customer class, disconnected during the period	1,232,340	1,237,033	1,234,993	1,234,136	1,233,626	1,234,111	1,231,504	1,220,591	1,224,030	1,240,572	1,205,561	1,254,77
Residential	893	1.062	489	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	127		49	0	0	0	0	0		0	28	7
Medium / Large C&I	0		0	0	0	0	0	0	0	0	0	
Streetlights	0		0 538	0	0	0	0	0		0	0	7
Total Number of customers, by customer class receiving a 1st notice of disconnect during the period	1,020	1,147	538	0	0	0	0	0	0	0	28	7
Residential	39.371	39,630	19,218	0	0	0	0	0	0	8,003	1.549	
Low Income Residential	129		53	0	0	0	0	0	0	13	15	
Small C&I	4,712	4,681	2,384	0	0	0	0	0	2,408	3,944	4,893	6,58
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	11 44,223		21,663	0	0	0	0	0		5 11.965	6,465	6,59
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the p		44,443	21,663	0	0	0	0	0	2,412	11,965	6,465	0,53
Residential	24,597	22.805	12,235	0	0	0	0	0	0	1	1	
Low Income Residential	121	124	37	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	3,34
Medium / Large C&I	0		0	0	0	0	0	0		0	0	
Streetlights	9 27,577		13,938	0	0	0	0	0		2,782	3 1.624	3,3
Total	27,577	25,483	13,938	0	0	0	0	0	0	2,782	1,624	3,3
Number of customers, by customer class, reconnected during the period Residential	587	738	346	11	1	0	0	0	0	0	1	
Low Income Residential	18		13	3	0	0	0	0		0	0	
Small C&I	88		53	0	0		0	0		0	17	
Medium / Large C&I	0		0	0	0		0	0		0	0	
Streetlights	0		0	0	0		0	0		0	0	
Total	693		412	14	1	0	0	0	0	0	18	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect	orders completed during the sa 579		343	0	0	0	0	0	0	0	1	
Residential Low Income Residential	18		13	0	0	0	0	0		0	0	
Small C&I	86		51	0	0	0	0	0		0	17	
Medium / Large C&I	0		0	0	0	0	0	0		0	0	
Streetlights	0		0	0	0	0	0	0		0	0	
Total	683	824	407	0	0	0	0	0	0	0	18	
Number of customers, by customer class, assessed credit card fees or charges during the period	27.174	26,987	26.083	25,005	24,947	24.607	25,412	24.786	25.544	25.415	22.257	23.9
Residential Low Income Residential	27,174		26,083	25,005	24,947	24,607	25,412	24,786	25,544	25,415	22,257	23,9
Small C&I	1,304		1.013	774	715	729	745	715	704	870	837	1.0
Medium / Large C&I												
orconall / Large Cox I	20		20	25	18	19	24	21	23	29	32	
Streetlights	6	5	7	2	2	3	5	1	3	4	3	
Streetlights Total		5	20 7 27,123		18 2 25,682	19 3 25,358	24 5 26,186		3		32 3 23,129	24,99
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	6 28,504	5 28,253	7 27,123	2 25,806	2 25,682	3 25,358	5 26,186	1 25,523	3 26,274	26,318	3 23,129	
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential	6 28,504	5 28,253	7	2	2	3	5	1	26,274 0	4	3	
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period	6 28,504	5 28,253 0 14	7 27,123	2 25,806	2 25,682	3 25,358 0	5 26,186 0	25,523 0	26,274 0	4 26,318	3 23,129 0	24,9
Streelights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low become Residential Small C&I Medium/Large C&I	6 28,504 0 16 25,728 564	5 28,253 0 14 25,117 445	7 27,123 0 8 12,303 272	2 25,806 0 0 0	2 25,682 0 0 0 0	3 25,358 0 0 0	5 26,186 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	3 23,129 0 0 0	24,
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residencial Low lucome Residential Small Cel Medium/Large Cel Streetlights	6 28,504 0 16 25,728 564 879	5 28,253 0 14 25,117 445 875	7 27,123 0 8 12,303 272 344	2 25,806 0 0 0 0	2 25,682 0 0 0 0	3 25,358 0 0 0 0	5 26,186 0 0 0 0	0 0 0 0 0	3 26,274 0 0 0 0 0	0 0 0 0 0	3 23,129 0 0 0 0	24,5
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low lacome Residential Small C&I Medium / Large C&I Streetlights Total	6 28,504 0 0 166 25,728 564 8799 27,187	5 28,253 0 14 25,117 445 875 26,451	7 27,123 0 8 12,303 272 344 12,927	2 25,806 0 0 0 0 0	2 25,682 0 0 0 0	3 25,358 0 0 0	5 26,186 0 0 0	0 0 0 0	3 26,274 0 0 0 0 0	0 0 0 0	3 23,129 0 0 0	24,
Streetights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Smill CRI Medium / Large CRI Streetights Streetights Number of customers, by customer class, taking service at the beginning of the period under existin Number of customers, by customer class, taking service at the beginning of the period under existin	6 28,594 0 16 25,728 564 879 27,187 g deferred payment arrangem	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne	7 27,123 0 8 12,303 272 344 12,927	2 25,806 0 0 0 0 0 0 0 0 did AMP)	2 25,682 0 0 0 0	3 25,358 0 0 0 0 0 0	5 26,186 0 0 0 0	1 25,523 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0	0 0 0 0 0	3 23,129 0 0 0 0	
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, taking service at the beginning of the period under existin Residential	6 28,504 0 166 25,728 564 879 27,187 g deferred payment arangement 2,7,187	5 28,253 0 14 25,117 445 875 26,451 ents (excluding New 2,615	7 27,123 0 8 12,303 272 344 12,927 wstart and Cov	2 25,806 0 0 0 0 0 0 0 0 dd AMP)	2 25,682 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0	24,
Streetlights Total Sumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Streetlights Total Low Income Residential Low Income Residential Small C&I Small	6 28,504 0 0 16 25,728 564 879 27,187 1,069 422 424	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 2,615 663 59	7 27,123 0 8 12,303 272 344 12,927 wstart and Cov 2,790 505 53	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 1,661 400	5 26,186 0 0 0 0 0 0 0 1,443 362 50	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 1,555 326	4 26,318 0 0 0 0 0 0 0 2,056 450 5	3 23,129 0 0 0 0 0 0 0 2,831 567	3
Streetlights Total Vaumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vaumber of customers, by customer class, taking service at the beginning of the period under existin Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I	6 28,504 0 0 166 25,728 504 879 27,187 g deferred payment arrangement 1,009 1,009 42	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 2,615 663 59 0	7 27,123 0 8 12,303 272 344 12,927 wstart and Cov 2,790 505 53 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 1,661 400 46	5 26,186 0 0 0 0 0 0 0 0 1,443 362 50 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 1,555 326 1	4 26,318 0 0 0 0 0 0 0 2,056 450 5	3 23,129 0 0 0 0 0 0 0 0 0 0 2,831 567 6	3
Streetlights Total Vaumber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Smull C&I Medium / Large C&I Streetlights Total Low Income Residential Streetlights Total Low Income Residential Low Income Residential Low Income Residential Smull C&I Medium / Large C&I Streetlights Smull C&I Medium / Large C&I Streetlights Streetlights Streetlights	6 28,504 0 166 25,728 564 574 27,187 27,187 1,069 42 0 0	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 2,615 663 59 0	7 27,123 0 8 12,303 272 344 12,927 wstart and Cov 2,790 505 53 0	2 25,806 0 0 0 0 0 0 0 4 AMP) 2,421 364 45 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 1,661 400 46	5 26,186 0 0 0 0 0 0 0 0 0 1,443 362 50 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 1,555 326 1 0	4 26,318 0 0 0 0 0 0 0 0 0 0 450 5 0	3 23,129 0 0 0 0 0 0 0 0 0 2,831 567 6 0	3
Streetlights Total Vamber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Smill C&I Medium / Large C&I Streetlights Streetlights Vamber of customers, by customer class, taking service at the beginning of the period under existin Residential Low Income Residential Smill C&I Medium / Large C&I Streetlights Total Smill C&I Streetlights Total	6 28.594 0 16 6 25.728 504 8797 27.187 27.187 1.069 42 0 0 0	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 2,615 663 59 0	7 27,123 0 8 12,303 272 344 12,927 wstart and Cov 2,790 505 53 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 1,661 400 46	5 26,186 0 0 0 0 0 0 0 0 1,443 362 50 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 1,555 326 1	4 26,318 0 0 0 0 0 0 0 2,056 450 5	3 23,129 0 0 0 0 0 0 0 0 0 0 2,831 567 6	3
Streetlights Total Vamber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small CRI Medium (Large CRI Streetlights Total Low Income Residential Streetlights Total Low Income Residential Low Income Residential Low Income Residential Small CRI Medium (Large CRI Streetlights) Total Medium (Large CRI Streetlights) Total Medium (Large CRI Streetlights)	6 28,594 0 1616 25,728 5040 27,187 5040 27,187 1,060 42 0 0 3,826 criodiexcluding Newstart and C	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 663 59 0 0 0 3,337	7 27,123 0 8 8 12,303 272 344 12,927 wstart and Cov 2,790 505 53 0 0 3,348	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 1,661 400 0 0 2,107	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 1,555 326 1 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 2,831 567 6 0 0	3.
Sirectlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Smill C&I Medium / Large C&I Strectlights Total Unumber of customers, by customer class, taking service at the beginning of the period under existit Residential Smill C&I Medium / Large C&I Strectlights Total Unw Income Residential Smill C&I Medium / Large C&I Strectlights Total Unumber of customers by customer class, completing deferred payment arrangements during the period under existit Residential Smill C&I Medium / Large C&I Strectlights Total	6 28.594 0 16 6 25.728 504 8797 27.187 27.187 1.069 42 0 0 0	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 2,615 663 59 0 0 3,337 ovid AMP)	7 27,123 0 8 12,303 272 344 12,927 wstart and Cov 2,790 505 53 0	2 25,806 0 0 0 0 0 0 0 4 AMP) 2,421 364 45 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 1,661 400 46 0 2,107	5 26,186 0 0 0 0 0 0 0 0 0 1,443 362 50 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 1,555 326 1 1 0 0 1,882	4 26,318 0 0 0 0 0 0 0 0 0 0 450 5 0	3 23,129 0 0 0 0 0 0 0 0 0 2,831 567 6 0	3.
Streetlights Total Vamber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium (Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights Streetlight	6 38.594 0 16 16 25.728 504 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27.18 57 27 7 7 7	5 28,253 0 14 25,117 445 875 26,451 ents (excluding Ne 2,615 663 3,337 ovid AMP) 240 78	7 27,123 0 8 8 12,303 272 3.44 12,927 3.44 2,790 505 53 0 0 3,348 245 79	2 25,806 0 0 0 0 0 0 0 dd AMP) 2,421 364 45 0 0 2,830	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 1,661 400 0 0 2,107	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 2,056 450 0 0 2,511 115 31	3 23,129 0 0 0 0 0 0 0 2,831 567 6 0 0 3,404	3
Streetlights Total Low Income Residential Low Income Residential Streetlights Total Low Income Residential Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total unaber of customers by customer class, taking service at the beginning of the period under existing Small C&I Medium / Large C&I Streetlights Total unaber of customers by customer class, completing deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I	6 28,594 0 1616 23,5728 5616 27,187 57,187 1,069 42 27,15 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 28,253 0 14 25,117 445 26,151 663 5 9 0 0 3,337 ovid AMP) 240 78	7 27,123 0 8 8 12,303 272 344 34 4 9 0 0 3,348 4 9 0 0 4 4 0 0 0 0 4 4 0 0 0 0 0 0 0 0	2 25,806 0 0 0 0 0 0 0 id AMP) 2,421 364 455 0 0 2,330 2,555 2 0	2 25.682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,388 0 0 0 0 0 0 0 1,661 400 466 0 0 2,107 214 45	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 0 2,831 567 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3
Streetlights Total Number of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small Cell Medium / Large Cell Streetlights Total Number of customers, by customer class, taking service at the beginning of the period under existit Residential Small Cell Low Income Residential Small Cell Medium / Large Cell Streetlights Total Number of customers by customer class, completing deferred payment arrangements during the period under existit Residential Low Income Residential Low Income Residential Small Cell Medium / Large Cell Streetlights Small Cell Medium / Large Cell Smell Cell Medium / Large Cell Streetlights	6 28.594 0 16 6 25.728 504 504 88797 27.187 g deferred payment arrangem 2.7155 10.069 1 0 0 0 3.826 0 1 0 7 7 7 7 7 7 7 7 0 0 0	5 28,253 2 25,117 445 445 445 445 445 445 445 663 59 0 0 3,3,337 ovid AMP) 240 0 0 0 0 0 0 0	7 27,123 0 0 8 12,303 272 2 344 12,927 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 1,555 326 1 0 0 0 1,882	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3
Streetlights Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existin Residential Low Income Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total umber of customers by customer class, completing deferred payment arrangements during the per Residential Small C&1 Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Small C&1 Medium / Large C&1 Streetlights Total	6 28,594 0 1616 23,5728 5464 27,187 6 deferred payment arrangement of the payment of the payme	5 28,253 1 1 4 1 25,117 1 4 5 5 87.5 26,451 1 6 653 3	7 27,123 0 8 8 12,303 272 344 34 4 9 0 0 3,348 4 9 0 0 4 4 0 0 0 0 4 4 0 0 0 0 0 0 0 0	2 25,806 0 0 0 0 0 0 0 id AMP) 2,421 364 455 0 0 2,330 2,555 2 0	2 25.682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,388 0 0 0 0 0 0 0 1,661 400 466 0 0 2,107 214 45	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 0 2,831 567 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total	6 28.594 0 16 52.728 564 879 72,187 g deferred payment arrangem 1.069 42 0 0 0 0 0.05 1.069 1.07	5 28,253 0 0 0 1 14 14 15 15 16 17 1	7 27,123 27,123 0 8 8 12,303 272 2 344 12,927 wstart and Cov 2,790 505 505 505 505 6 4 4 4 4 0 0 0 328	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25.682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2
Streetlights Total Low Income Residential Low Income Residential Low Income Residential Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total until the Come Residential Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total Small C&I Streetlights Total Residential Small C&I Streetlights Total Residential	6 28,594 0 1616 23,5728 5464 27,187 6 deferred payment arrangement of the payment of the payme	5 28,253 1 1 4 1 25,117 1 4 5 5 87.5 26,451 1 6 653 3	7 27,123 0 0 8 12,303 272 2 344 12,927 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 1 0 0 1 1,555 326 1 0 0 1,882 112 0 0 0 1,488 148 1,410	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2
Streetlights Total Uniber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Uniber of customers, by customer class, taking service at the beginning of the period under existin Residential Small C&I Low Income Residential Small C&I Streetlights Total uniber of customers by customer class, completing deferred payment arrangements during the period under existin Residential Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Small C&I Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights	6 28,594 0 1616 25,728 5646 879 27,188 879 27,188 1,069 42 27,15 0 0 0 7 7 0 0 0 327 he period (excluding Newstart and C	5 28,283 0 0 14 14 25,117 445 575 663 5 663 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	7 27,123 8 12,303 272 344 12,927 505 505 505 60 0 0 3,348 3,348 4 0 0 0 3,349 1,917	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 1 0 0 1 1,555 326 1 0 0 1,882 112 0 0 0 1,488 148 1,410	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Streetlights Total umber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, taking service at the beginning of the period under existir Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, taking service at the beginning of the period under existir Residential Small C&I Medium / Large C&I Streetlights Total umber of customers by customer class, completing deferred payment arrangements during the period under existir Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total umber of customers, by customer class, enrolling in new deferred payment arrangements during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Under of customers, by customer class, enrolling in new deferred payment arrangements during Residential Small C&I Medium / Large C&I	6 28.594 28.594 0 16 22.728 564 8797 27,187 20 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 28,253 0 0 14 14 25,117 445 54,517 54,645 14 14 14 14 14 14 14	7 27,123 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 1,555 3266 1 1 0 0 1,582 112 366 0 0 148 1,410 1,410 1,410 1,278 1,55	4 26,318 0 0 0 0 0 0 2,056 450 0 2,2511 115 115 2,2511 2,2	3 23,129 0 0 0 0 0 0 0 0 0 2,331 567 6 0 0 0 115 25 0 0 140 140 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3
Streetlights Total unther of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Smull Cell Medium / Large Cell Medium / Large Cell Streetlights Total unther of customers, by customer class, taking service at the beginning of the period under existin Residential Low Income Residential Smull Cell Medium / Large Cell Streetlights unther of customers by customer class, taking service at the beginning of the period under existin Residential Smull Cell Streetlights Total Low Income Residential Smull Cell Medium / Large Cell Streetlights Total Medium / Large Cell Streetlights Total Residential Low Income Residential Smull Cell Medium / Large Cell Streetlights Total Low Income Residential Low Income Residential Smull Cell Medium / Large Cell Smull Cell	6 28,594 0 1616 23,5728 5464 8797 5464 27,187 1,009 42 27,187 42 42 77 70 0 0 327 40 40 40 40 40 40 40 40 40 40 40 40 40	5 28,253 2 2	7 27,123 0 8 8 12,303 272 28 344 12,297 8503 0 0 3,348 245 79 4 0 0 328 38 1,917 136 54 64	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 1 1,555 326 1 0 0 1,882 112 0 0 0 1,410 278 5 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 2,831 567 6 0 0 3,404 115 25 0 0 0 0 1,022 1,02 1,0	
Streetlights Total Unmber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Unmber of customers, by customer class, taking service at the beginning of the period under existir Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unmber of customers by customer class, completing deferred payment arrangements during the period under existir Residential Low Income Residential Total Under of customers, by customer class, enrolling in new deferred payment arrangements during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Medium / Large C&I Streetlights Total	6 28.594 0 16 25.728 504 504 504 504 504 504 504 504 504 504	5 28,253 0 0 14 14 25,117 445 54,517 26,451 16,451 26	7 27,123 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 1 1,555 326 1 0 0 1,882 112 0 0 0 1,410 278 5 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 2,056 450 0 2,2511 115 115 2,2511 2,2	3 23,129 0 0 0 0 0 0 0 0 0 2,331 567 6 0 0 0 115 25 0 0 140 140 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4
Streetlights Total Low Income Residential Low Income Residential Streetlights Total Low Income Residential Streetlights Total Low Income Residential Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Streetlights Total Medium / Large C&I Streetlights Total Small C&I Streetlights Total Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total	6 28,594 0 16 16 18 28,594 10 21 18 27 27 28 27 28 27 28 28 29 29 29 29 29 29 29 29 29 29 29 29 29	5 28,253 2 2	7 27,123 0 8 12,303 272 344 12,297 wstart and Cove 505 505 0 0 3,348 245 79 4 0 0 328 1,917 136 544 0 0 0 2,107	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,582 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 1,661 460 0 0 2,107 214 45 14 0 0 0 2,307 14 14 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 1,443 362 50 0 1,855 10 0 1,170 1170 1170 0 0 1,142	1 25523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 1,555 326 1,555 326 0 1,882 112 112 26 0 1,410 278 1,410 278 0 0 1,693	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,19 0 0 0 0 0 0 0 0 0 0 3 2,831 567 66 0 0 3,404 115 22 157 0 0 0 0 1,779	3 3
Streetlights Total Low Income Residential Low Income Residential Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Residential Small C&I Residential Small C&I Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total	6 28.594 0 16 25.728 504 504 504 504 504 504 504 504 504 504	5 28,253 0 14 14 15 17 16 17 17 17 17 17 17	7 27,123 0 8 8 12,303 272 28 344 12,297 8503 0 0 3,348 245 79 4 0 0 328 38 1,917 136 54 64	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 2,831 567 6 0 0 3,404 115 25 0 0 0 0 1,022 1,02 1,0	4
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Streetlights Total Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Medium / Large C&I Streetlights Total Under of customers, by customer class, enrolling in new deferred payment arrangements during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total under of customers, by customer class, enrolling in force of customers arrangements during Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights	6 38.594 3.804 1 16 16 23.728 564 6879 57.1487 6 20 27.189 6 20 27.189 1 10.099 1 20 20 20 20 20 20 20 20 20 20 20 20 20	5 28,253 0 0 14 14 25117 445 575 575 575 575 575 575 575 575 57	7 27,123 0 8 8 12,303 2722 344 12,307 2790 2,790 2,790 0 0 0 328 245 79 4 0 0 328 1,917 1366 0 0 0 1,917 1364 4 4 4 4 1 0 0 0 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,358 0 0 0 0 0 0 0 0 0 0 1,661 400 0 0 214 45 45 45 45 45 45 52 273 531 146 52 63 63 729 729 729 729 729 729 729 729 729 729	5 26,186 0 0 0 0 0 0 0 1,482 55 50 0 0 1,885 55 10 0 0 1,197 11 10 0 1,141 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25523 0 25523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 0 0 0 0 0 0 0 0 0 1,555 3266 1 1 0 0 0 1,555 3266 1 1 1 0 0 1,582 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 2,056 4590 0 0 2,511 115 31 0 0 146 2264 3855 2 2 0 0 2,651 3 37 3 3 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 2,831 567 6 0 0 0 1115 25 0 0 0 140 157 0 0 0 1779 58 81 1 0 0 0 0 0	4
Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Low Income Residential Small Cel Low Income Residential Small Cel Streetlights Total Low Income Residential Small Cel Streetlights Total Low Income Residential Small Cel Streetlights Total Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Medium / Large Cel Streetlights Total	6 8.8594 28.894 16 16 22.728 6 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	5 28,283 0 14 14 15 17 14 15 17 16 17 16 17 17 17 17	7 27,123 0 8 12,303 272 344 11 207 279 279 279 279 279 279 279 279 279 27	2 25,966 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,388 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 1,142 1 1 1 0 0 0 0 1 1,142 1 1 1 0 0 0 0 0 1 1,142 1 1 1 0 0 0 0 0 1 1,142 1 1 1 0 0 0 0 0 1 1 1 1 1 1 1 0 0 0 0	1 25,523 25,525 25,525 25,525 25,525 25,525 25,525 25,525 25,525 25,525 25,525	3 26,274 0 0 0 0 0 0 1,555 3266 1 1 0 0 1,552 3266 1 1 140 0 0 0 1,555 3266 3266 3266 3266 3266 3266 3266 3	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 0 2,531 567 6 0 0 115 252 253 0 0 0 0 140 0 1,522 1,577 58 58 58 11 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4
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Streetlights Total Low Income Residential Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Small Cel Medium / Large Cel Streetlights Total Low Income Residential Small Cel Medium / Large Cel Streetlights Total Small Cel Medium / Large Cell Streetlights Total Small Cell Medium / Large Cell Streetlights	6 28.594 28.594 0 166 22.57.28 564 879 72.187 27.187 27.187 27.187 27.19	5 28,253 0 14 14 25,117 445 575	7 27,123 0 8 8 12,303 272 344 12,907 0 0 0 0 0 3,348 3,348 3,348 3,348 4 0 0 0 3,250 0 0 3,250 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,596 0 0 0 0 0 0 0 0 0 0 1d AMP) 364 45 0 0 0 2,421 364 45 55 3 0 0 0 0 0 311 1,1572 249 44 49 9 3 3 0 0 0 0 56 ctions	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25,388 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 1,443 3622 50 0 0 0 0 0 1,443 132 132 132 132 132 132 132 132 132 13	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,129 0 0 0 0 0 0 0 2,531 567 6 0 0 1115 255 0 0 0 0 140 0 1,729 58 11 0 0 0 0 0 0 1,779	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Streetlights Total Vamber of customers, by customer class, assessed late payment fees or charges during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers, by customer class, taking service at the beginning of the period under existin Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers by customer class, completing deferred payment arrangements during the period under existin Residential Low Income Residential Medium / Large C&I Streetlights Total Vamber of customers, by customer class, enrolling in new deferred payment arrangements during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers, by customer class, renegotiating deferred payment arrangements during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers taking service at the beginning of the period under existing hardship protect Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers taking service at the beginning of the period under existing hardship protect Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers taking service at the beginning of the period under existing hardship protect Residential Small C&I Medium / Large C&I Streetlights Total Vamber of customers taking service at the beginning of the period under existing hardship protect Residential Small C&I Medium / Large C&I	6 38.594 38.594 38.594 38.694	5 28,253 0 14 14 15 17 16 16 16 16 16 16 16	7 27,123 0 8 12,303 12,303 272 344 12,907 2790 2,790 0 0 3,348 245 79 4 0 0 328 1,917 1,316 6 1,41 0 0 0 2,107 34 4 1 1 0 0 0 39 4 4 1 1 1,103 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,806 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2 25,682 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 25.358 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5 26,186 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 25,523 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 26,274 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	4 26,318 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 23,19 0 0 0 0 0 0 0 0 2,831 5677 66 0 0 0 1115 25 0 0 0 140 1,622 1,62	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
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EMA Electric	I	F-L	1/	4	May 2	2020 Jun	L.I	4	£	0.4	Nov	Dec
Number of customers completing hardship protections during the period	Jan	Feb	Mar	Apr	мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Residential	161	168	2,857	122	87	61	66	52	64	42	64	41
Low Income Residential	794		41,465	1,156	686	287	260	257		535	321	220
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0		0	0	0
Streetlights	0		0	0	0	0	0	0		0	0	0
Total	955	900	44,322	1,278	773	348	326	309		577	385	261
Number of customers enrolling in new hardship protections during the period	483	428	374	44	57	53	58	40	64	1,224	135	156
Residential Low Income Residential	1,093		1,173	44	337	226	234	184		4,297	1,087	1,408
Small C&I	0	0	0	0	0	0	0	0		0	0	0
Medium / Large C&I	0		0	0	0	0	0	0		0	0	0
Streetlights Total	0 1,576		1,547	522	394	0 279	0 292	224		5,521	1,222	0 1,564
Number of customers, by customer class, completing an AMP program during the period	1,570	1,702	1,547	522	5,74	2//	2/2	224	524	5,521	1,222	1,504
Residential	0		0	0	0	0	0	0		0	0	0
Low Income Residential Small C&I	57	85 0	142	280	205	87 0	97 0	83 0		69 0	48	40
Medium / Large C&I	0		0	0	0	0	0	0		0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	57	85	142	280	205	87	97	83	74	69	48	40
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		977	1,029	478
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium / Large C&I Streetlights	0		0	0	0	0	0	0		0	0	0
Streetiigns Total	197		422	767	833	724	686	746		977	1,029	478
Number of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	5		6	5	8	8	6	5		9	17	4
Low Income Residential Small C&I	132	265 0	358 2	543	596 21	540 27	503	444 190		515 707	447 427	197 485
Medium / Large C&I	0		0	0	0	0	0	0		0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	137	273	366	551	625	575	578	639	957	1,231	891	686
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		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
Streetlights Total	958		357	459	433	232	292	356		464	613	813
Number of customers enrolling in the low-income discount rate program during the period										-		
Residential	0	0	0	0	0	0	0	0		0	0	0
Low Income Residential Small C&I	91,272		91,152 0	92,578 0	91,736	91,437	94,469	93,257 0		94,500 0	93,900	94,394
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
Total	91,272	91,347	91,152	92,578	91,736	91,437	94,469	93,257	93,565	94,500	93,900	94,394
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												
Total												
Number of customers, by customer class, with required deposits with the company at the beginning of th	e period											
Residential Low Income Residential	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		2,682	2,629	2,572
Medium / Large C&I	81	80	78	79	78	76	75	75	62	63	60	59
Streetlights Total	4,812	2 4.778	4,741	4,683	4,617	4,521	4,461	4,402		2.747	2,691	2,633
Total Number of customers, by customer class, required to submit new deposits or increased deposits during the		4,/78	4,/41	4,683	4,617	4,521	4,461	4,402	2,818	2,747	2,691	2,633
Residential	0		0	0	0	0	0	0		0	0	0
Low Income Residential	0		0	0	0	0	0	0	0	0	0	0
Small C&I Medium / Lorge C&I	0		0	25	44	35	54	30		48	17	37
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0		0	0	0
Total	0	268	0	26	50	44	55	30	49	50	24	40
Number of customers, by customer class, whose required deposits were reduced in part or foregone during	ng the period Unable to Obtain Data											
Residential Low Income Residential	Unable to Obtain Data											
Small C&I												
Medium / Large C&I												
Streetlights												
Total									0	_	0	0
Total Number of customers, by customer class, whose deposits were returned in full during the period Residential	0		0	0	0	0	0	0		0		
Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Small C&B	0	0 291	0 135	0 84	0 109	0 129	0 113	0	0 1,618	0 120	0 70	
Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0	0 291 7	0	0	0	0	0	0	0 1,618 15	0	0	0 94 4 0

EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mber of customers, by customer class												
Residential	959,912	959,647	961,078	963,353	961,143	962,877	962,105	956,213	966,178	941,607	987,184	962,506
Low Income Residential Small C&I	94,295 161,273	95,430 161,043	96,547 161,814	97,375 161,787	97,808 162,053	97,685 162,634	97,848 161,049	97,759 160,873	98,064 161,690	95,841 158,349	98,617 164,778	97,338 160,692
Medium / Large C&I	4,974	4,903	5,000	4,816	4,912	4,949	5,009	4,911	4,998	4,986	4,950	4,990
Streetlights	13,165	13,130	13,153	13,130	13,131	13,082	13,092	13,030	13,167	13,096	13,087	13,069
Total	1,233,619	1,234,153	1,237,592	1,240,461	1,239,047	1,241,227	1,239,102	1,232,786	1,244,097	1,213,878	1,268,616	1,238,596
Number of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	0	0	599	1,457	2,178	1,219	785	369
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	162	82	124	96	90	84 0	76	70 0	73 0	41	78	44
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	162		124		90	84	675	1,527	2,251	1,260	863	413
Number of customers, by customer class receiving a 1st notice of disconnect during the period		-					0.2	-,				
Residential	0	0	2	62,884	30,985	3,538	12,354	26,415	36,287	30,362	38,923	45,751
Low Income Residential	0	0	0	21,099	9,770	89	5,721	6,885	7,507	6,640	2,959	142
Small C&I	5,585	5,567	6,080	4,687	3,817	4,099	5,421	5,486	5,808	4,640	4,957	5,558
Medium / Large C&I Streetlights	0	12	0 12	0	0 12	0 12	0	0 38	0 41	0 28	0	32
Total	5,594		6,094		44,584	7,738	23,535	38,824	49,643	41,670	46,849	51,483
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	3,394	5,5/9	0,094	00,703	44,504	1,136	23,333	30,024	49,043	41,670	40,049	51,465
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	9	30	16	34	18	19	19
Total	3,015	2,649	2,992	2,400	1,850	2,217	5,741	19,317	23,033	20,863	19,867	27,969
Number of customers, by customer class, reconnected during the period		_		0	_	0	400	224	1.00-	07.	551	
Residential	0	0	0	0	0		466	779	1,389	876		429
Low Income Residential Small C&I	0 77	0 65	90	66	51	0 53	26 40	424 35	659 26	367 16	163 51	14 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
Total	77	65	90	66	51	53	532	1,238	2,074	1,259	765	477
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orde												
Residential	0	0	0	0	0	0	367	649	1,186	765	479	357
Low Income Residential	0	0	0		0	0	24	361	576	312	129	12
Small C&I Medium / Large C&I	71	65	85 0	61	50 0	51 0	38 0	34 0	25 0	16 0	48	34
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	71		85		50	51	429	1,044	1,787	1,093	656	403
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	25,606	23,539	27,361	25,848	26,013	26,768	28,866	31,502	34,184	35,995	33,691	34,063
Low Income Residential	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	26,767	24,503	28,534	9 26,871	26,971	27,762	29,878	32,498	35,193	37,206	34,838	35,308
Total	26,767	24,503	28,534	26,8/1	26,971	27,762	29,8/8	32,498	35,193	37,206	34,838	35,308
Number of customers, by customer class, assessed late payment fees or charges during the period Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
Small C&I	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	576
Streetlights	0	0	0	0	0	0	0	0	0	0	0	580
Total	0	0	0	0	0	0	0	0	0	0	0	21,028
Number of customers, by customer class, taking service at the beginning of the period under existing de	4.219	3.230	2,955	2,593	2,594	2.000	5 205	7.119	7.414	9,532	10.412	10.017
Residential Low Income Residential	4,219	3,230	2,955	2,593	2,594 312	3,650 420	5,295 626	7,119 880	7,414 801	1.012	10,413	10,817
Low Income Residential Small C&I	480		333	323	312	420	626	880	801 7	1,012	1,4/3	1,640
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	4,700	3,618	3,311	2,917	2,907	4,076	5,929	8,010	8,222	10,559	11,904	12,487
Number of customers by customer class, completing deferred payment arrangements during the period												
Residential	168		206		171	263	195	229	263	284	380	359
Low Income Residential Small C&I	34	16 0	44	39	18 0	36 0	54	68	46 0	50	128	199
Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0		0	0	0	0	0	0	0	0	0	0
Total	202		250		189	299	249	300	309	338	510	560
Number of customers, by customer class, enrolling in new deferred payment arrangements during the p												
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 Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	1.089		1.030		2,224	4.046	4,392	4.630	7,676	8,121	6,185	6,670
Number of customers, by customer class, renegotiating deferred payment arrangements during the per	1,009	9/13	1,050	1,294	27,224	4,040	7,092	4,030	7,070	0,121	0,105	0,070
Residential	16	8	20	16	27	66	58	90	95	88	69	41
Low Income Residential	2	2	0	1	5	7	6	7	17	22	7	2
Small C&I	0		1	0	1	0		0	0	0	0	0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights	0	0	0		0	0	0	0	0	0	0	0
Total	18	10	21	17	33	73	64	97	112	110	76	43
Number of customers taking service at the beginning of the period under existing hardship protections 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
Residential Low Income Residential	10,337	10,463 45,112	10,587 46,111	7,184 4,790	6,828 4,685	7,420 5.098	7,187 5,171	7,353 5,497	7,110 5,965	6,982	7,105 6,391	8,254 45,268
Small C&I	44,/40	45,112	40,111	4,790	4,003	3,098	3,171	3,497	J,70J	0,1/9	0,391	45,208 0
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0
Streetlights					11,518	12,527	12,358	12.850	13,076	13,162	13,496	

						20	121					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential Low Income Residential	34 221	16 160	3,303 46,697	67 295	78 185	107 174	135 182	135 215	149 287	149 475	158 397	167 364
Small C&I	0	0	40,097	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
Total	255	176	50,000	363	263	281	317	350	436	624	555	531
Number of customers enrolling in new hardship protections during the period Residential	125	102	102	130	123	167	200	223	238	191	746	411
Low Income Residential	1,148	1,363	808	421	346		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 Total	1,273	1,465	910	0 557	0 471	0 548	607	0 1,081	928	0 795	43,914	1,983
Number of customers, by customer class, completing an AMP program during the period	1,2/3	1,403	910	331	4/1	340	007	1,001	720	193	43,714	1,763
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 Total	57	80	108	190	194	158	196	256	264	343	204	148
Number of customers, by customer class, enrolling in an AMP program during the period	5,	- 00	200	1,0	154	150	150	2.0	204	545	204	140
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 Streetlights	0	0	0	0	0	0	0	0			0	0
Total	644	655	1,055	2,185	2,697	2,526	2,136	2,921	2,619	1,930	1,513	559
17 Number of customers, by customer class, re-enrolling in an AMP program during the period				,		, ===	,		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
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 Medium / Large C&I	536	377	427	253	184	229	209	148	177	154	177	180
Streetlights	0	0	0	0	0	0	0	0	0	0	0	0
Total	823	606	858	806	645	843	692	1,332	1,188	1,002	933	432
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	619	459	482	404	499		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
Medium & Large C&I Streetlights	0	0	0	0	0		0	0			0	0
Total	619	459	482	404	499	645	1,090	1,195	1,236	1,975	1,989	2,238
Total Number of customers enrolling in the low-income discount rate program during the period										1,975		2,238
Yound Youn	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential	0 95,293	0 95,857	0 97,164	0 97,219	0 97,427	0 98,552	0 98,847	0 97,326	0 98,255	0 97,752	0 98,263	0 92,469
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I	0	0	0	0	0	0	0	0	0	0	98,263 0	0
Total Number of customers carolling in the low-income discount rate program during the period Residential Low Income Residential Small CAE Medium/ Large CAE Streetelijass	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/ Large C&I Streetlights Total	0 95,293 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	97,427 0	98,552 0	98,847 0	97,326 0	98,255 0	97,752 0 0	98,263 0 0	92,469 0
Total Number of customers carolling in the low-income discount rate program during the period Residential Low Income Residential Small CRI Medium / Large CRI Streetlights Total Number of customers dropping off the low-income discount rate program during the period	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers carefuling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small CRI Medium / Large CRI Streetights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers carefuling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers earedling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Senalt Cel Medium Large Cel Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small Cel Medium Large Cel Streetlights Streetlights Total	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the low-income of customers of customers.	95,293 0 0 0 95,293	95,857 0 0 0 0 95,857	0 97,164 0 0 0 0 97,164	97,219 0 0 0 97,219	0 97,427 0 0 0 97,427	98,552 0 0 0 98,552	0 98,847 0 0 0 98,847	0 97,326 0 0 0 97,326	0 98.255 0 0 0 98.255	0 97,752 0 0 0 97,752	98,263 0 0 0 98,263	0 92,469 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Senalt Cel Medium Large Cel Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small Cel Medium Large Cel Streetlights Streetlights Total	0 95,293 0 0	0 95,857 0 0	0 97,164 0 0	0 97,219 0 0	0 97,427 0 0	0 98,552 0 0	0 98,847 0 0 98,847	0 97,326 0 0	0 98,255 0 0	0 97,752 0 0	0 98,263 0 0	0 92,469 0 0 92,469
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Soult C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Small C&I Total Total Very continued to the period of the low-income discount rate program during the period Residential Small C&I Small C&I Total Very continued to the period of the low-income discount rate program during the period Residential Total Number of customers by customer class, with required deposits with the company at the beginning of the Residential	0 95,293 0 0 95,293 95,293	0 95,857 0 0 0 95,857 95,857	0 97,164 0 0 0 97,164 97,164	0 97,219 0 0 97,219	0 97,427 0 0 97,427	0 98,552 0 0 98,552 98,552	0 98,847 0 0 98,847 0 0 2,357	0 97,326 0 0 97,326	0 98.255 0 0 98.255 98.255	97,752 0 0 97,752 97,752	98,263 0 0 98,263 98,263	0 92,469 0 0 92,469
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Small C&I Medium / Large C&I	0 95,293 0 0 0 95,293	0 95,857 0 0 0 95,857 0 95,857	0 97,164 0 0 97,164 97,164	0 97,219 0 0 0 97,219	0 97,427 0 0 0 97,427	0 98,552 0 0 0 98,552 0 0 0 0 2,401 46	0 98,847 0 0 0 98,847 0 0 0 2,357 47	0 97,326 0 0 97,326 0 97,326	0 98,255 0 0 98,255 0 0 0 98,255	0 97,752 0 0 0 97,752 0 97,752	0 98,263 0 0 98,263 0 0 0 2,349	0 92,469 0 0 92,469 0 0 0 2,337 40
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Low become Residential Small C&I Medium Large C&I Streetlights Streetlights Streetlights Streetlights	0 95,293 0 0 0 95,293 0 0 0 95,293	0 95,857 0 0 0 95,857 0 0 0 2,485 56	0 97,164 0 0 0 97,164 0 0 0 0 2,459 54 2	0 97,219 0 0 97,219 0 97,219	0 97,427 0 0 0 97,427 0 0 0 0 0 2,431 49	0 98,552 0 0 98,552 0 0 0 2,401 46 2	0 98,847 0 0 98,847 0 0 0 0 0 2,357 47 2	0 97,326 0 0 97,326 97,326	0 98,255 0 0 0 98,255 0 0 0 2,362 48 2	0 97,752 0 0 97,752 97,752	0 98,263 0 0 98,263 98,263	0 92,469 0 0 0 92,469 0 0 0 2,337 40
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Medium / Large C&I Streetlights Total Small C&I Medium / Large C&I Streetlights Total	0 95,293 0 0 0 95,293	0 95,857 0 0 0 95,857 0 95,857	0 97,164 0 0 97,164 97,164	0 97,219 0 0 0 97,219	0 97,427 0 0 0 97,427	0 98,552 0 0 0 98,552 0 0 0 0 2,401 46	0 98,847 0 0 0 98,847 0 0 0 2,357 47	0 97,326 0 0 97,326 0 97,326	0 98,255 0 0 98,255 0 0 0 98,255	0 97,752 0 0 0 97,752 0 97,752	0 98,263 0 0 98,263 0 0 0 2,349	0 92,469 0 0 9 2,469 0 0 0 2,337 40
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Senul C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Sonal C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Sonal C&I Medium Large C&I Streetlights Total Low become Residential Low become Residential Sonal C&I Medium Large C&I Streetlights Total Low become Residential Sonal C&I Residential Sonal C&I Medium Large C&I Streetlights Total	0 95,293 0 0 0 95,293	0 95,857 0 0 0 95,857 0 95,857	0 97,164 0 0 0 97,164 97,164	0 97,219 0 0 97,219 0 97,219	0 97,427 0 0 0 97,427 0 0 0 2,427 0 0 2,431 49 2 2 2,482	0 98.552 0 0 0 98.552 0 0 0 0 98.552	0 98,847 0 0 0 98,847 0 0 0 0 2,357 47 2 2,406	0 97,326 0 0 0 97,326 0 0 0 0 0 2,365 488 2 2 2,415	0 98,255 0 0 0 0 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 97,752 97,752	0 98,263 0 0 98,263 98,263	0 92,469 0 0 0 92,469 0 0 0 2,337 40
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Volumer of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Volumer of customers, by customer class, required to submit new deposits or increased deposits during Residential	0 95,293 0 0 0 95,293 0 0 0 95,293	0 95,857 0 0 0 95,857 0 0 0 0 0 0 0 0 2 5,857 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 0 0 0 97,164 97,164	0 97,219 0 0 0 97,219	0 0 97,427 0 0 0 0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2,431 499 2 2 2,482 0 0	0 0 98,552 0 0 0 0 98,552 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,847 0 0 98,847 0 0 0 0 0 2,357 47 2	0 97,326 0 0 97,326 97,326	0 98,255 0 0 0 98,255 0 0 0 2,362 48 2	0 97,752 0 0 0 97,752 0 0 0 0 0 0 2,350 48 48 2 2,400	0 98,263 0 0 98,263 98,263	0 92,469 0 0 0 92,469 9 92,469 0 0 0 2,337 4 0 2,379
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total ZB Number of customers, by customer class, with required deposits with the company at the beginning of t Medium/Large C&I Streetlights Total ZB Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential	0 95,293 0 0 0 95,293 0 0 0 95,293	0 95,857 0 0 0 0 95,857 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 0 0 0 97,164 97,164 0 0 0 0 2,459 54 2,2515 0 0 0	0 97,219 0 0 0 97,219 97,219	0 0 97,427 0 0 0 0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 98,552 0 0 0 0 98,552 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 98,255 0 0 0 0 0 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 2,350 48 48 2,240 0 0 0	0 98,263 0 0 0 98,263 98,263 98,263 98,263 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 92,469 0 0 0 0 92,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Small C&I Medium Large C&I Streetlights Total Low become Residential Low become Residential Small C&I Medium Large C&I Streetlights Total Low become Residential Small C&I Medium Large C&I Streetlights Total Small C&I Medium Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low become Residential Small C&I Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low become Residential Small C&I Medium Large C&I	0 95,293 0 0 95,293 95,293 0 0 0 2,508 56 2 2 2,566 0 0	0 95,857 0 0 0 0 95,857 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 0 0 0 0 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 97,219 0 0 97,219	0 97,427 0 0 0 97,427 0 97,427 0 0 0 2,431 49 2 2,482 0 0 62	0 98,552 0 0 0 0 98,552 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,847 0 0 98,847 0 98,847	0 97,326 0 0 0 97,326 0 97,326	0 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 0 97,752	0 98,263 0 0 98,263 98,263 0 98,263 0 0 0 0 2,349 47 2 2,298 0 0	0 92,469 0 0 0 92,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Volumer of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Small C&I Medium/Large C&I Streetlights Small C&I Medium/Large C&I Streetlights	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 5,66 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 4 8 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2 2,398 0 0 0 0 1	0 92,469 9 92,469 9 92,469 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low become Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low become Residential Small C&I Medium/Large C&I Streetlights Total Low become Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Low become Residential Low become Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low become Residential Small C&I Mumber of customers, by customer class, required to submit new deposits or increased deposits during Residential Small C&I Medium/Large C&I Streetlights Total	0 95,293 0 0 95,293 95,293 0 0 0 2,508 56 2 2 2,566 0 0	0 95,857 0 0 0 0 95,857 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 0 0 0 0 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 97,219 0 0 97,219	0 97,427 0 0 0 97,427 0 97,427 0 0 0 2,431 49 2 2,482 0 0 62	0 98,552 0 0 0 0 98,552 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,847 0 0 98,847 0 98,847	0 97,326 0 0 0 97,326 0 97,326	0 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 0 97,752	0 98,263 0 0 98,263 98,263 0 98,263 0 0 0 0 2,349 47 2 2,298 0 0	0 92,469 0 0 0 0 92,469 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Volumer of customers, by customer class, with required deposits with the company at the beginning of the Residential Small C&I Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Small C&I Medium/Large C&I Streetlights Small C&I Medium/Large C&I Streetlights	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 566 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 4 8 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2 2,398 0 0 0 0 1	0 92,469 9 92,469 9 92,469 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 566 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 4 8 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2 2,398 0 0 0 0 1	0 92,469 9 92,469 9 92,469 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Smell C&I Number of customers by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Small C&I	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 566 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 4 8 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2 2,398 0 0 0 0 1	0 92,469 9 92,469 9 92,469 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Small C&I Medium/Large C&I Streetlights Total Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Streetlights Total Low Income Residential Small C&I Medium/Large C&I Small C&I Medium/Large C&I	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 566 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 4 8 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2,2998 0 0 0 0 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Small C&I Small C&I Small C&I Medium / Large C&I Smellights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Smellights Total Low Income Residential Small C&I Medium / Large C&I Smellights Small C&I Medium / Large C&I Smellights	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 5,66 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 4 8 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2,2998 0 0 0 0 1	0 92,469 0 0 0 92,469 0 0 0 0 2,2379 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Small C&I Small C&I Small C&I Medium / Large C&I Smellights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Smellights Total Low Income Residential Small C&I Medium / Large C&I Smellights Small C&I Medium / Large C&I Smellights	0 95,293 0 0 95,293 0 95,293 0 0 0 2,508 56 2 2,2566 0 0 0 0	0 95,887 0 0 0 95,887 0 0 0 0 2,485 5,66 2 2,2483 2,483 2,483 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 97,164 97,164 97,164 97,164 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 0 97,219 97,219 0 0 2,452 2,504 0 0 0	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 98.552	0 98,847 0 0 0 98,847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 0 0 97,326 97,326 0 0 0 0 2,365 2 2 2,415 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 98,255 98,255 98,255 98,255 98,255 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 97,752 97,752 0 0 0 0 0 2,2350 2 2,400 0 0 0 0 1 1	0 98,263 0 0 98,263 98,263 0 0 0 0 2,349 47 2 2,2998 0 0 0 0 1	0 92,469 0 0 0 92,469 0 0 0 0 2,2379 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of customers enrolling in the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers dropping off the low-income discount rate program during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Small C&I Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Small C&I Number of customers, by customer class, with required deposits with the cumpany at the beginning of the Residential Low Income Residential Small C&I Small C&I Small C&I Small C&I Small C&I Medium / Large C&I Smell C&I Medium / Large C&I Sm	0 95,293 0 0 95,293 0 95,293 0 0 0 2,598 2,598 2,596 0 0 0 0 3,0 1 0 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 95,857 0 0 0 95,857 0 0 0 0 0 0 2,485 2,543 0 0 0 0 2,485 2,543 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 0 0 0 97,164 0 0 0 2,459 24 2 2,518 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 97,219	0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,552 0 0 0 0 0 2401 46 6 22,449 0 0 0 355 0 0 0 385	0 98,847 0 0 98,847 0 0 0 2,847 2,406 0 0 0 6 2,406 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326 0 97,326 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 0 97,752 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,263 0 0 98,263 0 98,263 0 0 2,349 47 2,398 0 0 97 1 0 98	0 92,469 0 0 0 92,469 0 0 0 0 2,2379 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
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Total Number of customers enrolling in the low-income discount rate program during the period Residential Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Low known Residential Low known Residential Low known Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low known Residential Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Small C&I Medium/Large C&I Streetlights Total Low known Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low known Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low known Residential Small C&I Medium/Large C&I Streetlights	0 95,293 0 0 95,293 95,293 0 0 0 0 2,508 5 2 2,566 0 0 0 0 3,1	0 95,857 0 0 0 95,857 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,164 0 0 97,164 97,164 0 0 0 2,459 34 2,251 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,219 0 0 97,219 0 97,219 0 0 0 2,4552 2 2,2542 3 0 0 0 73 3 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 97,427 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.552 0 0 0 0 98.552 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98.847 0 0 0 98.847 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,326	0 98,255 0 0 0 0 0 98,255 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 97,752 0 0 0 0 97,752 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 98,263 0 98,263 0 98,263 0 0 0 0 2,249 47 2,238 0 0 97 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

						202						
MA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
iumber of customers, by customer class Residential	973,956	960,324	974.815	968,249	958,556	975,991	967.924	968,890	967,991	969.642	972,729	972
Low Income Residential	98,610	99,208	100,920	101,047	100,732	103,952	102,454	102,129	102,442	102,103	102,071	
Small C&I	162,661	159,991	163,800	161,698	158,596	164,174	161,642	162,149	162,232	161,251	162,996	
Medium / Large C&I	5,045	4,838	4,918	4,965	5,005	5,123	5,005	4,962	5,000	5,017	5,008	
Streetlights	13,072	12,984	13,043	13,006	12,949	13,095	12,998	12,982	12,999	12,984	12,960	13
Total	1,253,344	1,237,346	1,257,495	1,248,966	1,235,837	1,262,334	1,250,024	1,251,111	1,250,664	1,250,996	1,255,764	1,255
umber of customers, by customer class, disconnected during the period												
Residential	206	468	1,377	1,545	2,189	2,108	2,085	3,121	3,238	3,128	1,437	
Low Income Residential	64	67	0	56	0	65	0 46		32	42	106	
Small C&I Medium / Large C&I	0	0	0	0	30	65	46		32	42		
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	270	535	1,488	1,601	2,219	2,173	2,131		3,270	3,170	1,543	
iumber of customers, by customer class receiving a 1st notice of disconnect during the period												
Residential	41,709	36,250	53,731	10,889	10,336	45,037	33,304	47,003	46,395	44,613	40,141	
Low Income Residential	0	0	0	10,415	3,998	12,602	8,270	10,906	11,001	10,955	4,510	
Small C&I	5,507	4,825	6,900	4,673	4,597	5,294	4,664	6,002	5,721	5,966	5,216	
Medium / Large C&I	0 35	0 30	0 54	35	0	23	27	0 42	37	33	0 34	
Streetlights Total	47,251	41,105	60,685	26,012	10 18,941	62,956	46,265		63,154	61,567		
inber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	47,251	41,105	00,005	20,012	10,941	02,950	40,205	65,955	03,134	01,507	49,901	-
Residential	18,839	19,552	26,179	18,875	8.513	10.398	20.317	20,785	21.770	23,136	22,707	1
Low Income Residential	0	0	0	3.841	4,515	4,235	6,661	6,026	6.095	6,420	2,815	
Small C&I	2,438	2,087	3,102	2,827	2,543	2,232	2,280	2,934	2,798	3,064	2,840	
Medium / Large C&I	0	0	0	0	0	0	0		0	0	0	
Streetlights	19	11	35	21	19	10	12	40	24	27	28	
Total	21,296	21,650	29,316	25,564	15,590	16,875	29,270	29,785	30,687	32,647	28,390	
umber of customers, by customer class, reconnected during the period Residential	164	360	1.120	1.396	866	1.161	1,123	1.799	2.065	1.936	975	+
Low Income Residential	104	300	1,120	22	1,253	597	494	751	2,003	1,936	388	
Small C&I	41	39	59	36	1,233	49	32	35	18	29	60	
Medium / Large C&I	0	0	0	0	0	0	0		0	0	0	
Streetlights	0	0	0	0	0	0	0		0	0	0	
Total	205	399	1,179	1,454	2,140	1,807	1,649	2,585	2,921	2,807	1,423	
umber of customers, by customer class, assessed reconnection fees or charges from the reconnect orde												
Residential	159	349	1,007	1,206	715	1,109	1,074	1,702	2,011	1,869	942	
Low Income Residential Small C&I	0 40	0 39	0 57	18	1,083	571 48	451	708	801	817 28	371 57	
Smail C&1 Medium / Large C&I	40	39	0	34 0	0	48	30		1/	28	0	
Streetlights	0	0	0	0	0	0	0		0	0	0	
Total	199	388	1,064	1,258	1,817	1,728	1,555		2,829	2,714	1,370	
iumber of customers, by customer class, assessed credit card fees or charges during the period												
Residential	30,962	29,840	33,466	35,598	35,043	36,661	40,826	42,623	44,754	45,071	40,289	3
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	994	1,017	1,206	1,370 87	1,173	1,305	1,282	1,460	1,523 45	1,556 88	1,456	
Medium / Large C&I Streetlights	53	58 8	50	6	78	94	8	6	45	88	45	
Total	32,014	30,923	34,728	37,061	36,303	38,068	42,163		46,330	46,729		
umber of customers, by customer class, assessed late payment fees or charges during the period		,	,					- 1,100	10,000	,	12,022	
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	31,045	29,858	33,502	10,394	12,367	13,165	10,866	13,179	14,592	11,865	13,206	
Medium / Large C&I	734 877	760 823	804 876	203 487	204 476	243 487	191 398	290 502	329 549	276 489	271 567	
Streetlights Total	32,656	31,441	35,182	11,084	13,047	13,895	11,455	13,971	15,470	12,630	14,044	
umber of customers, by customer class, taking service at the beginning of the period under existing de	32,030	31,441	33,162	11,004	13,047	13,073	11,455	13,771	13,470	12,030	14,044	
Residential	10,412	8,711	9,603	9,386	10,578	8,797	7,084	8,378	8,193	8,120	7,929	
Low Income Residential	1,342	852	798	756	937	952	1,012	1,590	2,200	2,382	2,534	
Small C&I	28	33	45	44	54	59	49	50	40	36	32	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0 706	0	0	0	0	0		0	0	0	
Total	11,782	9,596	10,446	10,186	11,569	9,808	8,145	10,018	10,433	10,538	10,495	
imber of customers by customer class, completing deferred payment arrangements during the period Residential	326	297	420	419	448	484	396	392	282	367	415	+
Low Income Residential	123	46	420 56	55	448 69	484 78	396	198	138	121	147	
Small C&I	1	2	7	9	5	7	2	8	3	3	8	
Medium / Large C&I	0	0	0	Ó	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0		0	0	0	
Total	450	345	483	483	522	569	475	598	423	491	570	
umber of customers, by customer class, enrolling in new deferred payment arrangements during the p								L				+
Residential	4,728	3,869	5,465	5,273	3,931 570	3,630 1.079	4,821	5,963	4,851	5,615	5,955	-
Low Income Residential Small C&I	242	158	331	502	570 38	1,079	1,173	2,231	1,742	2,045	2,162	+
Smail C&1 Medium / Large C&1	23	0	33	30 0	38	29	0	28	25	26	0	
Streetlights	0	0	0	0	0	0	0		0	0	0	
Total	4,993	4,054	5,829	5,805	4,539	4,738	6,025	8,222	6,618	7,686	8,164	
mber of customers, by customer class, renegotiating deferred payment arrangements during the per												
Residential	18	14	32	32	33	37	61		81	86	101	
Low Income Residential	2	1	3	8	9	13	33			36	30	
Small C&I	0	0	0	1	0	0	0		1	0	0	
Medium / Large C&I	0	0	0	0	0	0	0			0	0	
Streetlights Total	20	0 15	0 35	0 41	0 42	0 50	94	132	122	122	131	
nber of customers taking service at the beginning of the period under existing hardship protections	20	15	35	41	42	50	94	132	122	122	131	
mber of customers taking service at the beginning of the period under existing hardship protections Residential	9,108	7,920	9,114	6,695	6,950	7,018	6,515	7,234	6,921	7,229	7,133	+
Low Income Residential	43,944	41,966	47,364	5,169	5,557	6,494	6,456	7,234	7,540	7,229	8,481	
Small C&I	43,344	41,500	47,304	2	0,557	3	4	7,379	7,540	7,921	5	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
			0	0	0	0	0	0	0			
Streetlights	53.052	49.886	0 1	11,866	12,507	13,515	12,975			15,157	15,619	

						202	2					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential Low Income Residential	131 405	128 578	153 587	2,487 46,595	177 432	129 253	169 299	172 400	187 592	227 811	243 1,000	14
Small C&I	0	0	0	40,393	0	233	2 2 2	1	0	0	1,000	- 00
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	536	706	740	49,097	609	384	470	573	779	1,038	1,243	81
Number of customers enrolling in new hardship protections during the period Residential	420	413	540	251	230	235	239	297	274	299	1 161	47
Low Income Residential	1,410	1,422	2,041	703	1,237	829	688	879	910	1,145	48,006	1,96
Small C&I	0	0	15	1	0	4	1	1	3	0	0	1,5.00
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
Streetlights	0	0	0	0	0	0	0	0	0	0	0	(
Total	1,830	1,835	2,596	955	1,467	1,068	928	1,177	1,187	1,444	49,167	2,43
Number of customers, by customer class, completing an AMP program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	190	292	364	426	451	430	379	268	244	202	150	133
Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
Streetlights Total	0 190	0 292	0 364	0 426	0 451	0 430	0 379	0 268	0 244	0 202	0 150	133
Number of customers, by customer class, enrolling in an AMP program during the period	190	292	364	426	451	430	3/9	268	244	202	150	13.
Residential	0	0	0	0	0	0	0	0	0	0	0	-
Low Income Residential	282	10,324	530	1,589	3,690	1,907	2,201	1,346	1,320	1,597	1,190	540
Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	0 282	0 10,324	530	1,589	0 3,690	0 1,907	2,201	1,346	1,320	0 1,597	0 1,190	54
Number of customers, by customer class, re-enrolling in an AMP program during the period	202	10,324	530	1,569	3,090	1,907	2,201	1,340	1,320	1,597	1,190	34
Residential	106	1	6	6	21	7	7	13	10	12	11	
Low Income Residential	4,716	133	466	1,242	2,411	1,197	966	1,069	905	958	526	16
Small C&I	147	145	122	125	0	130	82	99	90	115	91	91
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	0 4,969	0 279	0 594	1,373	0 2,432	1,334	1,055	1,181	1,005	0 1,085	0 628	259
Total Sumber of customers, by customer class, dropping off an AMP program during the period	4,969	219	594	1,3/3	2,432	1,334	1,055	1,181	1,005	1,085	628	259
Residential	0	0	0	0	0	0	0	0	0	0	0	-
Low Income Residential	2,158	1,303	7,846	1,283	1,391	1,439	2,154	1,631	1,637	1,762	1,468	1,972
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	(
Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	2,158	1,303	7,846	1,283	0 1,391	1,439	2,154	1,631	1,637	1,762	0 1,468	1,972
Number of customers enrolling in the low-income discount rate program during the period	2,156	1,303	7,040	1,203	1,391	1,439	2,154	1,031	1,037	1,762	1,400	1,972
Residential	0	0	0	0	0	0	0	0	0	0	0	0
Low Income Residential	98,476	99,695	101,418	102,445	102,422	103,551	102,759	101,843	102,886	102,532	103,639	104,193
Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
Streetlights Total	98,476	0	0 101,418	0	0	0	0	0	0		0	
Number of customers dropping off the low-income discount rate program during the period	90,4/6				102.422		102.750	101 942		102 522		104 103
Residential		99,695	101,410	102,445	102,422	103,551	102,759	101,843	102,886	102,532	103,639	104,19
		99,695	101,410	102,445	102,422	103,551	102,759	101,843				104,193
Low Income Residential		99,695	101,418	102,445	102,422	103,551	102,759	101,843				104,19
Low Income Residential Small C&I		99,695	101,415	102,445	102,422	103,551	102,759	101,843				104,19
Low Income Residential Small C&I Medium / Large C&I		99,695	101,410	102,445	102,422	103,551	102,759	101,843				104,193
Low Income Residential Small C&I Medium / Large C&I Streetlights		99,695	101,410	102,445	102,422	103,551	102,759	101,843				104,19.
Low Income Residential Small C&I Medium / Large C&I Streetlights Total		99,695	101,410	102,445	102,422	103,551	102,759	101,843				104,19
Low Income Residential Small C&! Medium Large C&! Streetlights Total	0	99,695	0	102,445	102,422	103,551	102,759	101,843				104,19.
Low Income Residential Small Cel Medium / Large Cel Streetlights Total Summer of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	0	0 0	0	0 0	0	0	0 0	0	102,886 0 0	102,532 0 0	103,639	
Low Income Residential Small C&I Medium (Large C&I Medium (Large C&I Streetlights Total Total Residential Low Income Residential Low Income Residential Small C&I	0 2,333	0 0 2,333	0 0 2,328	0 0 2,354	0 0 2,350	0 0 2,321	0 0 2,335	0 0 2,352	102,886 0 0 2,406	102,532 0 0 2,419	103,639 0 0 2,429	2,47
Low Income Residential Smill CEI Medium / Large CEI Streetigher Total Variable of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Smill CEI Medium / Large CEI	2,333 44	0 0 2,333 41	0 0 2,328 42	0 0 2,354 41	0 0 2,350 42	0 0 2,321 42	0 0 2.335 44	0 0 2,352 43	0 0 0 2.406 46	0 0 0 2,419 47	0 0 0 2.429 49	((2,47) 4'
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streedights Total Total Low Incomers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streedights	2,333 44 2	0 0 2,333 41 2	0 0 0 2,328 42 2	0 0 2,354 41 3	0 0 0 2,350 42 3	0 0 2,321 42 2	0 0 2,335 44 2	0 0 2,352 43 2	0 0 0 2,406 46 2	0 0 0 2,419 47 2	0 0 0 2,429 49	2,47.
Low Income Residential Small Cel Medium / Large Cel Streetlights Total Sumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Small Cel Low Income Residential Small Cel Medium / Large Cel Streetlights Total	2,333 44	0 0 2,333 41	0 0 2,328 42	0 0 2,354 41	0 0 2,350 42	0 0 2,321 42	0 0 2.335 44	0 0 2,352 43	0 0 0 2.406 46	0 0 0 2,419 47	0 0 0 2.429 49	2,47.
Low Income Residential Small Cel Medium / Large Cel Streetlights Total Sumber of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small Cel Medium / Large Cel Streetlights Total Small Cel Streetlights Total Small Cel Residential	0 2,333 44 2 2,379	0 0 0 2,333 41 2 2,376	0 0 2,328 42 2 2,372	0 0 2,354 41 3 2,398	0 0 2,350 42 3 2,395	0 0 2,321 42 2 2,365	0 0 0 2,335 44 2 2,381	0 0 2,352 433 2 2,397	0 0 0 2,406 46 2 2,454	0 0 0 2,419 47 2 2,468	0 0 0 2,429 49 2 2,480	2,47(
Low Income Residential Small (E&I Medium / Large (E&I Medium / Large (E&I Streedlights Total 'cumber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small (E&I Medium / Large C&I Streedlights Total 'unable of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential	0 2,333 44 2 2,379 0 0	0 0 2,333 341 2 2,376	0 0 0 2,328 42 2 2,372	0 0 2,354 41 3 2,398	0 0 0 350 42 3 2,395 0	0 0 2,321 42 2 2,365	0 0 2,335 44 2 2,381	0 0 2,352 43 2 2,397	0 0 0 2.406 46 2 2.454	0 0 0 2.419 47 2 2,468 0 0	0 0 0 2,429 49 2 2,480	2,470 44 2,524
Low Income Residential Small Cel Medium / Large Cel Medium / Large Cel Streetlights Total unmber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small Cel Medium / Large Cel Streetlights Total Low Low Customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential	0 2,333 44 2 2,379 0 0 87	0 0 2,333 41 2 2,376 0 0	0 0 2,328 42 2 2,372 0 0	0 0 2,354 41 3 2,398 0 0	0 0 2,350 42 3 2,395 0 0	0 0 2,321 42 2 2,365 0 0 63	0 0 2,335 44 2 2,381 0 0	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454	0 0 0 2,419 47 2 2,468 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62	(() () () () () () () () () (
Low Income Residential Small C&I Medium / Large C&I Swell C&I Medium / Large C&I	0 2,333 44 2 2,379 0 0 87 4	0 0 0 2,333 41 2 2,376 0 0 0	0 0 2,328 42 2 2,372 0 0 0 77	0 0 0 2,354 41 3 2,398 0 0	0 0 0,2,350 42 3 2,395 0 0 0 71	0 0 0 2,321 42 2 2,365 0 0 63	0 0 2,335 44 2 2,381 0 0 111	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2.406 446 2 2.454 0 0 110 3 3	0 0 0 2,419 47 2 2,468 2,468 0 0 0	0 0 0 2.429 49 2 2.480 0 0 0 62 2 2	() () () () () () () () () ()
Low Income Residential Small Ce2 Medium / Large Ce8 Storettlights Total unter of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small Ce8 Medium / Large Ce8 Storettlights Total unther of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Low Income Residential	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0	0 0 2,328 42 2 2,372 0 0	0 0 2,354 41 3 2,398 0 0	0 0 2,350 42 3 2,395 0 0	0 0 2,321 42 2 2,365 0 0 63	0 0 2,335 44 2 2,381 0 0	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454	0 0 0 2,419 47 2 2,468 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62	2,474 4,747 2,52
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total unuber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unuber of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 2,333 44 2 2,379 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,474 4,747 2,52
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streedights Total Author of customers, by customer class, with required deposits with the company at the beginning of t Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streedights Total Author of customers, by customer class, required to submit new deposits or increased deposits during Residential Small C&I Low Income Residential Small C&I Streetights Total Small C&I Streetights Total Small C&I Streetights Total Small C&I Streetights Total Medium / Large C&I Streetights Total	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,474 4,747 2,52
Low Income Residential Small CeE Medium / Large CeE Medium / Large CeE Streetlights Total unther of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small CeE Medium / Large CeE Streetlights Total unther of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small CeE Medium / Large CeE Streetlights Total University of Streetlights Total Medium / Large CeE Streetlights Total Medium / Large CeE Streetlights Total University of Streetlights Total University of Streetlights Total University of Streetlights Total University of Streetlights Total Low Income Residential	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,47 4 2,52
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total Intumber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Intumber of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Use income Residential Small C&I Streetlights Total Residential Low Income Residential	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3 0	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,47 4 2,52
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total Universel of the Section of the Section of the Section of the Section of Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streetlights Total Universel of tustomers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Universel of tustomers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Universel of tustomers, by customer class, whose required deposits were reduced in part or foregone dur Residential Small C&I Low Income Residential Small C&I Medium / Large C&I	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3 0	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,41 4 2,51
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total unther of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unther of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unther of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3 0	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,4
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Streetlights Total unmber of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unmber of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total unmber of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Small C&I Medium / Large C&I Streetlights Total	0 2,333 44 2 2,379 0 0 0 87 4	0 0 2,333 41 2 2,376 0 0 91	0 0 2,328 42 2 2,372 0 0 77 1	0 0 2,354 41 3 2,398 0 0 0 0 0 0	0 0 2,350 42 3 2,395 0 0 71	0 0 2,321 42 2 2,365 0 0 63 0	0 0 2,335 44 2 2,381 0 0 1111 3 0	0 0 2,352 43 2 2,397 0 0 66	0 0 0 2,406 46 2 2,454 0 0 110	0 0 0 2,419 47 2 2,468 0 0 0 0 0 80	0 0 0 2,429 49 2 2,480 0 0 62 2 2	2,41 4 2,51
Low Income Residential Small Cell Medium / Large Cell Medium / Large Cell Total Small Cell Income Residential Small Cell Low Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Medium / Large Cell Screenlights Total	0 2,333 44 2 2,379 0 0 0 87 4 0 91	0 0 0 2 333 233 2 2,376 0 9 9 9 9 9 9	0 0 0 2,328 2 2 2,372 0 0 77 77 1 1 0 8	0 0 0 2.354 41 1 3 2.398 0 0 0 109 0 110	0 0 0 2,350 3 2,395 0 0 71 1 3 3 0 74	0 0 0 2.321 422 2 2.365 0 0 0 0 63	0 0 2.335 44 4 2 2.881 0 0 0 111 111 114	0 0 2,352 43 2 2,397 0 66 0 0	0 0 0 2.466 4.66 2 2.4544 0 0 0 1113 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0 0 0 0 2,419 4 2 2,468 0 0 0 82 0 0 82 0 0 0 0 0	0 0 0 0 2.429 2 2 0 0 0 64	2,47 4 2,52 10
Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streedights Total Mumber of customers, by customer class, with required deposits with the company at the beginning of r Residential Small C&I Low Income Residential Small C&I Medium / Large C&I Streedights Total Simult C&I Medium / Large C&I Streedights Total Low Income Residential Small C&I Medium / Large C&I Streedights Total Low Income Residential Small C&I Medium / Large C&I Streedights Total Low Income Residential Low Income Residential Small C&I Streedights Total Low Income Residential Small C&I Medium / Large C&I Streedights Total Low Income Residential Small C&I Medium / Large C&I Streedights Small C&I Medium / Large C&I Streedights Total Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streedights Total Medium / Large C&I Streedights Total Uniform Residential Low Income Residential Medium / Large C&I Streedights Total Uniform Residential Low Income Residential	0 2,333 444 2 2 2,379 0 0 0 877 4 0 91	0 0 0 2,333 43 2 2,376 0 0 91 0 0 91 0	0 0 2,328 42 2 2,272 0 0 77 1 1 0 78	0 0 2,354 41 3 3 2,398 0 0 109 0 11 110	0 0 0 2,350 42 3 3 2,195 0 0 71 3 3 0 74	0 0 2,321 42 2,265 0 0 63 0 0 63	0 0 0 2,335 444 2 2,281 0 0 1111 3 0 0 1114	0 0 23552 43 2,397 0 0 66 0 0 66	0 0 2,406 102,886 102,886 0 0 110 113	0 0 0 2,419 47 47 2,468 0 0 0 80 80 80 80 80 80 90 90 90 90 90 90 90 90 90 90 90 90 90	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,47 4 2,52 100
Low Income Residential Small Cell Medium / Large Cell Total Smell Cell Income Residential Small Cell Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Low Income Residential Small Cell Medium / Large Cell Screenlights Total Low Income Residential Small Cell Medium / Large Cell Screenlights Total Medium / Large Cell Screenlights Total Low Income Residential Small Cell Low Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Screenlights Total Low Income Residential Small Cell Screenlights Total Low Income Residential	0 2.333 444 2 2 2.379 0 0 0 0 91 1	0 0 0 2 333 233 2 2,376 0 0 0 0 0 9 1	0 0 0 2,328 2 2,372 0 0 0 77 77 1 1 0 78	0 0 0 2,254 41 3 2,298 0 0 0 109 0 110	0 0 0 2.350 3 2.395 0 0 0 0 7.1 1 3 3 0 7.4	0 0 0 2.321 422 2 2.365 0 0 0 0 63 63 63 63 63	0 0 2,335 44 2 2,381 0 0 0 111 111 114	0 0 2,352 43 2 2,397 0 66 0 0 0 66	0 0 0 2,466 46 6 2 2,454 4 113 113 113 0 0 0 5 6	0 0 0 0 2.419 42 2 2.468 2 0 0 0 0 82 0 0 82 0 0 0 0 0 0 0 0 0	0 0 0 2.429 42 2 2 2.489 0 0 64 4 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2,474 4 2,52 10
Low Income Residential Small CRI Medium / Large CRI Streetlights Total Number of customers, by customer class, with required deposits with the company at the beginning of t Residential Low Income Residential Small CRI Medium / Large CRI Streetlights Total Number of customers, by customer class, required to submit new deposits or increased deposits during Residential Low Income Residential Small CRI Hollow / Large CRI Streetlights Total Number of customers, by customer class, whose required deposits were reduced in part or foregone dur Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small CRI Medium / Large CRI Streetlights Total Low Income Residential Small CRI Medium / Large CRI Streetlights Total Low Income Residential Small CRI Medium / Large CRI Streetlights Total Low Income Residential	0 2,333 444 2 2 2,379 0 0 0 877 4 0 91	0 0 0 2,333 43 2 2,376 0 0 91 0 0 91 0	0 0 2,328 42 2 2,272 0 0 77 1 1 0 78	0 0 2,354 41 3 3 2,398 0 0 109 0 11 110	0 0 0 2,350 42 3 3 2,195 0 0 71 3 3 0 74	0 0 2,321 42 2,265 0 0 63 0 0 63	0 0 0 2,335 444 2 2,281 0 0 1111 3 0 0 1114	0 0 23552 43 2,397 0 0 66 0 0 66	0 0 2,406 102,886 102,886 0 0 110 113	0 0 0 2,419 47 47 2,468 0 0 0 80 80 80 80 80 80 90 90 90 90 90 90 90 90 90 90 90 90 90	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	104,193 ((2,476 447 427 22,5246 ((0 100) 100 100 100 100 100 100 100 100 100

						202	92					
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class												
Residential	974,106	969,552	970,684	970,484	967,053	973,759	970,245	968,717	962,361	978,378	975,038	976,7
Low Income Residential	104,173	104,869	106,468	107,602	108,687	109,393	108,900	109,122	108,813	109,044	109,059	108,9
Small C&I	164,163 4,384	163,302 4,387	162,623 4,440	162,412 4,373	162,403 4,459	163,498 4.428	162,515 4,443	162,337 4,439	161,359 4,442	162,942 4,419	164,212 4,510	163, 4.
Medium / Large C&I Streetlights	12.896	12,309	12,335	12,345	12,316	12.293	12,268	12,256	12.241	12.228	12.199	12.
Total	1,259,722	1,254,419	1,256,549	1,257,216	1,254,919	1,263,372	1,258,372	1,256,871	1,249,216	1,267,011	1,265,018	1,265
iumber of customers, by customer class, disconnected during the period	3,223,122	3,22 1,125	3,22 3,2 13	2,227,220	3,22 3,727	3,200,007	2,220,272	3,22 3,012	1,233,210	2,201,022	-,,	-,
Residential	272	488	890	1,563	2,026	1,485	1,297	2,051	1,842	2,546	1,091	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	80	63	78	70	68	61	64	50	67	76	277	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	352	551	968	1,633	2,094	1,546	1,361	2,101	1,909	2,622	1,368	
umber of customers, by customer class receiving a 1st notice of disconnect during the period	1 < 500	25.004	20.000	25,232	44.027	41.001	22.226	45.401	41.721	42.701	40.622	3
Residential Low Income Residential	16,577 90	25,094 69	39,099 174	25,232 14,879	44,827 11,064	41,981 10,885	32,236 8,654	45,481 10,146	41,731 10,349	43,781 10,471	40,623 4,871	
Small C&I	5,412	4,856	6,592	5,058	6,235	6,204	5,168	6,335	5,601	5,942	5,680	
Medium / Large C&I	0,412	4,830	0,392	0,038	0,233	0,204	5,100	0,333	0,001	3,542	0,000	
Streetlights	52	32	47	25	43	69	39	64	38	46	39	
Total	22,131	30,051	45,912	45,194	62,169	59,139	46,097	62,026	57,719	60,240	51,213	4
mber of customers, by customer class, receiving Final/72-hour notice of disconnect during the period												
Residential	7,711	9,311	21,333	14,128	20,373	22,035	16,778	23,359	20,715	22,952	25,514	2
Low Income Residential	71	71	114	2,506	9,724	7,141	4,631	7,065	5,849	6,633	3,569	
Small C&I	2,466	2,262	3,246	2,700	3,206	3,476	2,772	3,585	3,078	3,118	3,498	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	23 10,271	22 11,666	46 24,739	19.353	33,320	34 32,686	18 24,199	34,043	34 29,676	32 32,735	20 32,601	
Total mber of customers, by customer class, reconnected during the period	10,2/1	11,006	24,739	19,353	33,320	32,080	24,199	34,043	29,676	32,735	32,601	
mber of customers, by customer class, reconnected during the period Residential	237	349	741	1,145	916	836	567	1,064	997	1,491	864	
Low Income Residential	237	349 10	12	1,145	916 829	530	412	1,064	585	701	296	
Small C&I	50	63	41	41	44	32	28	28	33	38	61	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	1	0	0	0	0	0	0	0	
Total	293	422	794	1,209	1,789	1,398	1,007	1,732	1,615	2,230	1,221	
mber of customers, by customer class, assessed reconnection fees or charges from the reconnect order												
Residential	227	337	708	1,092	849	797	536	1,000	942	1,396	822	
Low Income Residential	4	10	12	21	724	493	380	609	545	656	278	
Small C&I	50	60	39 0	41	41	29	27	27	32	37 0	57	
Medium / Large C&I Streetlights	0	0	0	1	0	0	0	0	0	0	0	
Streetingnts Total	281	407	759	1,155	1,614	1,319	943	1,636	1,519	2,089	1,157	
mber of customers, by customer class, assessed credit card fees or charges during the period	201	407	137	1,155	1,014	1,319	243	1,050	1,519	2,009	1,137	
Residential	35,501	35,114	41,470	213	0	0	0	0	0	0	0	
Low Income Residential	0	0	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	2,168	1,641	
Medium / Large C&I	83	55	48	105	78	127	111	188	68	133	75	
Streetlights	11	12	14	8	4	14	9	25	13	15	8	
Total	37,090	36,717	43,236	1,924	1,733	2,082	2,001	3,055	1,968	2,316	1,724	
	2.,0										1,724	
imper of customers, by customer class, assessed late payment fees or charges during the period			_									
Residential	0	0	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential Small C&I	0 0 11,885	0 0 14,105	0 14,339	0 11,506	0 13,654	0 14,184	0 12,252	0 13,375	0 10,964	0 12,777	0 0 14,535	
Residential Low Income Residential Small C&I Medium / Large C&I	0 0 11,885 174	0	0 14,339 207	0 11,506 150	0 13,654 183	0 14,184 210	0	0 13,375 222	0 10,964 176	0 12,777 187	0	
Residential Low Income Residential Small C&T	0 0 11,885 174 492	0 0 14,105 243 532	0 14,339 207 504	0 11,506 150 464	0 13,654 183 542	0 14,184 210 268	0 12,252 161 482	0 13,375 222 497	0 10,964 176 383	0 12,777 187 513	0 0 14,535 244 566	
Residential Low Income Residential Small C&F Medium / Large C&F Streetlights Total	0 0 11,885 174	0 0 14,105 243	0 14,339 207	0 11,506 150	0 13,654 183 542 14,379	0 14,184 210	0 12,252 161	0 13,375 222	0 10,964 176	0 12,777 187	0 0 14,535 244	
Residential Low Income Residential Smull C&I Medium / Large C&I Medium / Large C&I Streetights Total	0 0 11,885 174 492	0 0 14,105 243 532	0 14,339 207 504	0 11,506 150 464	0 13,654 183 542	0 14,184 210 268	0 12,252 161 482	0 13,375 222 497	0 10,964 176 383	0 12,777 187 513	0 0 14,535 244 566	
Residential Low Income Residential Small C&I Medium Large C&I Streetlights Total mber of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential	0 0 11,885 174 492 12,551 8,470 2,302	0 0 14,105 243 532 14,880 6,408 1,419	0 14,339 207 504 15,050 7,035 1,310	0 11,506 150 464 12,120 6,615 933	0 13,654 183 542 14,379 8,227 1,050	0 14,184 210 268 14,662 8,471 1,534	0 12,252 161 482 12,895 7,193 1,871	0 13,375 222 497 14,094 7,769 2,056	0 10,964 176 383 11,523 7,179 1,979	0 12,777 187 513 13,477 7,172 2,293	0 0 14,535 244 566 15,345 6,691 2,249	
Residential Low Income Residential Small C&I Medium 1.targe C&I Streetlights Total abort ocustomers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Small CAI Small C&I Small CAI Smal	0 0 11,885 174 492 12,551 8,470 2,302 56	0 0 14,105 243 532 14,880 6,408 1,419 32	0 14,339 207 504 15,050 7,035 1,310 45	0 11,506 150 464 12,120 6,615 933 41	0 13,654 183 542 14,379 8,227 1,050 42	0 14,184 210 268 14,662 8,471 1,534 53	0 12,252 161 482 12,895 7,193 1,871 50	0 13,375 222 497 14,094 7,769 2,056 38	0 10,964 176 383 11,523 7,179 1,979 50	0 12,777 187 513 13,477 7,172 2,293 42	0 0 14,535 244 566 15,345 6,691 2,249	
Residential Small C&I Low Income Residential Small C&I Medium Large C&I Streetlights Total mber of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium Large C&I	0 0 11,885 174 492 12,551 8,470 2,302 56	0 0 14,105 243 532 14,880 6,408 1,419 32 0	0 14,339 207 504 15,050 7,035 1,310 45 0	0 11,506 150 464 12,120 6,615 933 41	0 13,654 183 542 14,379 8,227 1,050 42 0	0 14,184 210 268 14,662 8,471 1,534 53 0	0 12,252 161 482 12,895 7,193 1,871 50	0 13,375 222 497 14,094 7,769 2,056 38 0	0 10,964 176 383 11,523 7,179 1,979 50 0	0 12,777 187 513 13,477 7,172 2,293 42 0	0 0 14,535 244 566 15,345 6,691 2,249 33 0	
Residential Small C&I Low Income Residential Small C&I Medium 1-targe C&I Streetlights Total Inbur of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium 1-targe C&I Streetlights	0 0 11,885 174 492 12,551 8,470 2,302 56 0	0 0 14,105 243 532 14,880 6,408 1,419 32 0	0 14,339 207 504 15,050 7,035 1,310 45 0	0 11,506 150 464 12,120 6,615 933 41 0	0 13,654 183 542 14,379 8,227 1,050 42 0	0 14,184 210 268 14,662 8,471 1,534 53 0	0 12,252 161 482 12,895 7,193 1,871 50 0	0 13,375 222 497 14,094 7,769 2,056 38 0	0 10,964 176 383 11,523 7,179 1,979 50 0	0 12,777 187 513 13,477 7,172 2,293 42 0	0 0 14,535 244 566 15,345 6,691 2,249 33 0	
Residential Small C&1 Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total niber of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total	0 0 11,885 174 492 12,551 8,470 2,302 56	0 0 14,105 243 532 14,880 6,408 1,419 32 0	0 14,339 207 504 15,050 7,035 1,310 45 0	0 11,506 150 464 12,120 6,615 933 41	0 13,654 183 542 14,379 8,227 1,050 42 0	0 14,184 210 268 14,662 8,471 1,534 53 0	0 12,252 161 482 12,895 7,193 1,871 50	0 13,375 222 497 14,094 7,769 2,056 38 0	0 10,964 176 383 11,523 7,179 1,979 50 0	0 12,777 187 513 13,477 7,172 2,293 42 0	0 0 14,535 244 566 15,345 6,691 2,249 33 0	
Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Aber of costsomers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Aber of customers by customer class, completing deferred payment arrangements during the period Total Total	0 0 11,885 174 492 12,551 8,470 2,302 56 0 0 10,828	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859	0 14,339 207 504 15,050 7,035 1,310 45 0 0	0 11,506 150 464 12,120 6,615 933 41 0 0 7,589	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319	0 14,184 210 268 14,662 8,471 1,534 53 0 0	0 12,252 161 482 12,895 7,193 1,871 50 0 0	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863	0 10,964 176 383 11,523 7,179 1,979 50 0 0 9,208	0 12,777 187 513 13,477 7,172 2,293 42 0 0 0 9,507	0 0 14,535 244 566 15,345 6,691 2,249 33 0 0 0 8,973	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total ther of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Total Total Bots of Customers by customer class, completing deferred payment arrangements during the period Residential	0 0 11,885 174 492 12,551 8,470 2,302 56 0 0 10,828	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859	0 14,339 207 504 15,050 7,035 1,310 45 0 0 8,390	0 11,506 150 464 12,120 6,615 933 41 0 0 7,589	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319	0 14,184 210 268 14,662 8,471 1,534 53 0 0 10,058	0 12,252 161 482 12,895 7,193 1,871 50 0 0 9,114	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863	0 10,964 176 383 11,523 7,179 1,979 50 0 0 9,208	0 12,777 187 513 13,477 7,172 2,293 42 0 0 0 9,507	0 0 14,535 244 566 15,345 6,691 2,249 33 0 0 8,973	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Abort of Costomers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Abort of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	0 0 11,885 174 492 12,551 2,302 56 0 10,828	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859	0 14,339 207 504 15,050 7,035 1,310 45 0 0	0 11,506 150 464 12,120 6,615 933 41 0 0 7,589	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319	0 14,184 210 268 14,662 8,471 1,534 53 0 0 10,058	0 12,252 161 482 12,895 7,193 1,871 50 0 9,114	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863	0 10,964 176 383 11,523 7,179 1,979 50 0 0 9,208	0 12,777 187 513 13,477 7,172 2,293 42 0 0 0 9,507	0 0 14,535 244 566 15,345 6,691 2,249 33 0 0 0 8,973	
Residential Small C&1 Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Both of a customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&1 Medium / Large C&1 Streetlights Total Both of a customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential	0 0 11,885 174 492 12,551 8,470 2,302 56 0 0 10,828	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859	0 14,339 207 504 15,050 7,035 1,310 45 0 0 8,390	0 11,506 150 464 12,120 6,615 933 41 0 7,589 273 67	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319	0 14,184 210 268 14,662 8,471 1,534 53 0 0 10,058	0 12,252 161 482 12,895 7,193 1,871 50 0 0 9,114	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863	0 10,964 176 383 11,523 7,179 1,979 50 0 0 9,208	0 12,777 187 513 13,477 7,172 2,293 42 0 0 9,507 365 138	0 0 14,535 244 566 15,345 6,691 2,249 33 0 0 8,973	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Dier of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Dier of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential	0 0 11.885 174 492 12,551 8,470 2,302 56 0 0 10,828 314 87 12 0	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859 242 61 4	0 14,339 207 504 15,050 7,035 1,310 45 0 0 8,390 398 113 6 0	0 11,506 150 464 12,120 6,615 933 41 0 0 7,589 273 67 6	0 13,654 183 542 14,379 8,227 1,050 0 0 9,319 443 137 3 0	0 14,184 210 268 14,662 8,471 1,534 53 0 0 10,058 440 150	0 12,252 161 482 12,895 7,193 1,871 50 0 0 9,114 195 8 0	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863 376 293 9	0 10,964 176 383 11,523 7,179 1,979 50 0 0 9,208 300 106 3 3	0 12,777 187 513 13,477 7,172 2,293 42 0 0 0 9,507 365 138 7 0	0 0 14,535 244 566 15,345 6,691 2,249 33 0 0 8,973 453 146 7	
Residential Low Income Residential Small C&I Streetlights Total Ber of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I	0 0 11.885 174 492 12,551 8,470 2,302 56 0 0 10,828 314 87	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859	0 14,339 207 504 15,050 7,035 1,310 45 0 0 8,390 398 113 6	0 11,506 150 464 12,120 6,615 933 41 0 0 7,589 273 67 6	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319 443 137 3	0 14,184 210 268 14,662 8,471 1,534 53 0 0 10,058 440 150	0 12,252 161 482 12,895 7,193 1,871 50 0 9,114 321 195 8	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863 376 293 9	0 10,964 176 383 11,523 7,179 1,979 50 0 0 9,208 300 106 3	0 12,777 187 513 13,477 7,172 2,293 42 0 0 9,507 365 138 7	0 0 14,535 244 566 15,345 6,691 2,249 33 0 0 8,973 453 146 7	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Aber of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Streetlights Total Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Streetlights Total Hober of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Total	0 0 11,885 1744 492 12,551 8,470 0 0 0 10,828 314 87 12 0 0 0	0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,889 242 61 1 4 4 0 0	0 14,339 2077 504 15,050 1,310 45 0 0 8,390 398 113 6 0 0	0 11,506 150 464 12,120 6,615 933 41 0 0 7,589 273 67 6 6	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319 443 137 3 0 0 0 583	0 14,184 210 268 14,662 8,471 1,534 53 0 10,058 440 150 17 0 0 607	0 12,252 161 482 12,895 7,193 1,871 50 0 0 9,114 321 195 8 0 0	0 13,375 222; 497 14,094 17,769 2,056 38 0 0 0 9,863 376 293 39 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 1766 383 11,523 7,179 50 0 0 9,208 300 106 3 3 0 0	12,777 1877 513 13,477 7,172 2,293 42 0 0 9,507 365 138 7 0 0 510	0 0 0 14,535 244 566 15,345 15,345 2,249 33 0 0 0 8,973 453 453 453 467 7 7	
Residential Low Income Residential Small C&I Streetlights Total Ander Continue Case Staking service at the beginning of the period under existing de Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 0 11,885 174 492 12,551 2,302 56 0 0 10,228 31,4 87,7 12 0 0 41,3 3,478	0 0 14,105 243 532 14,880 1,419 32 0 0 7,859 7,859 242 61 4 4 0 0 307 7	0 14,339 207 504 15,050 7,035 1,310 45 0 0 8,390 398 113 0 0 0 517	0 11,506 1500 464 12,120 6,615 933 41 0 0 7,589 273 67 6 0 0 0 346	0 13,654 183 542 14,379 8,227 1,050 42 0 0 9,319 443 137 3 0 0 0 0 583	0 14,184 210 268 14,662 1,534 53 0 0 10,058 440 150 17 0 0 0	0 12,252 1611 482 12,895 7,193 1,871 50 0 0 9,114 195 8 0 0 524	0 13,375 222 497 14,094 7,769 2,056 38 0 0 9,863 376 293 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 1766 383 11,523 7,179 50 0 0 9,208 300 106 3 3 0 0 409	0 12,777 1877 513 13,477 7,772 2,293 42 0 0 9,507 365 138 7 0 0 0 0 510	0 0 0 14,535 244 566 15,348 12,249 3 3 0 0 0 8,873 146 0 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Buber of customers, by customer class, taking service at the beginning of the period under existing der Residential Low Income Residential Low Income Residential Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential	0 0 11,885 1744 492 12,551 2,302 56 0 0 10,828 3144 87 12 0 0 0 413	0 0 0 14,105 243 532 14,880 6,408 1,419 32 0 0 7,859 242 61 1 4 4 0 0 0 307	0 14,339 207 504 15,050 1,310 45 0 0 8,390 398 113 6 0 0 0 517 5,425	0 11,506 1,500 4,644 12,120 6,615 933 41 0 0 7,589 273 67 6 0 0 0 0 3,561 6 0 0 0 3,561 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 13,654 183 542 143,79 8,227 1,050 42 0 0 9,319 433 137 3 0 0 0 5,83 5,83 5,93 1,00 1,00 1,00 1,00 1,00 1,00 1,00 1,0	0 14,184 210 200 268 14,662 456 268 371 1,534 53 0 0 10,688 440 150 0 17 0 0 0 667 5,531 1,880	0 12,252 161 482 12,895 1,193 1,871 50 0 9,114 9,114 195 8 0 0 0 524 4,577	0 13,375 222; 497 14,094 14,094 10,2056 38 0 0 9,863 376 293 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 1766 383 11,523 11,523 11,523 10,00 0 0 0 9,208 300 106 3 0 0 0 4,649 4,649	0 12,777 187 513 13,477 7,172 2,293 42 0 0 9,507 365 138 7 0 0 0 0 5,507	0 0 2 14,535 244 566 15,343 10,00 0 3 33 0 0 0 8,973 453 146 7 7 0 0 0 0 0 606	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Deer of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Deer of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Modium / Large C&I Streetlights Total Deer of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Modium / Large C&I Streetlights Total Deer of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Low Income Residential	0 0 0 11,885 174 492 2,302 56 60 0 0 10,228 18,287 0 0 0 413 3,478 177	0 0 0 14,105 243 532 14,880 6,408 1,419 0 0 0 7,859 7,859 3,146 161 168	0 14,397 207 504 15,080 7,035 1,310 0 0 8,390 113 6 0 0 517 5,425 179	0 11,50 464 12,120 6,615 933 411 0 0 7,589 273 67 6 0 0 0 346 933 411 0 0 0 333 411 0 0 0 333 411 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 13,654 183 542 14,379 1,050 0 0 0 9,319 3,19 3 137 0 0 0 583 137 5 5 5 5 1,050 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 14,184 210 208 210 268 214,662	0 12,252 161 482 12,395 7,193 1,871 0 0 0 4 321 195 8 0 0 524 4,507	0 13,375 222 497 14,694 7,769 2,056 0 0 0 9,863 38 8 3 9,863 293 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 1766 383 11,523 7,179 50 0 0 0 9,288 300 100 300 0 409 4,649 4,649	0 12,777 1877 513 13,477 7,172 2,293 42 42 0 0 0 9,507 365 138 7 0 0 0 0 510	0 0 14,535 244 556 15,345 0 0 8,973 453 146 0 0 0 6,691 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total bler of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total bler of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Defence of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Streetlights Total Addiam / Large C&I Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0 11,885 1274 124 12551 8,470 2,302 566 0 0 10,828 314 877 12 0 0 413 3,478 1777 411	0 0 14,105 243 3532 14,889 6,408 1,419 0 0 0 307 307 337 43 43 0 0 0 0 307 34 34 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	0 14,339 207 504 15,080 7,035 1,310 45 0 0 8,390 398 113 6 0 0 5,17 5,425 179 55	0 11,506 1500 464 12,120 20 20 333 41 0 0 7,589 273 67 6 6 6 0 0 0 346 6 6 6 6 6 6 6 6 6 0 0 0 0 0 0 0 0 0 0	0 13,654 183 542 14,379 1,050 0 0 0 9,319 443 137,7 3 3 0 0 0 5 3,319 137,7 3 137,7 4,08 1,101 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 14,184 210 268	0 12,252 161 482 12,395 1,1871 50 0 0 9,114 321 195 8 0 0 0 524 4,507 1,1772 49 0	0 13,375 222 497 14,994 1,776 2,056 38 0 0 9,863 3,76 293 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 1766 383 11,523 7,179 50 0 0 9,208 9,208 300 0 0 4,649 4,649 1,585 59 0	0 12,777 1877 513 13,477 7,172 2,293 42 0 0 9,507 0 9,507 0 0 510 0 0 5,058 1,573 38	0 0 0 14,535 344 545 6,691 2,249 333 0 0 8,973 453 1466 7 7 7 0 0 6,661 5,884 7 7 7 7 7 7 7 7	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Deep of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Small C&I Medium / Large C&I Streetlights	0 0 11,885 174 492 2,12,551 8,470 0 0 10,228 314 87 12 0 0 413 3,478 177 41 41	0 0 0 14,105 243 243 243 243 243 243 242 242 242 242	0 14,339 207 504 15,069 7,035 1,310 0 0 8,390 113 6 0 0 5,17 5,425 179 55 0 0	0 11,500 464 12,120 0,6,615 933 411 0 0 7,589 273 67 6 0 0 0 346 346 223 552 223 67 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 13,654 183 542 14,379 14,379 0 0 9,319 443 137 0 0 0 583 197 197 197 197 197 197 197 197 197 197	0 14,184 210 268 14,662 14,662 1,534 533 0 0 10,088 440 150 0 0 607 5,531 1,880 5,531 1,534 1,53	0 12,252 161 482 12,995 7,193 1,871 50 0 9,114 321 195 8 0 0 524 4,507 1,272 0 0 0	0 13,375 222 497 14,699 2,056 0 0 9,863 376 293 9 0 0 0 5,679 1,559 2,567 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 176. 383 11,523 1,1523 1,1523 1,179 1,979 0 0 0 0 0 9,208 300 106 3 0 0 0 469 4,649 1,585 5 9 0 0	0 12,777 187 513 13,477 7,172 2,293 0 0 9,507 365 138 7 0 0 510 5,058 1,573 388 0 0	0 0 14,535 244 556 15,345 0 0 0 8,973 453 146 7 0 0 666 66 65 66 66 65 66 66 66 66 66 66 66	
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Residential Low Income Residential Small (C&I Medium / Large C&I Streetlights Total Bub of clustomers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Medium / Large C&I Streetlights Low Income Residential Small C&I Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential Streetlights Total Low Income Residential Small C&I Medium / Large C&I Streetlights Total	0 0 11,885 174 492 2,12,551 8,470 0 0 10,228 314 87 12 0 0 413 3,478 177 41 41	0 0 0 14,105 243 243 243 243 243 243 242 242 242 242	0 14,339 207 504 15,069 7,035 1,310 0 0 8,390 113 6 0 0 5,17 5,425 179 55 0 0	0 11,500 464 12,120 0,6,615 933 411 0 0 7,589 273 67 6 0 0 0 346 346 223 552 223 67 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 13,654 183 542 14,379 14,379 0 0 9,319 443 137 0 0 0 583 197 197 197 197 197 197 197 197 197 197	0 14,184 210 268 14,662 14,662 1,534 533 0 0 10,088 440 150 0 0 607 5,531 1,880 5,531 1,534 1,53	0 12,252 161 482 12,995 7,193 1,871 50 0 9,114 321 195 8 0 0 524 4,507 1,272 0 0 0	0 13,375 222 497 14,699 2,056 0 0 9,863 376 293 9 0 0 0 5,679 1,559 2,567 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10,964 176. 383 11,523 1,1523 1,1523 1,179 1,979 0 0 0 0 0 9,208 300 106 3 0 0 0 469 4,649 1,585 5 9 0 0	0 12,777 187 513 13,477 7,172 2,293 0 0 9,507 365 138 7 0 0 510 5,058 1,573 388 0 0	0 0 14,535 244 556 15,345 0 0 0 8,973 453 146 7 0 0 666 66 65 66 66 65 66 66 66 66 66 66 66	
Residential Low Income Residential Small (C&I Medium / Large (C&I Streetlights Total Abord of Control of Contr	0 0 0 11,885 174 492 12,551 8,470 8,470 0 0 10,828 3144 87 12 0 0 413 3,478 177 411 0 0 3,696	0 0 14,105 243 532 14,889 6,408 1,419 0 0 7,859 242 61 4 4 0 0 307 3,146 168 433 0 0 0	0 14,339 207 14,359 207 20	0 11.506 15.01 12.02 15.02 1	0 13,654 183 542 14,579 1,050 0 0 9,319 443 137 0 0 0 5,498 1,101 62 0 0	0 14,184 210 268 14,662 14,662 1,531 1,534 53 10,088 10,08	0 12:52 12:5	0 13,375 222 497 14,094 7,769 2,056 88 0 0 9,863 376 293 376 6 6 78 5,679 1,559 7,70 0 0 0 7,789	0 10.964 176 176 176 176 176 176 176 176 176 176	0 12,777 187 187 187 1347 7,172 2,293 42 0 0 9,507 365 1388 7 0 0 0 510 510 5,008 1,573 38 0 0 6,6669	0 0 14,335 244 566 15,345 6,691 2,249 0 0 0 0 453 146 7,7 7 7 0 0 666 5,854 1,858 7,7 7,7 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Total Medium / Large C&I Streetlights Total Total Medium / Large C&I Streetlights Total Low Income Residential Low Income Residential	0 0 0 11,885 174 492 12,551 8,470 8,470 0 0 10,828 3144 87 12 0 0 413 3,478 41 0 0 444 3 44 0 0	0 0 0 14.105 243 524 524 524 524 524 524 524 524 524 524	7.035	1.00	0.0	14,184 14,184 14,184 14,184 14,184 15,184 15,184 15,184 15,184 16	12,595 12,295 12,295 1481 1481 1481 1481 1481 1481 1481 148	13.75 13.75 14.094 14.094 14.094 15.65 205 207 207 207 207 207 207 207 207 207 207	10.00 mg	13,477 137 13,477 147 157 157 157 157 157 157 157 157 157 15	0 0 0 0 14355 244 566 15345 2440 6,691 2249 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Residential Small C&I Modium / Large C&I Streetights Total Inter of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Modium / Large C&I Streetights Total Inter of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Low Income Residential Small C&I Interval (C&I Residential Interval (C&I Interval (C	0 0 0 11885 174 492 12,551 8,470 0 0 10,828 310,828 314 87 12 0 0 0 3,478 41 0 0 3,696	0 0 0 14,105 243 352 14,889 640 640 640 640 640 640 640 640 640 640	0 14,339 207 15,050 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 11,506 150 150 150 150 150 150 150 150 150 150	0 13,654 183 183 184 185 184 185 185 185 185 185 185 185 185 185 185	0 14,184 210	0 12:52 16:10 16:11 16:1	0 13.375 222 2497 14.094 2.056 38 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10.964 176 176 187 187 187 187 187 187 187 187 187 187	0 12,777 187 187 13,477 2,293 13,477 2,293 142 42 42 42 42 42 42 42 42 42 42 42 42 4	0 0 0 14353 244 5566 15345 244 5566 15345 244 5566 15345 244 5566 15345 245 245 245 245 245 245 245 245 245 2	
Residential Low Income Residential Small C&I Are linear existing service at the beginning of the period under existing de Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Residential Small C&I Medium / Large C&I Streetlights Total Medium / Large C&I St	0 0 0 11,885 174 492 12,551 8,470 0 0 0 10,828 314 87 122 0 0 413 314 0 0 3,696 444 3 44 0 0 0 51	0 0 0 14,105 243 14,580 14,105 14,105 14,105 14,105 14,105 14,105 14,107	30	0 0 1.500 1.	0 0 13.65 14.27 14	0 0 1 14,184	12,52 12,52 12,52 12,52 12,52 12,52 14,62 12,89 14,62 14	3.50 mg	1.056 1.056	13,477 13,77	0 0 0 14,335 244 566 15,345 6,691 2,249 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
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Residential Smill C&I Modium / Large C&I Streetlights Total Inher of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Smill C&I Modium / Large C&I Streetlights Total Inher of customers have customer class, completing deferred payment arrangements during the period Residential Low Income Residential Smill C&I Low Income Residential Smill C&I Residential Low Income Residential Smill C&I Streetlights Total Inher of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Smill C&I Residential Inher of customers, by customer class, enrolling in new deferred payment arrangements during the Residential Smill C&I Modium / Large C&I Streetlights Total Inher of customers, by customer class, renegotiating deferred payment arrangements during the Residential Smill C&I Modium / Large C&I Streetlights Total Low Income Residential Low Income Residential Smill C&I Medium / Large C&I Streetlights Total Low Income Residential Smill C&I Modium / Large C&I Streetlights Total How Income Residential Reside	0 0 11,885 174 492 12,551 8,470 8,470 0 10,828 10,828 10,828 11,828 11,828 11,828 11,9	0 0 0 14,105 243 14,580 14,105 14,105 14,105 14,105 14,105 14,105 14,107	0 0 14.339 15.059 15.059 16.05	0 0 1.500 1.	0 13,654 183,254 14,379 8,227 1,050 0 0 0 0,319 443 137 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	14.184 210 210 210 210 210 210 210 210 210 210	0 0 12.52 12.52 12.52 14.51 14	3.50 mg	1.056 1.056	12,777 137 13,477 137 13,477 137 13,477 137 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123	0 0 0 14,335 244 566 15,345 6,691 2,249 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers, by customer class, taking service at the beginning of the period under existing de Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers by customer class, completing deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers, by customer class, enrolling in new deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Iow Income Residential Small C&I Medium / Large C&I Streetlights Total Iow Income Residential Small C&I Medium / Large C&I Streetlights Total Iow Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential Small C&I Medium / Large C&I Streetlights Total Inher of customers taking service at the beginning of the period under existing hardship protections Residential Low Income Residential	0 11,885 174 492 12,551 8,470 0 0 16,228 314 877 10 0 3,478 1177 12 0 0 3,478 147 177 44 44 0 0 0 151 8,594	0 0 0 14,105 243 14,880 6,408 1,1419 32 0 0 7,859 8 32 61 1 1 0 0 0 3,357 45 1 0 0 0 0 0 8,537	0 14,339 207 15,050 15	0 11.506 150 1640 12,120 6,615 933 41 0 0 7,589 7,589 6 0 0 346 47 0 0 5,537 61 81 81 80 90 90 90 90 90 90 90 90 90 90 90 90 90	0 13,654 183 184 184 185	0 14.184 210	0 12252 1161 482 12,895 17,193 1,871 150 10 0 0 0 10 11 11 11 11 11 11 11 11 11	0 13.375 222 2497 14.094 2.056 38	0 10.964 17.6 17.6 17.6 17.6 17.6 17.6 17.6 17.6	0 12,777 187 13,77 13,3 13,477 7,172 2,293 0 0 9,507 9,567 365 138 7 0 0 510 510 510 6,669 6,669 10 0 0 0 0 0 0 0 0 0 0 6,789 8,883	0 0 0 14,335 244 566 15,345 6,691 2,249 33 0 0 0 8,773 4453 1466 7,7 7,7 7,7 7,7 7,7 7,7 7,7 7,7 7,7 7	
Low Income Residential Medium / Large C&I Me	0 0 11,885 174 492 12,551 8,470 8,470 0 10,828 10,828 10,828 11,828 11,828 11,828 11,9	0 0 0 14,105 243 14,580 6,408 1,419 32 0 0 7,589 242 61 4 0 0 307 307 307 4 5 4 0 0 0 0 0 0 0 4 6 6 4 6 8,537	0 0 14.339 15.059 15.059 16.05	0 11.506 150 464 12,120 6,615 933 41 0 0 7,589 7,589 5,273 67 6 0 0 346 0 5,837 61 8 0 0 0 69	0 13,654 183,254 14,379 8,227 1,050 0 0 0 0,319 443 137 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	14.184 210 210 210 210 210 210 210 210 210 210	0 0 12.52 12.52 12.52 14.51 14	0 13.375 222 222 2477 14.094 2.056 38 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 10.964 176 283 283 283 283 283 283 283 283 283 283	12,777 137 13,477 137 13,477 137 13,477 137 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123 13,477 1,123	0 0 0 14,335 244 566 6,691 2,249 33 0 0 0 8,873 146 7 7 7 0 0 6,666 15,345 146 6,091 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	

						200						
EMA Electric	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers completing hardship protections during the period												
Residential Low Income Residential	96 566	136 531	180 775	2,947 47,164	211 782	191 436	140 359	161 482	145 518	173 814	215 1,254	1
Low income Residential Small C&I	0 0	331	1/5	4/,164	782	456	339 I	482	518	814	1,254	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	662	668	956	50,119	996	628	500	643	663	989	1,469	
Number of customers enrolling in new hardship protections during the period												
Residential	449	478	701	211	271	268	199	262	249	287	1,166	
Low Income Residential	1,756	1,778	2,180	638	1,648	1,052	811	991	949	1,151	51,819	1,6
Small C&I	0	0	6	4	3	1	0	0	1 0	0	1	
Medium / Large C&I Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	2,207	2,256	2,887	853	1,922	1,321	1,010	1,253	1,199	1,440	52,986	2,2
Number of customers, by customer class, completing an AMP program during the period	2,200	2,222	2,001			-,	2,020	3,200	2,277	2,110	22,000	-,-
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	321	160	163	280	190	189	179	103	106	128	120	
Small C&I	0	0	0	0	0	0	0	0	0	0	0	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights Total	0 321	0 160	163	0 280	0 190	0 189	0 179	103	0 106	0 128	0 120	
umber of customers, by customer class, enrolling in an AMP program during the period	321	160	163	280	190	189	179	103	106	128	120	
Residential	0	0	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	1,709	1,251	
Small C&I	2,133	0	0	2,424	4,009	0	1,941	0	0	1,709	1,231	
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	2,153	14,518	410	2,424	4,009	1,803	1,941	1,539	1,811	1,709	1,251	
umber of customers, by customer class, re-enrolling in an AMP program during the period												
Residential	5	101	4	8	18	20	9	20	14	15	3	
Low Income Residential Small C&I	1,629	8,051 84	96 111	678 59	3,039 82	1,224 83	1,080	1,223	1,110	1,073 79	742 79	
Smail C&I Medium / Large C&I	96	84	111	39	82	83	0	63	09	79	79	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	1,730	8,236	211	745	3,139	1.327	1.158	1,306	1.193	1,167	824	
umber of customers, by customer class, dropping off an AMP program during the period								,				
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	1,363	895	819	9,558	1,795	2,051	2,422	2,166	2,135	2,011	1,895	2,
Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	
Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	1,363	0	0	9,558	1,795	2,051	2,422	0	0	0	0	2,
Total	1,363	895	819	9,558	1,795	2,051	2,422	2,166	2,135	2,011	1,895	2,
umber of customers enrolling in the low-income discount rate program during the period Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	104,434	106,355	107,458	108,828	109,446	109,492	109,378	109,291	109,142	108,214	109,853	108,
Small C&I	0	0	0	0	0	0	0	0	0	0	0	100,
Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	104,434	106,355	107,458	108,828	109,446	109,492	109,378	109,291	109,142	108,214	109,853	108,
umber of customers dropping off the low-income discount rate program during the period												
Residential												
Low Income Residential												
Small C&I Medium / Large C&I												
Streetlights												
Total												
mber of customers, by customer class, with required deposits with the company at the beginning of t												
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	2,524	2,580	2,578	2,600	2,601	2,634	2,665	2,618	2,608	2,572	2,532	2
Medium/Large C&I Streetlights	42	41	41	42	42	44	48	42	41	43	43	-
Streetlights Total	2,568	2,623	2,621	2,644	2,645	2,680	2,715	2,661	2,650	2,616	2,576	2
imber of customers, by customer class, required to submit new deposits or increased deposits during	2,368	2,023	2,021	2,044	2,045	2,030	2,/15	2,061	2,650	2,016	2,3/6	
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	98	120	73	115	60	108	102	41	75	39	39	
Medium / Large C&I	1	1	0	1	1	2	5	0	0	3	0	
Streetlights	0	0	0	0	0	0	0	0	0	0	0	
Total	99	121	73	116	61	110	107	41	75	42	39	
mber of customers, by customer class, whose required deposits were reduced in part or foregone dur												
Residential												
Low Income Residential										_		
Small C&I												-
Medium / Large C&I Streetlights						+						-
Streetlights Total												
mber of customers, by customer class, whose deposits were returned in full during the period												
	0	0	0	0	0	0	0	0	0	0	0	
		0	0	0	0	0	0	0	0	0	0	
Residential Low Income Residential	0											
Residential Low Income Residential Small C&I	0 48	64	75	93	59	75	71	88	85	75	79	
Low Income Residential			75 0	93 0	59 1	75 0	71 1	88 6	85 1	75 1	79 0	
Low Income Residential Small C&I	48	64										

March Section Processor Section Processor Section Processor Section Processor Section Processor Section Section Processor Section Sect							2020						
Part	EMA Gas	Jan	Feh	Mar	Apr	May		Jul	Aug	Sen	Oct	Nov	Dec
Section Sect		5477	700	.,,,,,	2.57	may	54.7	5	71115	July	Ot.	1107	Dec
March Marc		242,579	242,120	241,657	241,634	241,654	241,415	241,382	240,317	240,158	240,376	240,752	243,424
Author Capacida	Low Income Residential	29,036			30,012		30,099			30,531	30,987		30,378
Author Leng-CGAI Markins Leng-CGAI Sumfort Genoment during the print One of the control of th		24,802	24,719	24,746	24,642	24,619	24,514	24,508	24,425	24,421	24,477	24,389	24,713
2 Notes of conserver, by constructed changes graved	Medium / Large C&I												4,276
Name	Total	300,863	300,631	300,239	300,507	300,614	300,109	300,100	299,768	299,346	300,067	299,048	302,791
Comparison Com	Number of customers, by customer class, disconnected during the period												
March Color Colo			0		0	0	0		0	0	0	0	0
Modern Fage CAS	Low Income Residential	0	0	0		0			0	0	0	0	0
Table													49
No. Processing the control of the control discounter disting the period 4,250 5,545 1,251 0 0 0 0 0 0 0 0 0													0
Exclusion 4,279 5,648 4,271 0 0 0 0 0 0 0 0 0		29	86	38	0	0	0	0	0	0	0	3	49
Search Color Received 10 10 10 10 10 10 10 1	Number of customers, by customer class receiving a 1st notice of disconnect during the period												
Sand Call Methods Cappe (A) Me	***************************************					-						-	0
Meditor Large Calf 1,200 1,201													0
Total													1,061
12 Name of constants, by container clase, receiving Frant/T2-baser aution of discounced during the period 2,507 2,525 1,558 0 0 0 0 0 0 0 1 1 1													155
Resistant 2,797 2,251 1,506 0 0 0 0 0 0 0 0 0		5,858	6,869	4,814	0	0	0	0	0	598	277	366	1,216
Company Comp													
Seal Call	***************************************				-	-		-	-			-	0
Motions Large Cell													0
Total													375
4 Number of constances, by constance due, reconnected during the period Reschand 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0													40
Residential		3,270	3,928	2,061	0	0	0	0	0	0	534	166	415
Low Income Residential				_		_		_	_			_	
Smill CAI	***************************************		-			-		-	-			0	0
Medican Large C45 0 2 0 0 0 0 0 0 0													0
Total Cumber of customer, by customer class, assessed reconnect offers or charges from the reconnect orders of the period of the													29
Seminary of customers by customer class, assessed reconnection fees or charges from the reconnect orders completed during the same period													0
Residential					22	0	0	0	0	0	0	1	29
Low bosone Residential 0 0 0 0 0 0 0 0 0													
Small C&B			-	0		-	-		-	-			0
Medium / Lage C&E													0
Total													26
Programmer of customers, by customer class, assessed credit card frees or charges during the period 5,477 5,757													0
Residential		11	49	24	0	0	0	0	0	0	0	1	26
Low Income Residential 0 0 0 0 0 0 0 0 0													
Small C&F 197 274 201 154 110 140 101 80 72 95 8.8 Medium / Large C&R 35 30 8 20 9 10 10 6 6 6 9 13 10 Total 5,709 6,061 5,809 5,918 5,775 5,478 5,153 4,465 4,722 4,709 4,488 Number of customers, by customer class, assessed late payment fees or charges during the period 0 0 0 0 0 0 0 0 0													4,715
Medium Large CRI			-		-	-							0
Total													130
Number of customers, by customer class, assessed late payment fees or charges during the period 0 0 0 0 0 0 0 0 0													4,867
Residential	****	5,709	0,001	3,809	5,943	3,773	3,4/8	5,155	4,405	4,722	4,/09	4,408	4,807
Low Income Residential 3 7 5 0 0 0 0 0 0 0 0 0													0
Small C&F													0
Medium / Large C&H													0
Total													0
Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements (sectuding Newstart and Covid AMP) Residential S14 490 687 878 886 988 855 774 567 578 68													0
Residential 1514 490 687 878 886 968 855 774 567 575 688	****						v	Ů		v			
Low Income Residential 108 69 72 80 95 127 113 97 69 68 68							968	855	774	567	575	688	733
Small C& 2 2 9 6 5 13 11 10 0 4 1													62
Mediam / Large C&I													1
Total						-							31
Number of customers by customer class, completing deferred payment arrangements during the period(excluding Newstart and Covid AMP)													827
Residential							.,						
Low Income Residential 10 6 3 6 10 15 24 18 18 14 3 3 3 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 3 3 0 4 4 4 4 4 3 3 0 4 4 4 4 4 4 4 4 4					46	58	82	127	118	132	92	55	39
Small Ckl 0													5
Medium / Large C&I													0
Total Sumber of customers, by customer class, rengolating deferred payment arrangements during the period (excluding Newstart and Covid AMP) Sequence Sequenc					1	0							0
Number of customers, by customer class, enrolling in new deferred payment arrangements during the period (excluding Newstart and Covid AMP)		50	28	17	54		104					59	44
Residential 371 517 713 929 435 276 368 243 357 573 353	Number of customers, by customer class, enrolling in new deferred payment arrangements during the per	iod (excluding											
Low Income Residential 18 38 52 89 77 42 38 27 46 55 28				713	929	435	276	368	243	357	573	353	659
Small C&I Smal	Low Income Residential	18	38								55		30
Medium / Large C&l		0	11		10	18	9				1		0
Total 389 568 773 1,030 532 329 418 274 414 636 400	Medium / Large C&I	0											6
Residential 3 5 17 21 3 7 7 6 9 2 2 6					1,030	532	329	418	274	414	636	400	695
Residential 3 5 17 21 3 7 7 6 9 2 2 6	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	(excluding Ne	wstart and Cov	rid AMP)									
Small C& 0 0 0 0 0 0 0 0 0	Residential	3	5	17		3							4
Medium / Large C&1									_			0	0
Total 3 5 18 23 3 7 7 8 11 5 6													0
Number of customers taking service at the beginning of the period under existing hardship protections (O exceptions with expiry March 31) or M, Y and S protections													0
Residential 3,209 3,238 3,430 3,515 2,586 2,698 2,688 2,650 2,649 2,613 2,812							7	7	8	11	5	6	4
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&H 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0													
Small C&I 0													3,053
Medium / Large C&I 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0					17,615								17,959
													0
Total 18 668 10 522 20 520 21 120 4 247 4 400 4 266 4 202 4 202 4 202													0
10,000 17,532 20,539 21,130 4,547 4,409 4,500 4,273 4,272 4,186 20,540	Total	18,668	19,532	20,539	21,130	4,347	4,409	4,366	4,293	4,272	4,186	20,540	21,012

							2020						
- !	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period												
	Residential	46	39	1,367	31	18	18	9	11	19	12	11	15
	Low Income Residential	203	185	16,757	289	186	69	56	60	82	122	73	48
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	249	224	18,124	320	204	87	65	71	101	134	84	63
14	Number of customers enrolling in new hardship protections during the period	106	146	172	10	16	18	10	9		271	39	33
	Residential Low Income Residential	196 883	146 834	173 580	18 113	80	60	10 48	42	14 54	271 1,118	253	500
	Small C&I	0	0	0	0	0	00	48	0	0	1,118	253	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	1,079	980	753	131	96	78	58	51	68	1,389	292	533
15	Number of customers, by customer class, completing an AMP program during the period	,									,		
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	6	17	23	39	51	46	36	26	31	23	6	1
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6	17	23	39	51	46	36	26	31	23	6	1
16	Number of customers, by customer class, enrolling in an AMP program during the period			_	_		_			_		_	
	Residential Low Income Residential	0 33	95	0 128	0 218	239	0 216	0 163	0 212	0 281	0 219	0 206	90
	Low Income Residential Small C&I	0	95	128	218	239	216	163	0	281	219	206	90
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	33	95	128	218	239	216	163	212	281	219	206	90
17	Number of customers, by customer class, re-enrolling in an AMP program during the period		,,,	-20	_10		_10	- 200	-12	-01	-17		,,,
	Residential	0	2	2	2	1	3	0	0	2	3	4	0
	Low Income Residential	27	72	113	176	174	161	130	140	175	127	97	41
	Small C&I	0	0	2	2	5	5	12	27	55	93	50	78
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	27	74	117	180	180	169	142	167	232	223	151	119
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	315	157	93	90	113	84	90	121	132	133	183	264
	Small C&I (Total C&I) Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	315	157	93	90	113	84	90	121	132	133	183	264
19	Number of customers enrolling in the low-income discount rate program during the period	313	157	73	70	113	04	,,,	121	132	155	103	204
.,	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	29,953	29,980	30,019	30,618	30,351	30,307	31,344	30,807	30,884	31,178	30,480	30,547
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential	Unable to Obta	ain Data										
	Low Income Residential												
	Small C&I												
	Medium / Large C&I Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the	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	1,295	1,298	1,282	1,254	1,230	1,203	1,186	1,168	861	844	828	807
- 1	Medium / Large C&I	193	199	197	193	191	191	191	190	157	150	149	145
,	Total	1,488	1,497	1,479	1,447	1,421	1,394	1,377	1,358	1,018	994	977	952
1		and a discount	. 7	_									
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the												0
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential	0	0	0	0	0	0	0	0	0	0	0	
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I	0 0 0	0 75	0	0	0 6	0	0 13	0 7	0 9	0 20	0 7	0 5
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I	0 0 0	0 75 13	0 0 0	0 1 1	0 6 2	9 1	0 13 5	0 7 0	9	0 20 1	7 3	0 5 1
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total	0 0 0 0	0 75	0	0	0 6	0	0 13	0 7	0 9	0 20	0 7	0 5
	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin	0 0 0 0 0 0 the period	0 75 13 88	0 0 0	0 1 1	0 6 2	9 1	0 13 5	0 7 0	9 3	0 20 1	7 3	0 5 1
	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total	0 0 0 0	0 75 13 88	0 0 0	0 1 1	0 6 2	9 1	0 13 5	0 7 0	9 3	0 20 1	7 3	0 5 1
	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin Residential	0 0 0 0 0 0 the period	0 75 13 88	0 0 0	0 1 1	0 6 2	9 1	0 13 5	0 7 0	9 3	0 20 1	7 3	0 5 1
	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I Medium / Large C&I	0 0 0 0 0 0 the period	0 75 13 88	0 0 0	0 1 1	0 6 2	9 1	0 13 5	0 7 0	9 3	0 20 1	7 3	0 5 1
	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Small C&I	0 0 0 0 0 0 the period	0 75 13 88	0 0 0	0 1 1	0 6 2	9 1	0 13 5	0 7 0	9 3	0 20 1	7 3	0 5 1
23	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin, Residential Low Income Residential Low Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period	0 0 0 0 0 g the period Unable to Obta	0 75 13 88	0 0 0	0 1 1 2 2	0 6 2 8	0 9 1 10 10	0 13 5 18	0 7 0 7	0 9 3 12	0 20 1 21	0 7 3 10	0 5 1 6
23	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin, Residential Low Income Residential Small C&I Medium/Large C&I Total Number of customers, by customer class, whose deposits were reduced in part or foregone durin, Residential Small C&I Medium/Large C&I Total	0 0 0 0 0 g the period Unable to Obta	0 75 13 88 sin Data	0 0 0	0 1 1 2 2	0 6 2 8	0 9 1 10 10 0	0 13 5 18	0 7 0 7	0 9 3 112	0 20 1 21	0 7 3 10 0	0 5 1 6
23	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin, Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 0 0 0 0 0 g the period Unable to Obta	0 75 13 88 ain Data	0 0 0 0	0 1 1 2 2 0 0 0 0	0 6 2 8	0 9 1 10 0 0 0	0 13 5 18	0 7 0 7	0 9 3 12	0 20 1 21 21 0 0	0 7 3 10 0 0 0	0 5 1 6
23	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin, Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Low Income Residential Low Income Residential Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential	0 0 0 0 0 0 the period Unable to Obta	0 75 13 88 ain Data 0 0	0 0 0 0	0 1 1 2 2 0 0 0 29	0 6 2 8 8 0 0 30	0 9 1 10 0 0 36	0 13 5 18	0 7 0 7 7	0 9 3 12 0 0 0 316	0 20 1 21 21 0 0 0 37	0 7 3 10	0 5 1 6
23	Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone durin, Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 0 0 0 0 0 g the period Unable to Obta	0 75 13 88 ain Data	0 0 0 0	0 1 1 2 2 0 0 0 0	0 6 2 8	0 9 1 10 0 0 0	0 13 5 18	0 7 0 7	0 9 3 12	0 20 1 21 21 0 0	0 7 3 10 0 0 0	0 5 1 6

							202	21					
- 1	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential	242,553 30,336	242,635 30,706	242,201 31,070	242,260 31,316	241,781 31,504	241,375 31,713	241,124 31,876	240,015 31,917	240,601 31,978	239,761 30,935	244,178 30,932	243,374 30,999
	Low Income Residential Small C&I	24,620	24,680	24,647	24,630	24,486	24,544	24,445	24,362	24,349	24,299	24,403	24,535
	Medium / Large C&I	4,235	4,404	4,097	4,227	4,220	4,220	4,221	4,181	4,255	4,180	4,224	4,202
	Total	301,744	302,425	302,015	302,433	301,991	301,852	301,666	300,475	301,183	299,175	303,737	303,110
2	Number of customers, by customer class, disconnected during the period												
	Residential	0	0	0	0	0	0	260	318	279	132	46	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	50	40	75 0	93 0	71 0	80	60	35 0	8	6	3	9
	Total	50	40	75	93	71	80	320	353	287	138	49	9
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period								-			-	
	Residential	1	0	0	22,388	11,896	1,567	2,066	6,823	7,285	5,208	1,151	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 Total	171 1,364	165 1,546	182 1,753	181 32,105	104 17,086	124 2,568	168 3,910	127 10,044	140 10,930	7,906	120 2,172	186 976
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	1,304	1,540	1,/55	32,105	17,080	2,508	3,910	10,044	10,930	7,906	2,172	9/0
3.2	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
	Total	479	640	808	742	581	600	2,194	3,630	8,295	6,321	4,897	551
4	Number of customers, by customer class, reconnected during the period Residential	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
- 1	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
	Total	26	28	33	29	11	20	90	108	151	96	45	11
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders												
	Residential Low Income Residential	0	0	0	0	0	0	62	66 33	97 51	66 21	23 17	3
	Low income Residential Small C&I	23	24	29	27	10	18	15	7	2	6	5	3
	Medium / Large C&I	2	3	2	2	1	2	0	0	0	0	0	0
	Total	25	27	31	29	11	20	79	106	150	93	45	10
6	Number of customers, by customer class, assessed credit card fees or charges during the period												
	Residential	5,835	5,369	6,552	5,848	6,090	5,872	5,975	5,865	6,624	6,770	6,234	6,210
	Low Income Residential	0	0	230	0	0	0 119	0	0	75	0	0	0
	Small C&I Medium / Large C&I	189	186 18	230	191	128	24	109	82 11	6	90 11	104	140 36
	Total	6,039	5,573	6,802	6,057	6,243	6,015	6,092	5,958	6,705	6,871	6,355	6,386
7	Number of customers, by customer class, assessed late payment fees or charges during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	2,670 420
	Total	0	0	0	0	0	0	0	0	0	0	0	3,090
8	Number of customers, by customer class, taking service at the beginning of the period under existing defer	Ü	Ü			Ü	Ü	Ü	Ü		Ü	Ü	5,070
	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
- 1	Medium / Large C&I Total	29 1,006	26 820	28 818	24 854	24 1,063	24 1,722	21 2,630	3,323	20 3,258	14 3,461	4,310	3,870
9	Number of customers by customer class, completing deferred payment arrangements during the period(ex	1,006	820	919	854	1,003	1,/22	2,030	3,343	3,436	3,401	4,510	3,870
7	Number of customers by customer class, completing deterred payment arrangements during the period(ex Residential	24	10		2.0	38	53	76	135	149	213	234	131
,			181	34	26.1								15
	Low Income Residential	24 6	18	34 7	26 7	1	13	16	28	29	34	106	
	Low Income Residential Small C&I	6	0	7	7 0	1 0	13	16 0	0	29 1	34 0	106	0
	Low Income Residential Small C&I Medium / Large C&I	6 1 1	0 0 3	7 0 2	7 0 0	1 0 3	13 0 3	16 0 3	0	29 1 4	34 0 4	106 0	1
16	Low Income Residential Small C&I Medium / Large C&I Total	6	0	7	7 0	1 0	13	16 0	0	29 1	34 0	106	
10	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per	6 1 1 32	0 0 3 21	7 0 2 43	7 0 0 33	1 0 3 42	13 0 3 69	16 0 3 95	0 1 164	29 1 4 183	34 0 4 251	106 0 1 341	1 147
10	Low Income Residential Small C&I Medium 'J Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential	6 1 1 32 232	0 0 3	7 0 2 43	7 0 0 33 459	1 0 3	13 0 3	16 0 3 95	0	29 1 4 183	34 0 4	106 0	1 147 1,243
10	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per	6 1 1 32	0 0 3 21	7 0 2 43	7 0 0 33 459 58	1 0 3 42	13 0 3 69	16 0 3 95	0 1 164 1,249	29 1 4 183 1,686 188 3	34 0 4 251 2,353	106 0 1 341	1 147 1,243
10	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I	232 15 0	0 0 3 21 263 41 0 6	7 0 2 43 340 62 0 6	7 0 0 33 459 58 0 7	1 0 3 42 1,013 86 1 5	13 0 3 69 1,618 171 0 6	16 0 3 95 1,503 171 1	0 1 164 1,249 119 2 5	29 1 4 183 1,686 188 3 3	34 0 4 251 2,353 380 3	106 0 1 341 1,470 273 1 2	1 147 1,243 111 0 0
	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total	6 1 1 32 232 15 0	0 0 3 21 263 41	7 0 2 43 340 62 0	7 0 0 33 459 58	1 0 3 42 1,013 86	13 0 3 69 1,618 171	16 0 3 95 1,503 171	0 1 164 1,249 119 2	29 1 4 183 1,686 188 3	34 0 4 251 2,353 380 3	106 0 1 341 1,470 273	1 147 1,243 111 0 0
	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period	6 1 1 32 232 15 0 5 252	0 0 3 21 263 41 0 6 310	7 0 2 43 340 62 0 6 408	7 0 0 33 459 58 0 7	1 0 3 42 1,013 86 1 5 1,105	13 0 3 69 1,618 171 0 6 1,795	16 0 3 95 1,503 171 1 5 1,680	0 1 164 1,249 119 2 5 1,375	29 1 4 183 1,686 188 3 3 1,880	34 0 4 251 2,353 380 3 2 2,738	106 0 1 341 1,470 273 1 2 1,746	1 147 1,243 111 0 0 1,354
	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	6 1 1 32 232 15 0 5 252	0 0 3 21 263 41 0 6 310	7 0 2 43 340 62 0 6 408	7 0 0 33 459 58 0 7 524	1 0 3 42 1,013 86 1 5 1,105	13 0 3 69 1,618 171 0 6 1,795	16 0 3 95 1,503 171 1 5 1,680	0 1 164 1,249 119 2 5 1,375	29 1 4 183 1,686 188 3 3 1,880	34 0 4 251 2,353 380 3 2 2,738	106 0 1 341 1,470 273 1 2 1,746	1,243 1,11 0 0 1,354
	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Low Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Low Income Residential	6 1 1 32 232 15 0 5 252	0 0 3 21 263 41 0 6 310	7 0 2 43 340 62 0 6 408	7 0 0 33 459 58 0 7 524	1 0 3 42 1,013 86 1 5 1,105	13 0 3 69 1,618 171 0 6 1,795	16 0 3 95 1,503 171 1 5 1,680	0 1 164 1,249 119 2 5 1,375	29 1 4 183 1,686 188 3 3 1,880	34 0 4 251 2,353 380 3 2 2,738	106 0 1 341 1,470 273 1 1 2 1,746	1,243 111 0 0 1,354
	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	6 1 1 32 232 15 0 5 252 2 0 0	0 0 3 21 263 41 0 6 310	7 0 2 43 340 62 0 6 408	7 0 0 33 459 58 0 7 524	1 0 3 42 1,013 86 1 5 1,105	13 0 3 69 1,618 171 0 6 1,795 23 0	16 0 3 95 1,503 171 1 5 1,680	0 1 164 1,249 119 2 5 1,375 31 1 0	29 1 4 183 1,686 188 3 3 1,880 27 3 0	34 0 4 251 2,353 380 3 2 2,738 21 4 0	106 0 1 341 1,470 273 1 2 1,746 22 3 0	1,243 1,243 111 0 0 1,354 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
11	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total	6 1 32 232 15 0 5 252 2 0 0	0 0 3 21 263 41 0 6 310	7 0 2 43 340 62 0 6 408	7 0 0 333 459 58 0 7 524	1 0 3 42 1,013 86 1 5 1,105	13 0 3 69 1,618 171 0 6 1,795	16 0 3 95 1,503 171 1 5 1,680	0 1 164 1,249 119 2 5 1,375 31 1	29 1 4 183 1,686 188 3 3 1,880 27 3	34 0 4 251 2,353 380 3 2 2,738 21 4	106 0 1 341 1,470 273 1 2 1,746 22 3	1,243 11,243 1111 0 0 1,354 4 0 0
11	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the perf Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C) Number of customers taking service at the beginning of the period under existing hardship protections (C)	6 1 1 32 232 15 0 0 5 252 0 0 0 0 2 2	0 0 3 21 263 41 0 6 310 4 1 1 0 0	7 0 2 43 340 62 0 6 408 5 0 0 6 5	7 0 0 33 459 58 0 7 524 12 1 0 0	1 0 3 42 1,013 86 1 5 1,105 7 4 0 0	13 0 3 69 1,618 171 0 6 1,795 23 0 0	16 0 3 95 1,503 171 1 1 5 1,680 11 3 1 1 0	0 1 164 1,249 119 2 5 1,375 31 1 0 0	29 1 4 183 1,686 188 3 3 1,880 27 3 0 0 3 3	34 0 4 251 2,353 380 3 2 2,738 21 4 0 0	106 0 1 341 1,470 273 1 2 1,746 22 3 0 0 0 25	1,243 111 0 0 1,354 4 0 0 4
11	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C) Residential	6 1 1 32 232 15 0 5 252 0 0 0 0 0 2 2 3,714	0 0 3 21 263 41 0 6 310 4 1 1 0 0 5	7 0 2 43 340 62 0 6 408 5 0 0 0 0 5 3,800	7 0 0 333 459 58 0 7 524 12 1 0 0 13	1 0 3 42 1,013 86 1 5 1,105 7 4 4 0 0 11	13 0 3 69 1,618 171 0 6 1,795 23 0 0 1 24	16 0 3 95 1,503 171 1 5 1,680 11 3 1 0 15	0 1 164 1,249 119 2 5 5 1,375 31 1 0 0 0 32	29 1 4 183 1.686 188 3 3 1,880 27 3 0 0 30 2,331	34 0 4 251 2,353 380 3 2 2,738 21 4 0 0 25	106 0 1 341 1,470 273 1 2 1,746 22 3 0 0 25	1,243 1,111 0 0 1,354 4 0 0 0 4
11	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the peri Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C Residential Low Income Residential	6 1 1 32 232 15 0 5 252 2 0 0 0 0 0 0 3,714 16,995	0 0 3 21 263 41 0 6 310 4 1 0 0 0 5 5 3,795	7 0 2 2 43 340 62 0 6 6 408 5 5 0 0 0 0 5 5 3,800 18,190	7 0 0 33 459 58 0 7 7 524 12 1 0 0 3 13	1 0 3 42 1,013 86 1 5 5 1,105 7 4 0 0 0 1 1	13 0 3 69 1,618 171 0 6 5 1,795 23 0 0 0 1 1 24	16 0 3 3 95 1,503 171 1 1 5 5 1,680 1 1 1 1 3 1 1 0 0 1 15 1 1,498	0 1 164 1,249 119 2 5 1,375 31 1 0 0 0 32 2,368 1,545	29 1 4 183 1,686 188 3 3 1,880 27 3 0 0 0 30 2,331 1,665	34 0 4 251 2,353 380 3 2 2,738 21 4 0 0 0 2,51 1,682	106 0 1 341 1,470 273 1 1 2 2 1,746 22 3 0 0 0 25	1 147 1,243 1111 0 0 1,354 4 0 0 0 4 4 2,895 17,251
11	Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, enrolling in new deferred payment arrangements during the per Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C) Residential	6 1 1 32 232 15 0 5 252 0 0 0 0 0 2 2 3,714	0 0 3 21 263 41 0 6 310 4 1 1 0 0 5	7 0 2 43 340 62 0 6 408 5 0 0 0 0 5 3,800	7 0 0 333 459 58 0 7 524 12 1 0 0 13	1 0 3 42 1,013 86 1 5 1,105 7 4 4 0 0 11	13 0 3 69 1,618 171 0 6 1,795 23 0 0 1 24	16 0 3 95 1,503 171 1 5 1,680 11 3 1 0 15	0 1 164 1,249 119 2 5 5 1,375 31 1 0 0 0 32	29 1 4 183 1.686 188 3 3 1,880 27 3 0 0 30 2,331	34 0 4 251 2,353 380 3 2 2,738 21 4 0 0 25	106 0 1 341 1,470 273 1 2 1,746 22 3 0 0 25	1 1,243 111 0 0 0 1,354 4 0 0 0 4 4 2,895

							20	21					
	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period												
	Residential	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 46	0 36	0 19,938	0 100	0	90	0 87	0 80	0 115	0 172	0 157	0 123
1.4	Total Number of customers enrolling in new hardship protections during the period	46	36	19,938	100	98	90	87	80	115	172	157	123
14	Residential	50	61	40	37	57	50	65	52	69	47	445	93
	Low Income Residential	802	849	428	133	114	111	109	180	168	149	17,513	512
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	852	910	468	170	171	161	174	232	237	196	17,958	605
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	14	9	25	37	66	39	30	53	43	42	29	25
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I Total	0 14	0	0 25	37	0 66	39	30	53	0 43	0 42	0 29	25
16	Number of customers, by customer class, enrolling in an AMP program during the period	14	9	25	31	00	39	30	55	43	42	29	25
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	125	134	296	758	972	842	466	854	1,024	673	316	89
	Small C&I	0	0	0	0	0	0	0	0.54	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	125	134	296	758	972	842	466	854	1,024	673	316	89
17	Number of customers, by customer class, re-enrolling in an AMP program during the period												
	Residential	0	1	1	3	0	1	3	5	3	3	2	3
	Low Income Residential	63	39	94 77	154	145	147 37	119	242	343	242	198	54 21
	Small C&I	85	61		44	40		33	14	20	26	23	
	Medium / Large C&I Total	0 148	0 101	0 172	201	186	1 186	156	262	366	272	0 223	1 79
18	Number of customers, by customer class, dropping off an AMP program during the period	140	101	1/2	201	100	100	130	202	300	212	223	19
10	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	174	112	95	100	114	192		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
	Total	174	112	95	100	114	192	370	360	437	639	736	840
19	Number of customers enrolling in the low-income discount rate program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential Small C&I	30,903	31,061 0	31,538 0	31,559 0	31,811	32,116	32,289 0	31,915 0	32,150 0	31,407	31,409 0	29,915
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	30,903	31,061	31,538	31,559	31,811		32,289	31,915	32,150	31,407	31,409	29,915
20	Number of customers dropping off the low-income discount rate program during the period	20,202	51,001	51,550	51,555	51,011	52,110	52,20	51,715	52,150	51,407	52,405	2,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the						0						
	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
	Low income Residential 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
	Total	935	933	914	889	861	837	809	811	805	819	838	853
22	Number of customers, by customer class, required to submit new deposits or increased deposits during the												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	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 11	2 15	1 14	2 21	2 16	1 10	2 13	25	1 19	2 42	52	43
23	Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during	- 11	15	14	21	16	10	13	25	19	42	34	43
23	Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential	<u> </u>					 						
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
24	Number of customers, by customer class, whose deposits were returned in full during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
		0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential												
	Small C&I	23	14	27	37	35	32	32	21	23	22	30	23
				27 6 33	37 9 46	35 9 44	9	32 9 41	21 2 23	23 2 25	22 6 28	30 3 33	5

							20	22					
	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Number of customers, by customer class												
	Residential Low Income Residential	243,308 31,261	243,095 31,569	242,517 31,903	243,430 32,197	242,533 32,447	241,930 32,932	241,775 32,951	241,336 32,975	241,989 32,979	243,565 32,288	243,728 32,431	244,204 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
	Total	303,451	303,544	303,288	304,443	303,687	303,533	303,324	302,979	303,560	304,495	304,788	305,664
2	Number of customers, by customer class, disconnected during the period Residential	0	0	0	1	4	248	373	235	360	218	121	0
	Low Income Residential	0	0	0	0	0	248	0	233	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
2.1	Total	22	27	27	45	45	305	405	247	367	233	131	16
3.1	Number of customers, by customer class receiving a 1st notice of disconnect during the period Residential	0	0	964	2,007	1,876	8,200	16,266	7,908	6,907	6,839	3,584	6
	Low Income Residential	0	0	0	837	654	2,412	5,310	3,500	2,847	2,761	1,186	0
	Small C&I	1,060	1,159	1,503	929	1,030	931	699	653	532	531	613	802
	Medium / Large C&I Total	183 1,243	176 1,335	221 2,688	3,939	159 3,719	177 11,720	148 22,423	154 12,215	159 10,445	143 10,274	154 5,537	185 993
3.2	Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period	1,243	1,000	2,000	3,737	5,717	11,720	22,423	12,213	10,445	10,274	5,557	773
	Residential	0	0	0	931	1,821	2,176	5,865	10,245	5,395	5,316	2,682	0
	Low Income Residential	0 412	0 538	0 781	330 804	531	623 603	1,931	3,948 469	2,251 383	2,149 382	834 335	0 389
	Small C&I Medium / Large C&I	412 74	538 67	781 104	804 95	612 82	603 86	539 71	469 84	383 83	382 95	335 72	389 60
	Total	486	605	885	2,160	3,046	3,488	8,406	14,746	8,112	7,942	3,923	449
4	Number of customers, by customer class, reconnected during the period											·	
	Residential Law Islands and Parisharial	0	0	0	0	1	59	135	81	96	81	60	7
	Low Income Residential Small C&I	0 14	0 13	0 14	0	0	20 14	42	33	55 1	50 7	40 7	3
	Medium / Large C&I	0	13	1	1	0	1	2	0	2	1	0	3
	Total	14	14	15	10	9	94	184	116	154	139	107	21
5	Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders of												_
	Residential Low Income Residential	0	0	0	0	0	59 19	133 40	76 33	94 53	75 44	60 40	7 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
	Total	14	12	15	10	8	93	180	111	149	124	106	20
6	Number of customers, by customer class, assessed credit card fees or charges during the period Residential	6,255	6,324	7,121	7,439	7,103	7,029	8,708	8,977	7,696	7,778	7,446	6,983
	Low Income Residential	0,233	0,524	0	0	7,103	0	0,700	0,777	0	0	0	0,783
	Small C&I	156	204	244	289	183	167	130	132	124	148	138	189
	Medium / Large C&I Total	29 6,440	18 6,546	7,389	50 7,778	7,326	7,240	40 8,878	29 9,138	38 7,858	38 7,964	45 7,629	7,232
7	Number of customers, by customer class, assessed late payment fees or charges during the period	0,440	0,340	1,307	1,110	1,320	7,240	0,070	9,130	7,030	7,504	7,029	1,232
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I Medium / Large C&I	5,241 727	5,075 679	5,396 737	1,661 176	1,841 184	1,924 184	1,652 158	1,903 215	2,144 235	1,786 178	2,047	1,631 140
	Total	5,968	5,754	6,133	1,837	2,025	2,108	1,810	2,118	2,379	1,964	2,268	1,771
8	Number of customers, by customer class, taking service at the beginning of the period under existing defer												
	Residential	2,662	1,998	2,001	2,016	2,464	2,150	1,916	2,474	3,526	3,824	3,152	2,909
	Low Income Residential Small C&I	230	161	148	193	273	249	216 12	280 17	484 10	661	525 8	531
	Medium / Large C&I	9	6	4	2	3	4	4	5	11	7	3	9
	Total	2,903	2,168	2,157	2,219	2,758	2,418	2,148	2,776	4,031	4,502	3,688	3,454
9	Number of customers by customer class, completing deferred payment arrangements during the period(ex		25	40		-	2-	10:	201	2.02	205	21.5	100
	Residential Low Income Residential	43 10	37 4	49 8	43 10	54 10	79 28	101 13	204 40	262 43	385 71	316 59	150 30
	Small C&I	0	2	1	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
10	Total Number of auctomore by auctomore does anyelling in new defended normant among amonts during the new	54	43	58	54	67	111	115	248	308	458	377	181
10	Number of customers, by customer class, enrolling in new deferred payment arrangements during the per 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 Total	650	2 719	2 1,188	1,421	927	4 795	4 1,476	3,876	2,931	2,008	6 1,973	5 1,428
11	Number of customers, by customer class, renegotiating deferred payment arrangements during the period	030	/19	1,108	1,441	721	193	1,4/0	3,070	2,731	2,008	1,7/3	1,420
	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 Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3	8	5	3	10	14	53	52	31	30	16	10
12	Number of customers taking service at the beginning of the period under existing hardship protections (C												
	Residential	3,049 16.398	2,927	3,151 18,399	2,200	2,220	2,203 1,697	2,153	2,321	2,102	2,332 2,031	2,303 2,227	2,706
	Low Income Residential Small C&I	16,398	17,347	18,399	1,431	1,538	1,697	1,763	1,932	1,973	2,031	2,227	16,508
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	19,447	20,274	21,550	3,631	3,758	3,900	3,916	4,253	4,075	4,363	4,530	19,214

_							20	22					
Γ	EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13	Number of customers completing hardship protections during the period												
	Residential	18	23	30	930	47	33	48	83	53	54	43	26
L	Low Income Residential	88	132	142	18,207	90	61	78	107	147	189	208	133
Į.	Small C&I	0	0	0	0	0	0	0	0	0	0	0	(
- 1	Medium / Large C&I Total	0	0 155	0	0	0 137	0	0	0	0 200	0	0 251	159
u P		106	155	172	19,137	137	94	126	190	200	243	251	155
14	Number of customers enrolling in new hardship protections during the period Residential	114	93	109	53	67	64	99	113	66	80	414	118
ŀ	Low Income Residential	794	717	824	179	240	166	206	259	209	281	16,907	712
ŀ	Small C&I	0	0	0	0	0	0	0	0	0	0	0	(11
ľ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
- 1	Total	908	810	933	232	307	230	305	372	275	361	17,321	830
15	Number of customers, by customer class, completing an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	(
ı	Low Income Residential	23	47	82	129	143	109	100	91	61	36	20	1
Ļ	Small C&I	0	0	0	0	0	0	0	0	0	0	0	
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
	Total	23	47	82	129	143	109	100	91	61	36	20	1:
16	Number of customers, by customer class, enrolling in an AMP program during the period												
ŀ	Residential Low Income Residential	3,142	0 88	0 293	0 476	501	575	1,301	1,039	572	0 486	0 304	9:
ŀ	Low Income Residential Small C&I	3,142	88	293	4/6	501	0	1,301	1,039	0	486	304 0	9:
ŀ	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	
ŀ	Total	3,142	88	293	476	501	575	1,301	1,039	572	486	304	9:
17	Number of customers, by customer class, re-enrolling in an AMP program during the period	-,-12			.,,,	-01		-,- 01	-,,		.50		
· f	Residential	14	2	3	4	9	1	8	3	3	11	3	
ı	Low Income Residential	1,300	55	159	239	332	280	508	446	282	309	167	3'
	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	
	Total	1,340	75	190	258	341	301	533	466	301	331	178	51
18	Number of customers, by customer class, dropping off an AMP program during the period												
	Residential	0	0	0	0	0	0	0	0	0	0	0	(
Į.	Low Income Residential	693	321	2,509	305	367	338	536	440	547	727	587	772
ŀ	Small C&I (Total C&I)	0	0	0	0	0	0	0	0	0	0	0	(
	Medium & Large C&I	0	0	0	0	0	0	0	0	0	0	0	(
	Total	693	321	2,509	305	367	338	536	440	547	727	587	772
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	(
ŀ	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	33,05
ŀ	Small C&I	0	0	0	0	0.2,000	0	0	0.2,507	0	0	0	22,02
ı	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	-
	Total	31,407	31,831	32,421	32,752	32,959	33,340	33,205	32,987	33,261	32,705	33,000	33,051
20	Number of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential												
ı	Small C&I												
ŀ	Medium / Large C&I			-									
Į.													
	Total												
21	Number of customers, by customer class, with required deposits with the company at the beginning of the				0	0	0				0	0	
21	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential	0	0	0	0	0	0	0	0	0	0	0	
21	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
21	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I	0			0							Ü	77
21	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential	0 755	0 761	0 764	0 749	0 754	0 742	0 743	0 736	0 742	0 750	0 761	((777: 100:
	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Mediam / Large C&I	0 755 100	0 761 99	0 764 101	0 749 99	0 754 97	0 742 97	0 743 95	0 736 98	0 742 96	0 750 97	0 761 95	777
	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total	0 755 100	0 761 99	0 764 101	0 749 99	0 754 97	0 742 97	0 743 95	0 736 98	0 742 96	0 750 97	0 761 95	77° 100 87 °
	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the	0 755 100 855	0 761 99 860	0 764 101 865 0	0 749 99 848 0	0 754 97 851	0 742 97 839	0 743 95 838	0 736 98 834	0 742 96 838	0 750 97 847 0	0 761 95 856 0	77 10 87
	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Small C&I Small C&I	0 755 100 855 0 0 31	0 761 99 860 0 0 30	0 764 101 865 0 0 0 28	0 749 99 848 0 0	0 754 97 851 0 0 28	0 742 97 839 0 0	0 743 95 838 0 0 32	0 736 98 834 0 0	0 742 96 838 0 0 27	0 750 97 847 0 0 33	0 761 95 856 0 0 25	777 100 87
	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Low Incomes, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Total Total Total	0 755 100 855 0 0 31	0 761 99 860 0 0 30	0 764 101 865 0 0 0 28	0 749 99 848 0 0	0 754 97 851 0 0 28	0 742 97 839 0 0	0 743 95 838 0 0 32	0 736 98 834 0 0	0 742 96 838 0 0 27	0 750 97 847 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Unumber of customers, by customer class, whose required deposits were reduced in part or foregone during	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Universidential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 0 33	0 761 95 856 0 0 25	777 10 87
22 1	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Low Income Residential Small C&I	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Medium / Large C&I Total	0 755 100 855 0 0 31	0 761 99 860 0 0 30 6	0 764 101 865 0 0 28	0 749 99 848 0 0 24 4	0 754 97 851 0 0 28	0 742 97 839 0 0 14 2	0 743 95 838 0 0 32	0 736 98 834 0 0 9	0 742 96 838 0 0 27 3	0 750 97 847 0 0 0 33	0 761 95 856 0 0 25	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Total Low Income Residential Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Total Medium / Large C&I Total Medium / Large C&I Total Vamber of customers, by customer class, whose deposits were returned in full during the period	0 755 100 855 0 0 31 6 37	0 761 99 860 0 0 30 6 36	0 764 101 865 0 0 28 4 32	0 749 99 848 0 0 24 4 28	0 754 97 851 0 0 28 3	0 742 97 839 0 0 14 2	0 743 95 838 0 0 0 32 3 3 35	0 736 98 834 0 0 9 5 14	0 742 96 838 0 0 27 3 3	0 750 97 847 0 0 33 2 35	0 761 95 856 0 0 25 3 28	777 10 87
222	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Total Small C&I Medium / Large C&I Total Small C&I Medium / Large C&I Total Residential Small C&I Medium / Large C&I Total Residential	0 0 755 100 855 0 0 31 6 37	0 761 99 860 0 0 30 6 36	0 764 101 865 0 0 28 4 32	0 749 99 848 0 0 24 4 28	0 754 97 851 0 0 0 28 3 3	0 742 97 839 0 0 14 2 16	0 743 95 838 0 0 0 32 3 3 35	0 736 98 834 0 0 9 5 14	0 742 96 838 0 0 27 3 3 30	0 750 97 847 0 0 0 33 2 35	0 761 95 856 0 0 0 25 3 28	777 100 87
222 11	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Low Income Residential Low Income Residential Low Income Residential Low Income Residential Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Incomers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Low Income Residential Low Incomers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Incomers, by customer class, whose deposits were returned in full during the period Residential Number of customers, by customer class, whose deposits were returned in full during the period Residential Low Income Residential	0 755 1000 855 0 0 0 31 6 6 37	0 761 999 860 0 0 30 6 6 36	0 764 101 101 865 0 0 0 28 4 4 32	0 749 99 99 848 0 0 24 4 4 28	0 754 977 851 0 0 0 28 3 3 31	0 742 977 839 0 0 14 12 16	0 743 955 838 0 0 0 32 3 3 35	0 736 988 834 0 0 0 9 5 5 14	0 0 742 966 838 0 0 0 27 3 3 30	0 750 97 847 0 0 0 3 3 3 2 2 3 5	0 761 95 856 0 0 0 225 3 3 28	777 100 877 3 3 4 4
222 11	Number of customers, by customer class, with required deposits with the company at the beginning of the Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, required to submit new deposits or increased deposits during the Residential Low Income Residential Low Income Residential Small C&I Medium / Large C&I Total Number of customers, by customer class, whose required deposits were reduced in part or foregone during Residential Low Income Residential Small C&I Medium / Large C&I Total Small C&I Medium / Large C&I Total Small C&I Medium / Large C&I Total Residential Small C&I Medium / Large C&I Total Residential	0 0 755 100 855 0 0 31 6 37	0 761 99 860 0 0 30 6 36	0 764 101 865 0 0 28 4 32	0 749 99 848 0 0 24 4 28	0 754 97 851 0 0 28 3 3	0 742 97 839 0 0 14 2 16	0 743 95 838 0 0 0 32 3 3 35	0 736 98 834 0 0 9 5 14	0 742 96 838 0 0 27 3 3 30	0 750 97 847 0 0 0 33 2 35	0 761 95 856 0 0 0 25 3 28	777

Γ						20	23					
EMA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of customers, by customer class												
Residential	244,940	242,975	243,752	242,820	243,057	242,519	242,706	242,692	242,611	242,905	243,784	244,26
Low Income Residential	32,860 24,573	33,110 24,505	33,859 24,568	33,964 24,423	34,727 24,377	34,943 24,368	34,924 24,316	34,886 24,216	34,831 24,228	34,850 24,248	34,737 24,192	34,25 24,20
Small C&I Medium / Large C&I	4,210	4,239	4,228	4,186	4,222	4,193	4,202	4,185	4,219	4,215	4,192	4,15
Total	306,583	304,829	306,407	305,393	306,383	306,023	306,148	305,979	305,889	306,218	306,904	306,88
Number of customers, by customer class, disconnected during the period												
Residential	0	0	0	0	154	152	273	386	273	226	70	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	32	35	31	70	13	18	54	21	20	16	18	1
Medium / Large C&I Total	32	0 35	0 31	70	0 167	0 170	0 327	0 407	0 293	0 242	0 88	1
Number of customers, by customer class receiving a 1st notice of disconnect during the period	32	35	31	70	16/	1/0	321	407	293	242	- 00	1
Residential	11	6	7	11.845	21.140	12.246	9,691	8,526	7,278	7.011	2,677	
Low Income Residential	0	0	0	4,363	6,108	3,774	3,759	3,626	3,006	2,946	1,586	
Small C&I	1,178	1,236	1,386	1,100	1,291	855	710	681	505	534	545	78
Medium / Large C&I	207	180	200	169	173	176	158	164	137	148	154	18
Total	1,396	1,422	1,593	17,477	28,712	17,051	14,318	12,997	10,926	10,639	4,962	98
Number of customers, by customer class, receiving Final/72-hour notice of disconnect during the period				2.500	0.202	10.120	7.570	7.054	5 605	4.605	2.702	
Residential Low Income Residential	0	0	0	2,577 139	9,303 4,051	10,129 3,516	7,670 2,111	7,854 3,174	5,687 2,502	4,687 2,410	3,782 1,309	
Low Income Residential Small C&I	490	618	830	746	4,051 800	3,516 735	2,111 578	5,1 /4 547	2,502 411	2,410 335	1,309	37
Medium / Large C&I	71	69	102	96	92	107	70	102	95	74	95	3
Total	561	687	932	3,558	14,246	14,487	10,429	11,677	8,695	7,506	5,583	4
Number of customers, by customer class, reconnected during the period												
Residential	0	1	0	0	46	53	71	117	83	79	47	
Low Income Residential	1	0	0	0	13	26	25	77	42	36	28	
Small C&I	19	18	17	15	4	2	6	4	6	4	12	
Medium / Large C&I Total	1 21	1 20	0 17	1	63	0 81	2 104	1 199	0 131	1 120	0 87	
Number of customers, by customer class, assessed reconnection fees or charges from the reconnect orders of	21	20	1/	16	63	81	104	199	131	120	8/	
Residential	0	1	0	0	43	53	69	115	80	76	45	
Low Income Residential	1	0	0	0	13	26	22	75	40	34	28	
Small C&I	17	18	16	15	4	2	5	4	6	4	11	
Medium / Large C&I	1	1	0	1	0	0	2	1	0	1	0	
Total	19	20	16	16	60	81	98	195	126	115	84	
Number of customers, by customer class, assessed credit card fees or charges during the period												
Residential	7,662	7,747	8,457	39	0	0	0	0	0	0	0	
Low Income Residential Small C&I	236	0 323	0 273	0 305	0 281	0 316	0 285	0 340	0 213	0 207	0 146	19
Medium / Large C&I	77	48	69	68	56	77	47	94	49	43	40	- 13
Total	7,975	8,118	8,799	412	337	393	332	434	262	250	186	23
Number of customers, by customer class, assessed late payment fees or charges during the period	,	,							-			
Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Small C&I	1,652	2,154	2,219	1,728	2,083	2,201	1,838	2,022	1,609	1,796	2,169	1,7
Medium / Large C&I Total	148 1,800	216	217	179	213	185	157	194	187	170	199 2,368	1,9
	1,800	2,370	2,436	1,907	2,296	2,386	1,995	2,216	1,796	1,966	2,368	1,9
Number of customers, by customer class, taking service at the beginning of the period under existing defer Residential	2,460	1.506	1.485	1.416	1,714	2,672	4,026	4.183	3.840	3,347	2,645	2,0
Low Income Residential	362	212	190	170	175	254	446	636	572	598	517	4
Small C&I	7	6	6	7	15	13	13	14	8	5	4	
Medium / Large C&I	9	5	5	7	6	4	7	4	5	1	1	
Total	2,838	1,729	1,686	1,600	1,910	2,943	4,492	4,837	4,425	3,951	3,167	2,5
Number of customers by customer class, completing deferred payment arrangements during the period(ex												
Residential	64	37	27	33	61	113	196	345	390	458	345	1
Low Income Residential	13	11	9	11	19	50	44	74	75	78	49	
Small C&I Medium / Large C&I	0	2	1 2	0	3 0	1	4	4	1	0	1	
Total	78	50	39	45	83	165	244	423	466	537	396	1
Number of customers, by customer class, enrolling in new deferred payment arrangements during the per	76	30	37	40	- 83	200	244	-423	-30	231	5,0	-
Residential	438	504	741	774	2,047	3,888	2,342	2,323	1,650	1,353	1,472	1,0
Low Income Residential	36	50	53	67	185	457	527	354	407	366	385	2
Small C&I	5	9	20	16	17	11	16	15	8	9	11	
Medium / Large C&I	1	1	5	2	4	5	4	5	3	3	1	_
Total	480	564	819	859	2,253	4,361	2,889	2,697	2,068	1,731	1,869	1,2
Number of customers, by customer class, renegotiating deferred payment arrangements during the period Residential	9	6	6	12	40	27	26	22	18	14	7	
	0	1	4	12	40	8	26 8	8	7	8	7	
Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	
Low Income Residential Small C&I		0	0	0	0	0	0	0	0	0	0	
Small C&I	Ω			13	42	35	34	30	25	22	14	
	0 9	7	10	13	72							
Small C&I Medium / Large C&I Total	9	7								1		
Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C Residential	2,903	2,936	3,159	2,077	2,237	2,136	2,090	2,233	2,111	2,117	2,230	
Small C&I Medium/Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C Residential Low Income Residential	2,903 17,335	2,936 17,257	3,159 18,378		2,237 1,592	2,136 1,824	2,090 1,945	2,145	2,168	2,291	2,230 2,471	
Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C Residential Low Income Residential Small C&I	2,903 17,335 0	2,936 17,257 0	3,159 18,378 0	2,077 1,592	2,237 1,592 1	2,136 1,824 1	2,090 1,945 2	2,145	2,168 1	2,291 2	2,471 1	2,8 16,9
Small C&I Medium / Large C&I Total Number of customers taking service at the beginning of the period under existing hardship protections (C Residential Low Income Residential	2,903 17,335	2,936 17,257	3,159 18,378	2,077	2,237 1,592	2,136 1,824	2,090 1,945	2,145	2,168	2,291		

_								23					
E	MA Gas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
13 No	umber of customers completing hardship protections during the period												
L	Residential	27	33	31	1,042	94	69	43	46	46	31	40	30
L	Low Income Residential	145	133	176	18,167	170	121	86	142	116	173	321	181
⊢	Small C&I	0	0	0	3	0	0		0	0	1	0	
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	172	166	207	19,212	264	190	130	188	162	205	361	211
14 N	umber of customers enrolling in new hardship protections during the period												L
⊢	Residential	105 853	162 753	155 933	56 163	135 455	97 275	57 213	70 257	65 229	64	473 18,039	87 604
⊢	Low Income Residential Small C&I	853	753	933	163	455	2/5	213	257	229	268 0	18,039	604
-	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	958	915	1,091	220	590	373		327	295	332	18,512	692
15 No	umber of customers, by customer class, completing an AMP program during the period	736	713	1,071	220	370	373	270	321	2/3	332	10,512	0,2
	Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Low Income Residential	40	30	32	65	59	87	112	45	25	16	11	9
	Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	40	30	32	65	59	87	112	45	25	16	11	9
16 N	umber 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	360	4,359	153	745	1,788	913	694	548	509	453	253	55
	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	
L	Total	360	4,359	153	745	1,788	913	694	548	509	453	253	55
17 <u>N</u>	umber of customers, by customer class, re-enrolling in an AMP program during the period												
<u> </u>	Residential	0	51	1	2	12	1	5	2	4	2	6	0
⊢	Low Income Residential	282	2,675	36	188	935	412	382	416	340	334	197	29
⊢	Small C&I	15	6	23	10	16	17	6	- 11	9	12	7	10
_ L	Medium / Large C&I	0	0 2,732	1	0	0	1 431	1	0	0 353	0 348	0	0 39
	Total	297	2,732	61	200	963	431	394	429	353	348	210	39
18 No	umber of customers, by customer class, dropping off an AMP program during the period	0	0	0	0	0	0	0	0	0	0	0	0
⊢	Residential Low Income Residential	436	279	240	3,114	494	604		774	841	723	655	784
⊢	Small C&I (Total C&I)	0	0	0	3,114	0	0	0	0	0 0 0	0	000	0
-	Medium & Large C&I	0	0	0	0	0	0		0	0	0	0	0
	Total	436	279	240	3,114	494	604		774	841	723	655	784
19 No	umber of customers enrolling in the low-income discount rate program during the period	430	217	240	3,114	424	004	675	,,,	041	723	033	704
.,	Residential	0	0	0	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	34,562	35,168	34,453
	Small C&I	0	0	0	0	0	0		0	0	0	0	0
	Medium / Large C&I	0	0	0	0	0	0	0	0	0	0	0	0
	Total	33,118	33,916	34,278	34,882	35,218	35,294	35,150	35,059	35,059	34,562	35,168	34,453
20 Ni	umber of customers dropping off the low-income discount rate program during the period												
	Residential												
	Low Income Residential												
L	Small C&I												
L	Medium / Large C&I												
L	Total												
21 Ni	umber of customers, by customer class, with required deposits with the company at the beginning of the												
⊢	Residential	0	0	0	0	0	0	0	0	0	0	0	0
- ⊩	Low Income Residential	0	0	0	0	0	0		0	0	0	0	0
 	Small C&I	797 105	800 113	806 119	807	811	817	822	818 127	815 130	813 130	807 130	790 129
—	Medium / Large C&I Total	902	913	925	122 929	120 931	123 940	128 950	945	130 945	943	937	129 919
22 N		902	913	925	929	931	940	950	945	945	943	93/	919
22 N	umber of customers, by customer class, required to submit new deposits or increased deposits during the Residential	0	0	0	0	0	0	0	0	0	0	0	0
- 1-	Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
	Small C&I	30	20	22	27	15	23	29	12	25	19	20	
	Medium / Large C&I	11	11	7	4	13	7	5	0	6	1)	3	10
	Total	41	31	29	31	16	30	34	12	31	20	23	
23 N	umber of customers, by customer class, whose required deposits were reduced in part or foregone during												
	Residential												
	Low Income Residential												
	Small C&I												
	Medium / Large C&I												
	Total												
24 Nı	umber of customers, by customer class, whose deposits were returned in full during the period												0
24 No	Residential	0	0	0	0	0	0	0	0	0	0	0	
24 <u>N</u> .	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0
24 <u>N</u>	Residential Low Income Residential Small C&I	0 10	0 17	0 16	0 26	0 11	0 17	0 24	0 16	0 28	0 21	0 26	0 33
24 <u>N</u>	Residential Low Income Residential	0	0	0	0	0	0	0	0	0	0	0	0 33 2