

Question	New Hampshire	2022		
		Jun	May	Apr
1	Number of customer accounts coded financial hardship.	26,550	23,610	27,473
2	Number of customers enrolled in the program	2,066	1,187	744
3	Number of customers who successfully completed the program	7	6	0
4	Number of customers dropped from the program.	3	0	0
5	Number of customers who re-enroll in the program after being dropped and length of time before re-enrollment			
5a	Number of customers who re-enroll in the program after being dropped	0	0	0
5b	The average length of time after being dropped from the program before re-enrollment	0	0	0
6	Number of customers who re-enroll in the program after successful completion and length of time before re-enrollment			
6a	Number of customers who re-enroll in the program after successful completion	0	0	0
6b	The average length of time between completion and new enrollment	0	0	0
7	Number of customers who remain on budget plan after automatic enrollment upon completion and for how long.			
7a	Number of customers in budget plan after automatic enrollment	0	0	0
7b	The average number of months a customer is on budget plan after automatic enrollment	0	0	0
8	Total dollar amount of arrearages forgiven	\$168,798.70	\$111,389.23	\$26,011.76
9	Average dollar amount per participating customer of arrearages forgiven	\$228.10	\$227.78	\$159.58
10	Comparison of disconnections before and after program start			
10a	Disconnections in 2019	2,988	2,088	3,569
10b	Disconnections in 2022	1,901	803	920
11	The number of days revenue outstanding (lead/lag) for hardship customers not on New Start compared to those that are on New Start			
11a	The number of days revenue outstanding for hardship customers not on New Start	119	141	164
11b	The number of days revenue outstanding for customers on New Start	34	34	34
12	Comparison of bills behind for hardship customers before and after program start			
12a	The average amount of delinquency in dollars 2019	\$ 566.35	\$ 570.02	\$ 580.83
12b	The average amount of delinquency in dollars 2022	\$ 720.01	\$ 720.62	\$ 726.14
12c	The average age of receivables in days 2019	113	115	115
12d	The average age of receivables in days 2022	137	133	128
13	Quantification of impact of program on field visits and customer service			
13a	Number of field visits (for disconnection for non-payment orders)	2,910	1,315	1,702
13b	Contact Center Customer Satisfaction	7.6	9.3	7.1
14	Quantification of impact of program on re-connections	11	7	10
15	Quantification of impact of program on uncollectible	0.710%	0.731%	0.748%
16	The dollars of bills for current service by month (Statement Amount)	\$259,892.30	\$163,270.83	\$53,478.35
17	The dollars of actual receipts from customers by month	\$208,802.35	\$156,967.79	\$52,988.76
18	The number of accounts receiving a New Start bill by month	1552	962	334
19	The number of accounts making a payment by month	783	545	199
20	The number of accounts in arrears (setting aside the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month.	213	75	6
21	The dollars of arrears (with the same disclaimers) by month	\$39,342.85	\$14,563.74	\$2,811.09
22	The average arrears of accounts (other than their New Start arrears) by month	\$184.71	\$194.18	\$468.52
23	The number of accounts with a \$0 balance by month.	1,853	1,112	738