## FITCHBURG GAS & ELECTRIC LIGHT COMPANY d/b/a UNITIL DPU 20-58D DATA (ELECTRIC DIVISION)

Line #	DATA REQUESTS	2023 JANUARY	2023 FEBRUARY	2023 MARCH	2023 APRIL	2023 MAY	2023 JUNE	2023 JULY	2023 AUGUST	2023 SEPTEMBER	2023 OCTOBER	2023 NOVEMBER	2023 DECEMBER	2024 JANUARY	2024 FEBRUARY	2024 MARCH
	B. Bad Debt Expense Cost Tracking:  1. Reported Revenues	JANOANI	TEDROANT	MARKET	Aith	max.	JOHE	7011	AUGUST	SEI TEIMBER	CETOBER	NOVEMBER	DECEMBER	ZANOANI	TEUROPHY	WAREH
3 4	Residential Low Income	\$5,232,194 \$957,977	\$4,989,013 \$1,005,861	\$4,507,607 \$951,198	\$3,357,130 \$801,128	\$3,154,335 \$677,141	\$3,298,592 \$638,883	\$5,035,285 \$857,623	\$4,729,821 \$853,227	\$4,237,463 \$743,557	\$3,563,598 \$619,131	\$3,794,214 \$660,808	\$4,520,733 \$817,025	\$5,088,680 \$920,662	\$5,359,028 \$1,077,706	\$4,249,035 \$901,302
5	Small C&I	\$235,731	\$251,846	\$228,378	\$176,039	\$157,755	\$150,385	\$166,915	\$170,149	\$160,749	\$157,829	\$167,393	\$197,318	\$219,617	\$255,819	\$220,855
7	Medium C&I Large C&I	\$2,254,739 \$1,474,158	\$2,481,615 \$1,480,552	\$2,029,320 \$1,359,858	\$1,729,507	\$1,681,401 \$1,647,243	\$1,713,661 \$1,777,943	\$2,077,353 \$1,826,121	\$2,105,391		\$1,814,791 \$1,784,138	\$1,778,260 \$1,694,542	\$1,862,454 \$1,555,305	\$2,010,307 \$1,446,947	\$2,349,934 \$1,668,722	\$1,976,731 \$1,673,173
9	Total  2. Accounts Receivable	\$10,154,799	\$10,208,887	\$9,076,362	\$7,583,605	\$7,317,874	\$7,579,464	\$9,963,296	\$9,637,122	\$8,986,009	\$7,939,488	\$8,095,218	\$8,952,835	\$9,686,214	\$10,711,208	\$9,021,097
10 11	Residential Low Income	\$2,746,451 \$6,968,233	\$3,199,409 \$7,283,623	\$3,329,375 \$7,636,059	\$3,427,686 \$7,983,401	\$3,295,409 \$7,836,273	\$3,473,216 \$7,439,352	\$3,177,230 \$7,566,033	\$3,358,085 \$7,805,346	\$3,509,389 \$7,712,765	\$3,312,212 \$7,603,314	\$3,250,030 \$7,557,788	\$3,401,529 \$7,616,877	\$3,344,203 \$7,892,893	\$3,589,088 \$8,257,781	\$4,069,345 \$8,720,992
12 13	Small C&I Medium C&I	\$79,222 \$374,892	\$92,782 \$504,563	\$111,283 \$508,356	\$112,754 \$526,428	\$100,759 \$441,598	\$89,532 \$462,983	\$84,989 \$411,383	\$85,001 \$442,959	\$78,902 \$411,829	\$72,496 \$425,113	\$76,869 \$386,361	\$86,037 \$383,246	\$91,237 \$328,036	\$104,338 \$400,402	\$126,216 \$480,037
14 15	Large C&I Total	\$254,147 \$10,422,945	\$378,235 \$11,458,612	\$248,646 \$11,833,719	\$275,432 \$12,325,702	\$113,946 \$11,787,984	\$470,574 \$11,935,657	\$314,605 \$11,554,240	\$447,427 \$12,138,817	\$684,041 \$12,396,926	\$450,838 \$11,863,972	\$673,217 \$11,944,265	\$436,022 \$11,923,710	\$413,915 \$12,070,284	\$352,796 <b>\$12,704,405</b>	\$439,414 \$13,836,004
16 17	3. Gross Write-offs Residential	\$88,018	\$82,921	\$117.250	\$44,390	\$46.586	\$80.716	\$54.068	\$88.491	\$75.487	\$87.494	\$72,357	\$97.037	\$107,702	\$60.654	\$34,405
18 19	Low Income Small C&I	\$137,555 \$12,211	\$144,042 \$1,571	\$165,926 \$4,023	\$113,395 \$870	\$127,861	\$120,907 \$1,955	\$112,571 \$3,364	\$144,048 \$1,570	\$183,508 \$2,561	\$182,507 \$736	\$127,949 \$181	\$113,204 \$704	\$153,753 \$2,036	\$106,398 \$1,331	\$86,187 \$1,303
20	Medium C&I	\$0	\$4,494	\$1,618	\$3,679 \$0	\$2,147	\$1,174	\$9,427	\$553 \$0	\$22,633	\$131	\$38,078	\$1,090	\$22,713 \$0	\$1,831	\$7,457 \$0
22	Large C&I Total	\$0 \$237,783	\$233,028	\$0 \$288,817	\$162,333	\$0 \$183,227	\$204,752	\$179,430	\$234,662	\$284,189	\$0 \$270,867	\$238,565	\$0 \$212,035	\$286,203	\$0 \$170,214	\$129,352
23 24	Write off Recoveries     Residential	\$4,157	\$3,839	\$3,852	\$5,926	\$6,945	\$4,771	\$6,447	\$8,865	\$2,322	\$4,570	\$7,257	\$5,709	\$3,120	\$7,176	\$5,703
25 26	Low Income Small C&I	\$1,904 \$3,627	\$736 \$300	\$1,079 \$54	\$1,509 \$268	\$3,470 \$450	\$1,017 \$141	\$1,721 \$0	\$4,708 \$230	\$858 \$0	\$1,104 \$0	\$5,113 \$0	\$615 \$289	\$1,268 \$0	\$3,871 \$0	\$2,109 \$152
27 28	Medium C&I Large C&I	\$9 \$0	\$0 \$0	\$1,383 \$0	\$192 \$0	\$689 \$0	\$192 \$0	\$192 \$0	\$131 \$0	\$400 \$0	\$10 \$0	\$2,948 \$0	\$200 \$0	\$200 \$0	\$154 \$0	\$200 \$0
29 30	Total	\$9,698	\$4,876	\$6,368	\$7,894	\$11,553	\$6,121	\$8,360	\$13,935	\$3,580	\$5,684	\$15,318	\$6,813	\$4,587	\$11,201	\$8,164
	C. Financial Health Information:  1. Any increase, or requested increase, to bank lines of credit															
33 34 35 36	Any issuance of dividends, plans to issue dividends, increase in dividend amounts, and plans to increase dividend amounts     3. Capital markets access     4. Credit Rating Agency actions	Please refer to DPU 20-58(D) Attachmer FG&E (Q1 2023)					D DPU 20-58(D) Attachment G&E (Q2 2023)		Please refer to DPU 20-58(D) Attachment FG&E (Q3 2023)		Please refer to DPU 20-58(D) Attac FG&E (Q4 2023)			ttachment Please refer		) Attachment )
37	D. Customer-specific data, including:															
38 39	Number of customers, by customer class;     Residential	21,034	20,880	20,830	20,596	20,560	20,782	20,890	20,803	20,868	20,911	20,891	20,970	20,971	20,816	20,742
40	Low Income Small C&I	5,174 2,521	5,333 2,514	5,381 2,508	5,591 2,500	5,586 2,503	5,366 2,500	5,263 2,500	5,358 2,494	5,298 2,490	5,271 2,492	5,322 2,495	5,261 2,493	5,269 2,487	5,433 2,482	5,516 2,480
42	Medium C&I Large C&I	1,531 31	1,533 31	1,536 31	1,545 31	1,544 31	1,556 31	1,554 31	1,565 31	1,578 31	1,584 31	1,590 31	1,593 31	1,591 31	1,594 31	1,596 31
44	<b>Total</b> 2. Number of customers, by customer class, disconnected during the	30,291	30,291	30,286	30,263	30,224	30,235	30,238	30,251	30,265	30,289	30,329	30,348	30,349	30,356	30,365
45 46	period Residential	132	118	48	148	192	243	196	155	171	190	133	88	144	172	144
47	Low Income Small C&I	132	118	48	148	7	243	196	155	6	190	133	3	9	172	144
49	Medium C&I	2 0	5	6	5	6	15 0	8	2	5	13	9	7 0	4 0	10	5 0
51	Large C&I Total	144	126	59	161	205	266	213	162	182	213	148	98	157	187	157
52	<ol><li>Number of customers, by customer class, receiving disconnection notices during the period</li></ol>															
53 54	Residential Low Income	1,243	1,214	1,564	1,894	3,076	2,249	2,177	1,878	2,326	2,263	1,359	1,329	1,523	1,254	973
55 56	Small C&I Medium C&I	48 51	63 56	82 71	96 90	92 74	88 83	81 78	68 63	84 80	56 70	65 85	64 67	79 71	57 57	78 57
57 58	Large C&I Total	0 1,342	0 1,333	0 1,717	0 2,080	0 3,242	0 2,420	0 2,336	0 2,009	0 2,490	0 2,389	0 1,509	0 1,460	0 1,673	0 1,368	0 1,108
59	<ol> <li>Number of customers, by customer class, reconnected during the period</li> </ol>						•									
60 61	Residential Low Income	109	102	34	114	151	180	160	123	147	172	112	74	129	144	125
62	Small C&I	7	5	3	2	4	2	7	1	1	6	5	2	6	3	6
63 64	Medium C&I Large C&I	0	4 0	0	0	5	0	6	0	0	9	7	5	0	7	5
65	Total 5. Number of customers, by customer class, assessed reconnection	117	111	40	117	160	183	173	125	152	187	124	81	139	154	136
66 67	fees or charges during the period  Residential	119	95	46	62	108	85	153	136	107	204	108	80	90	185	113
68 69	Low Income Small C&I	33 5	15 7	8 5	23 3	93 5	102 10	64 11	31 2	21 0	18 6	11 8	5 2	20 5	33 6	20 3
70 71	Medium C&I Large C&I	3	5	0	3	3	6	10	5	2	8	12	4 0	6	7	4 0
72	Total 6. Number of customers, by customer class, assessed credit card fees	160	122	61	91	209	203	238	174	130	236	139	91	121	231	140
73 74	or charges during the period  Residential	0	0	0	0	0	0	1	8	4	5	10	33	45	46	50
75	Low Income	0	0	0	0	0	0	0	0	1	1	1	2	6	3	7
76 77	Small C&I Medium C&I	0	0	0	0	0	0	0	0	0	0	3	13 28	11 24	22 25	15 17
78 79	Large C&I <b>Tota</b> l	0	0	0	0	0	0	0	0 8	5	0 6	0 14	0 76	0 86	0 96	0 89
80	<ol><li>Number of customers, by customer class, assessed late payment fees or charges during the period</li></ol>															
81 82	Residential Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
83 84	Small C&I Medium C&I	446 180	445 177	470 221	457 204	440 232	439 204	411 188	435 205	451 214	426 244	125 72	0	470 242	424 229	462 194
85 86	Large C&I Total	1 627	2 624	4 695	2 663	5	3 646	5	5	4 669	3 673	3 200	0	2 714	2 655	3 659
87 88	Number of customers, by customer class, taking service at the beginning of the period under existing deferred payment arrangements *Includes Arrears Forgiveness plans Residential	665	699	759	856	870	798	794	1,068	774	694	726	631	695	811	777
89 90	Low Income Small C&I	684 14	736 19	772 17	815 16	1168 0	1136 23	1049 17	973 13	882 15	828 13	729 13	594 12	578 11	616 13	705 18
91 92	Medium C&I Large C&I	15	15 0	17	29	0	31 0	26	22	24	22	27	24	27	24	21
93	Total  9. Number of customers by customer class, completing deferred	1378	1469	1565	1716	2038	1988	1886	2076	1695	1557	1495	1261	1311	1464	1521
94	payment arrangements during the period					_	10	10	40		**	4.	**	12	62	10
95 96	Residential Low Income	13 5	3	13	10 5	4	6	6	10 9	14	18 9	14	15 7	6	93 28	19 4
97 98	Small C&I Medium C&I	0	0	2	2	0	0	0	0	0	0	0	2	0	3 4	0
99 100	Large C&i Total	0 19	0 13	0 17	0 19	0 13	0 18	0 19	0 20	0 26	0 27	0 26	0 24	0 19	0 128	0 23
101	<ol> <li>Number of customers, by customer class, enrolling in new deferred payment arrangements during the period</li> </ol>			L												
102 103	Residential Low Income	315 85	372 70	353 102	465 142	364 319	380 210	336 166	330 169	396 169	294 157	294 103	272 70	368 138	448 116	380 136
104 105	Small C&I Medium C&I	10 10	12	12 22	13 30	13 19	16 10	5 9	9 20	11 15	6 10	8 18	6 20	6 18	8 11	19 15
106	Large C&I	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
107	Total 11. Number of customers, by customer class, renegotiating deferred	420	467	489	650	715	616	516	528	591	467	423	369	531	583	550
108 109	payment arrangements during the period Residential	11	10	19	22	5	9	10	15	17	14	8	16	11	20	15
110 111	Low Income Small C&I	5	0	4 0	4	7	6	7	12 0	8	11 0	5 1	5	5	10 0	6 2
112 113	Medium C&I Large C&I	0	0	4 0	1 0	0	0	0	1 0	0	0	1 0	2	0	2 0	1 0
114	Total  12. Number of customers taking service at the beginning of the period	17	12	27	28	12	15	17	28	26	25	15	23	17	32	24
115 116	under existing hardship protections  Residential	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
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## FITCHBURG GAS & ELECTRIC LIGHT COMPANY d/b/a UNITIL DPU 20-58D DATA (ELECTRIC DIVISION)

		2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Line #	DATA REQUESTS	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
117	Low Income	5,168	5,324	5,345	5,330	5,544	5,315	5,125	5,349	5,293	5,267	5,205	5,058	5,261	5,424	5,451
118	Small C&I	N/A	N/A	N/A	N/A	N/A	N/A									
119	Medium C&I	N/A	N/A	N/A	N/A	N/A	N/A									
120	Large C&I  Total	N/A	N/A 5,267	N/A	N/A	N/A	N/A	N/A								
121	13. Number of customers completing hardship protections during the	5,168	5,324	5,345	5,330	5,544	5,315	5,125	5,349	5,293	3,267	5,205	5,058	5,261	5,424	5,451
122	period															1
123	Residential	N/A	N/A	N/A	N/A	N/A	N/A									
124	Low Income	170	149	173	333	161	384	338	173	190	185	282	157	171	187	162
125	Small C&I	N/A	N/A	N/A	N/A	N/A	N/A									
126	Medium C&I	N/A	N/A	N/A	N/A	N/A	N/A									
127	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A									
128	Total	170	149	173	333	161	384	338	173	190	185	282	157	171	187	162
	14. Number of customers enrolling in new hardship protections during															i .
129	the period															
130	Residential	N/A	N/A	N/A	N/A	N/A	N/A									
131	Low Income	280	305	194	318	375	155	148	397	134	159	220	250	174	350	189
132	Small C&I  Medium 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									
134	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A									
135	Total	280	305	194	318	375	155	148	397	134	159	220	250	174	350	189
133	Total	200	303	254	510	373	133	140	33,	254	133		250	1.7	330	105
	15. Number of customers, by customer class, completing an AMP															i .
136	program during the period															í
137	Residential	N/A	N/A	N/A	N/A	N/A	N/A									
138	Low Income	5	17	10	10	35	24	75	65	37	32	17	18	15	20	13
139	Small C&I AFP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
140	Medium C&I	N/A	N/A	N/A	N/A	N/A	N/A									
141	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A									
142	Total	5	17	10	10	35	24	75	65	37	32	17	18	15	20	13
	16. Number of customers, by customer class, enrolling in an AMP															í
143	program during the period															
144	Residential	N/A	N/A	N/A	N/A	N/A	N/A									
145	Low Income	32	67	70	75	202	88	75	74	54	43	33	25	57	70	54
146	Small C&I AFP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
147	Medium C&I	N/A	N/A	N/A	N/A	N/A	N/A									
148	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A									
149	Total	32	67	70	75	202	88	75	74	54	43	33	25	57	70	54
150	17. Number of customers, by customer class, re-enrolling in an AMP															i .
	program during the period						***		21/2			11/1	11/4			21/2
151 152	Residential Low Income	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A									
153	Small C&I	N/A	N/A	N/A	N/A	N/A	N/A									
154	Medium C&I	N/A	N/A	N/A	N/A	N/A	N/A									
155	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A									
156	Total	N/A	N/A	N/A	N/A	N/A	N/A									
	18. Number of customers, by customer class, dropping off an AMP		, i					,								
157	program during the period															i .
158	Residential	N/A	N/A	N/A	N/A	N/A	N/A									
159	Low Income	123	33	93	102	52	55	81	119	142	93	73	77	76	45	31
160	Small C&I AFP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
161	Medium C&I	N/A	N/A	N/A	N/A	N/A	N/A									
162	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A									
163	Total	123	33	93	102	52	55	81	119	142	93	73	77	76	45	31
l l	19. Number of customers enrolling in the low-income discount rate															
164	program during the period	281	307	196	374	192	180	166	293	135	161	259	109	179	353	189
165	<ol> <li>Number of customers dropping off the low-income discount rate program during the period</li> </ol>	170	152	175	180	404	385	236	177	191	188	259	171	171	188	275
105	21. Number of by customers, by customer class, with required	1/0	152	1/5	180	404	365	230	1//	191	100	259	1/1	1/1	100	2/3
166	deposits with the Company at the beginning of the period															i .
167	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
168	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
169	Small C&I	0	0	2	0	0	0	3	3	5	9	5	7	2	1	9
170	Medium C&I	1	0	3	1	1	0	3	5	4	9	9	11	1	1	9
171	Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
172	Total	1	0	5	1	1	0	6	8	9	18	14	18	3	2	18
	22. Number of customers, by customer class, required to submit new															í
173	deposits or increased deposits during the period			<b>—</b>		-										
174	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
175	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
176	Small C&I Medium C&I	0	0	2	1 1	4	4	3	3	6	3	2	2	12 9	9 20	5
177		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
179	Large C&I Total	0	0	3	2	8	5	7	5	8	7	2	4	21	29	10
1/3	23. Number of customers, by customer class, whose required deposits			-			,			-					- 23	10
180	were reduced in part or foregone during the period					1				1	I					į.
181	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
182	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
183	Small C&I	0	0	0	0	1	3	0	1	1	1	2	1	0	0	0
184	Medium C&I	0	0	0	1	0	1	1	0	1	1	1	1	1	1	1
185	Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
186	Total	0	0	0	1	1	4	1	1	2	2	3	2	1	1	1
	24. Number of customers, by customer class, whose deposits were			1 7		1				1	1					
187	returned in full during the period					L			<b></b>							
188	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
189	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
190	Small C&I	0	0	1	0	1	0	0	0	0	1	4	0	1	0	0
191	Medium C&I	2	2	2	0	1	6	2	2	1	3	2	1 0	0	1	1 0
192 193	Large C&I Total	0 2	0 2	3	0	0	6	0	0 2	0	0	6	0	0	0	0
193	IOUI				U	1 4			1 4	1 4	1 4		1 1			. 1

## FITCHBURG GAS & ELECTRIC LIGHT COMPANY d/b/a UNITIL DPU 20-58D DATA (GAS DIVISION)

		2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Line #	DATA REQUESTS	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
2	B. Bad Debt Expense Cost Tracking:  1. Reported Revenues															
3	Residential	\$3,808,457	\$3,699,300	\$3,232,251	\$2,059,645	\$1,042,668	\$499,929	\$467,853	\$428,771	\$439,996	\$647,373	\$1,478,164	\$2,579,923	\$2,995,277	\$3,605,708	\$2,765,983
5	Low Income Small C&I	\$935,997 \$1,044,209	\$962,753 \$1,032,445	\$894,975 \$922,906	\$645,432 \$522,440	\$370,527 \$264,995	\$225,124 \$140,367	\$139,172 \$115,583	\$124,970 \$113,096	\$110,085 \$112,569	\$163,707 \$167,064	\$335,315 \$392,290	\$627,604 \$702,227	\$721,926 \$847,986	\$927,783 \$1,092,875	\$732,329 \$801,186
6	Medium C&I	\$1,300,522	\$1,286,756	\$1,210,612	\$710,027	\$372,096	\$208,006	\$161,246	\$162,276	\$160,105	\$249,926	\$596,750	\$905,089	\$1,061,568	\$1,267,334	\$938,070
7 8	Large C&I Total	\$671,490 \$7,760,676	\$614,503 \$7,595,758	\$567,134 \$6,827,879	\$408,700 \$4,346,244	\$348,814 \$2,399,101	\$295,383 <b>\$1,368,808</b>	\$275,450	\$269,465 \$1,098,578	\$272,774 \$1,095,530	\$324,083 \$1,552,153	\$526,801 \$3,329,319	\$570,698 \$5,385,541	\$642,059 \$6,268,816	\$713,568 \$7,607,268	\$717,969 \$5,955,537
9	2. Accounts Receivable							31,133,303								33,333,337
10	Residential	\$1,493,731	\$1,972,119	\$2,319,350 \$4,263,137	\$2,554,186	\$2,436,311	\$2,227,458	\$1,829,785	\$1,586,810	\$1,409,008	\$1,270,244	\$1,255,895	\$1,400,562	\$1,634,919	\$1,889,024	\$2,406,375 \$4.344.016
11	Low Income Small C&I	\$3,287,864	\$3,780,690 \$238,730	\$4,263,137	\$4,509,469	\$4,409,137 \$243,083	\$4,049,593	\$3,908,600	\$3,734,312	\$3,493,377 \$105,398	\$3,285,444	\$3,215,863 \$84,451	\$3,288,908 \$119,359	\$3,577,885	\$3,956,299 \$151,747	\$233,310
13	Medium C&I	\$147,953	\$191,746	\$149,120	\$169,416	\$104,570	\$112,059	\$41,862	\$57,235	\$72,818	\$59,150	\$60,717	\$94,855	\$130,372	\$119,372	\$196,108
14 15	Large C&I Total	\$164,869 \$5,240,756	\$270,564 \$6,453,848	\$213,185 \$7,206,093	\$171,904 \$7,696,240	\$90,953 \$7,284,054	\$108,675 \$6,707,419	\$116,524	\$108,628 \$5,621,823	\$103,587 \$5,184,187	\$117,402 \$4,829,320	\$142,624 \$4,759,550	\$13,659 \$4,917,342	\$144,541 \$5,598,095	\$238,542 \$6,354,984	\$108,432 \$7,288,241
16	3. Gross Write-offs															
17	Residential Low Income	\$52,322 \$115,526	\$67,149 \$87,060	\$30,556 \$89,388	\$29,544 \$78,572	\$47,404 \$90,086	\$55,062 \$90,502	\$54,856 \$76,038	\$72,683 \$107,757	\$85,675 \$148,933	\$48,993 \$139,929	\$45,263 \$104,052	\$63,714 \$95,017	\$53,750 \$84,968	\$47,350 \$62,593	\$26,523 \$65,435
19	Small C&I	\$2,835	\$6,139	\$5,222	\$2,658	\$6,440	\$1,476	\$16,120	\$9,769	\$20,597	\$2,354	\$4,197	\$1,249	\$1,600	\$394	\$2,021
20	Medium C&I Large C&I	\$0 \$0	\$0 \$0	\$142 \$0	\$0 \$0	\$535 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$13,353 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
22	Total	\$170,683	\$160,348	\$125,309	\$110,774	\$144,466	\$147,040	\$147,014	\$190,210	\$255,205	\$191,276	\$166,865	\$159,980	\$140,319	\$110,338	\$93,978
23	Write off Recoveries															
24	Residential Low Income	\$7,688 \$765	\$4,732 \$631	\$3,339 \$3,974	\$4,206 \$3,114	\$4,438 \$2,897	\$4,807 \$323	\$5,611 \$561	\$10,409 \$3,292	\$3,564 \$875	\$4,168 \$717	\$6,210 \$5,236	\$5,760 \$1,287	\$4,835	\$4,549 \$1,675	\$1,487 \$2,986
26	Small C&I	\$211	\$198	\$136	\$0	\$693	\$166	\$0	\$0	\$0	\$0	\$5,042	\$203	\$0	\$0	\$45
27	Medium C&I Large C&I	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$243 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0
29	Total	\$8,665	\$5,561	\$7,449	\$7,320	\$8,028	\$5,539	\$6,172	\$13,701	\$4,439	\$4,884	\$16,489	\$7,250	\$5,510	\$6,224	\$4,517
30																
31	C. Financial Health Information:  1. Any increase, or requested increase, to bank lines of credit															
72	Any issuance of dividends, plans to issue dividends, increase in	Please refer	to DPU 20-58(D	) Attachment	Please refer	to DPU 20-58(D	) Attachment	Please refer	to DPU 20-58/	D) Attachment	Please refer	to DPU 20-58(D	) Attachment	Please refer	to DPU 20-58(D	) Attachment
33	dividend amounts, and plans to increase dividend amounts		FG&E (Q1 2023			FG&E (Q2 2023			FG&E (Q3 202			FG&E (Q4 2023)			FG&E (Q1 2024	
34 35	Capital markets access     Credit Rating Agency actions	<u></u>			<u></u>			L								
36																
37 38	D. Customer-specific data, including:  1. Number of customers, by customer class;								<del>                                     </del>						<del>                                     </del>	
39	Residential	11,194	11,064	11,057	10,922	10,889	11,051	11,090	11,067	11,138	11,165	11,181	11,267	11,301	11,123	11,059
40	Low Income Small C&I	3,504 1,453	3,632 1,455	3,640 1.458	3,738 1.454	3,723 1.443	3,564 1.447	3,511 1.445	3,575 1.449	3,510 1,449	3,484 1.457	3,529 1.469	3,482 1.478	3,480 1,480	3,621 1,482	3,680 1.482
41	Small C&I Medium C&I	263	262	263	262	263	255	249	249	249	250	252	253	253	252	252
43	Large C&I	27	27	27	27	27	27	27	26	26	26	26	26	26	26	26
44	Total  2. Number of customers, by customer class, disconnected during	16,441	16,440	16,445	16,403	16,345	16,344	16,322	16,366	16,372	16,382	16,457	16,506	16,540	16,504	16,499
45	the period															
46	Residential Low Income	14	44	2	37	37	40	51	15	16	16	7	6	6	24	37
48	Small C&I	3	2	3	2	5	9	7	0	2	3	1	2	0	3	1
49	Medium C&I	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
50 51	Large C&I Total	17	46	5	40	0 42	0 50	59	0 15	18	0 19	8	8	6	27	38
	3. Number of customers, by customer class, receiving															
52 53	disconnection notices during the period  Residential															
54	Low Income	129	197	183	279	372	297	232	73	154	136	67	97	119	119	98
55 56	Small C&I Medium C&I	11	20	24	25 4	29 3	21 5	19	3	13	12 0	8	10	14	18	20
57	Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
58	Total	143	218	210	308	404	323	253	78	171	148	75	109	136	139	122
59	<ol><li>Number of customers, by customer class, reconnected during the period</li></ol>															
60	Residential	12	41	2	19	17	24	21	5	7	11	4	6	3	19	27
61	Low Income Small C&I	2	1	0	0	1	1	0	0	0	1	1	0	0	1	0
63	Medium C&I	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
64 65	Large C&I Total	0 14	0 42	0 2	0 20	0 18	0 25	0 21	5	7	0 12	5	6	3	20	0 27
- 05	Number of customers, by customer class, assessed		72	-		- 10										
66	reconnection fees or charges during the period	12	19	25	16	9	22	24	10	5	4	8	4	5	15	22
68	Residential Low Income	13 2	2	25 1	16 3	10	7	1	10	1	2	1	0	1	15 3	3
69	Small C&I	1	1	0	0	0	1	1	0	0	0	5	0	0	0	2
70 71	Medium C&I Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
72	Total	16	22	26	20	19	30	26	12	6	6	14	4	6	18	27
73	<ol><li>Number of customers, by customer class, assessed credit card fees or charges during the period</li></ol>															
74	Residential	0	0	0	0	0	0	1	6	3	4	4	20	27	31	35
75 76	Low Income Small C&I	0	0	0	0	0	0	0	0	0	0	0	7	3 19	3 17	3 18
76	Small C&I Medium C&I	0	0	0	0	0	0	0	0	0	0	1	8	0	0	0
78	Large C&I	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
79	Total  7. Number of customers, by customer class, assessed late	0	0	0	0	0	0	1	6	3	4	7	36	49	51	56
80	payment fees or charges during the period	-	_	_		_	_	_						<u> </u>		
81 82	Residential Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
83	Small C&I	184	219	226	190	264	193	185	201	198	177	27	0	182	215	163
84 85	Medium C&I Large C&I	28 4	34	25 3	25 4	34	23	16 2	25 2	21 4	16 1	8 2	0	23	18	12
86	Total	216	256	254	219	301	219	203	228	223	194	37	0	209	233	176
	Number of customers, by customer class, taking service at the     beginning of the period under existing deferred payment.															
87	beginning of the period under existing deferred payment arrangements *Includes Arrears Forgiveness plans															
88	Residential	487	534	611	690	700	715	680	606	609	534	543	479	529	683	649
89 90	Low Income Small C&I	541 17	602 16	643 16	656 23	958 27	955 26	870 19	811 16	721 19	662 13	575 14	456 19	449 24	481 19	552 25
91	Medium C&I	1	4	3	2	2	1	1	0	1	1	2	2	2	2	1
92 93	Large C&I Total	0 1046	0 1156	0 1273	0 1371	0 1687	0 1697	0 1570	0 1433	0 1350	0 1210	0 1134	0 956	1004	0 1185	0 1227
	9. Number of customers by customer class, completing deferred	1040	1130	12/3	13/1	100/	103/	13/0	1493	1330	1210	1134	930	1004	1103	1447
94	payment arrangements during the period.	13	-	12		,	7		10	12	13	10	10		73	10
95 96	Residential Low Income	12	5 4	12 3	6	9	7 8	8	7	13 6	13 6	10 10	10 5	11	72 26	6
97	Small C&I	0	0	2	2	0	2	2	0	1	0	1	0	0	5	0
98 99	Medium C&I Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
100	Total	14	9	17	17	15	17	13	17	20	19	21	15	12	103	16
101	10. Number of customers, by customer class, enrolling in new															
101	deferred payment arrangements during the period Residential	268	312	293	386	293	326	280	271	276	215	234	213	301	399	336
103	Low Income	70	70	91	98	264	178	126	128	124	122	81	66	113	101	115
104	Small C&I Medium C&I	12	10 4	22	26 4	13	18 0	9	17 0	15 2	8	16 1	15 1	12	9	0
106	Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
107	Total 11. Number of customers, by customer class, renegotiating	351	396	407	514	571	522	415	416	417	346	332	295	427	509	475
108	deferred payment arrangements during the period															
109	Residential	8 5	7	12	15	2	6 5	8	12	8 7	9	6	13	14	14 7	17
110 111	Low Income Small C&I	0	0	2	1	0	0	0	10 0	1	10 0	2	1	1	1	2

## FITCHBURG GAS & ELECTRIC LIGHT COMPANY d/b/a UNITIL DPU 20-58D DATA (GAS DIVISION)

		2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2023	2024	2024	2024
Line #	DATA REQUESTS	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH
112	Medium C&I Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
113 114	Total	13	8	18	20	5	11	12	22	16	19	12	18	18	22	22
	12. Number of customers taking service at the beginning of the	-13														
115	period under existing hardship protections															
116	Residential	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
117	Low Income	3,499 N/A	3,631 N/A	3,638 N/A	3,645 N/A	3,721 N/A	3,563 N/A	3,491 N/A	3,574 N/A	3,510 N/A	3,484 N/A	3,514 N/A	3,414 N/A	3,476 N/A	3,620 N/A	3,625 N/A
118 119	Small C&I Medium 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
120	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
121	Total	3,499	3,631	3,638	3,645	3,721	3,563	3,491	3,574	3,510	3,484	3,514	3,414	3,476	3,620	3,625
	13. Number of customers completing hardship protections during															
122	the period	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
123 124	Residential Low Income	134	113	153	204	151	282	181	141	156	129	150	126	125	155	146
125	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
126	Medium 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
127	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
128	Total  14. Number of customers enrolling in new hardship protections	134	113	153	204	151	282	181	141	156	129	150	126	125	155	146
129	14. Number of customers enrolling in new nardship protections during the period															
130	Residential	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
131	Low Income	219	245	160	211	227	124	109	224	92	103	180	133	119	299	151
132	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
133	Medium 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
134	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A 92	N/A	N/A	N/A	N/A	N/A	N/A
135	Total  15. Number of customers, by customer class, completing an AMP	219	245	160	211	227	124	109	224	32	103	180	133	119	299	151
136	program during the period															
137	Residential	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
138	Low Income	5	15	9	9	27	23	65	54	32	29	12	16	16	18	11
139	Small C&I AFP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
140 141	Medium C&I Large C&I	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A
142	Total	5	15	9	9	27	23	65	54	32	29	12	16	16	18	11
	16. Number of customers, by customer class, enrolling in an AMP															
143	program during the period															
144	Residential	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
145 146	Low Income Small C&I AFP	21 0	61 0	58 0	62 0	183	79 0	65	63	44 0	42 0	27 0	19 0	43 0	58 0	40 0
147	Medium 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
148	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
149	Total	21	61	58	62	183	79	65	63	44	42	27	19	43	58	40
	17. Number of customers, by customer class, re-enrolling in an															
150 151	AMP program during the period  Residential	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
152	Low Income	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
153	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
154	Medium 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
155	Large C&I	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
156	Total  18. Number of customers, by customer class, dropping off an	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
157	AMP program during the period															
158	Residential	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
159	Low Income	108	29	70	86	43	48	73	97	124	78	64	69	56	42	28
160	Small C&I AFP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
161	Medium 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 N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A
162 163	Large C&I Total	108	N/A 29	70	N/A 86	N/A 43	N/A 48	73	97	124	78	N/A 64	69	N/A 56	N/A 42	N/A 28
103	19. Number of customers enrolling in the low-income discount	100	- 23		- 00			-,,					- 0,			
164	rate program during the period	221	240	161	216	130	125	112	207	91	104	186	76	124	296	150
	20. Number of customers dropping off the low-income discount															
165	rate program during the period	133	113	155	118	247	284	164	142	156	131	141	124	125	155	160
166	21. Number of by customers, by customer class, with required deposits with the Company at the beginning of the period		]		] ]											
167	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
168	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
169	Small C&I	0	0	0	0	0	1	0	0	1	1	2	1	0	0	1
170	Medium C&I	0	0	0	0	0	0	1	1	1	0	1	0	0	0	1
171	Large C&I Total	0	0	0	0	0	0	0	0	0 2	0 1	0 3	0	0	0	0 2
172	22. Number of customers, by customer class, required to submit	, , , , , , , , , , , , , , , , , , ,	-	<u> </u>	-	<u> </u>	-	-	<u> </u>			<b>,</b> , , ,	<u> </u>			-
173	new deposits or increased deposits during the period	<u></u>								I					l	
174	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
175	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
176	Small C&I	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1
177 178	Medium C&I Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
179	Total	0	1	0	0	1	1	1	0	0	0	1	0	1	0	1
	23. Number of customers, by customer class, whose required															
180	deposits were reduced in part or foregone during the period															
181	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
182	Low Income	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
183 184	Small C&I Medium C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
185	Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
186	Total	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
	24. Number of customers, by customer class, whose deposits															
187	were returned in full during the period.		L _		L _				-			-			<u> </u>	
188	Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
189 190	Low Income Small C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
191	Medium C&I	0	1	2	0	1	0	0	0	0	0	0	1	0	0	0
192	Large C&I	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
193	Total	1	1	2	1	1	0	0	0	0	1	0	1	0	1	0