

Company: Eversource  
Date: 1/27/2023

Question	New Hampshire	2022									
		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	
1	Number of customer accounts coded financial hardship	31,266	30,822	31,070	31,022	27,200	26,698	26,550	23,610	27,473	
2	Number of customers enrolled in the program	3,327	3,436	3,251	2,970	2,833	2,639	2,066	1,187	744	
3	Number of customers who successfully completed the program	12	5	10	10	101	4	7	6	0	
4	Number of customers dropped from the program	371	164	96	124	104	38	3	0	0	
5	Number of customers who re-enroll in the program after being dropped and length of time before re-enrollment	(See 5a and 5b subsets below)									
5a	Number of customers who re-enroll in the program after being dropped	28	19	42	29	19	1	0	0	0	
5b	The average length of time after being dropped from the program before re-enrollment (months)	1.3	1.4	1.2	1.1	0.7	0.9	0	0	0	
6	Number of customers who re-enroll in the program after successful completion and length of time before re-enrollment	(See 6a and 6b subsets below)									
6a	Number of customers who re-enroll in the program after successful completion	0	0	0	0	0	0	0	0	0	
6b	The average length of time between completion and new enrollment	0	0	0	0	0	0	0	0	0	
7	Number of customers who remain on budget plan after automatic enrollment upon completion within the last 12 months and for how long	(See 7a through 7e subsets below)									
7a	Number of customers in budget plan for 1-3 Months	36	112	114	36	20	1	0	0	0	
7b	Number of customers in budget plan for 3-6 Months	103	12	8	1	0	0	0	0	0	
7c	Number of customers in budget plan for 6-9 Months	5	0	0	0	0	0	0	0	0	
7d	Number of customers in budget plan for 9-12 Months	0	0	0	0	0	0	0	0	0	
7e	The average number of months a customer is on budget plan after automatic enrollment (months)	3.5	2.8	2.0	1.1	0.9	2.4	0	0	0	
8	Total dollar amount of arrearages forgiven	\$182,429	\$172,591	\$168,406	\$128,050	\$536,786	\$188,196	\$168,799	\$111,389	\$26,012	
9	Average dollar amount per participating customer of arrearages forgiven	\$159	\$155	\$181	\$154	\$258	\$168	\$228	\$228	\$160	
10	Comparison of disconnections before and after program start	(See 10a and 10b subsets below)									
10a	Disconnections in 2019	29	855	3,101	3,063	2,244	1,633	2,988	2,088	3,569	
10b	Disconnections in 2022	21	776	1,756	1,208	1,600	1,623	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	(See 11a and 11b subsets below)									
11a	The number of days revenue outstanding for hardship customers not on New Start	84	82	58	62	-14	92	119	141	164	
11b	The number of days revenue outstanding for customers on New Start	56	59	57	22	26	38	34	34	34	
12	Comparison of bills behind for hardship customers before and after program start	(See 12a through 12d subsets below)									
12a	The average amount of delinquency in dollars 2019	\$ 540	\$ 549	\$ 577	\$ 574	\$ 563	\$ 558	\$ 566	\$ 570	\$ 581	
12b	The average amount of delinquency in dollars 2022	\$ 760	\$ 764	\$ 691	\$ 761	\$ 858	\$ 694	\$ 720	\$ 721	\$ 726	
12c	The average age of receivables in days 2019	113	107	109	108	112	114	113	115	115	
12d	The average age of receivables in days 2022	134	131	111	126	145	135	137	133	128	
13	Quantification of impact of program on field visits and customer service	(See 13a and 13b subsets below)									
13a	Number of field visits (for disconnection for non-payment orders)	1,355	2,213	2,993	2,242	3,817	3,034	2,910	1,315	1,702	
13b	Contact Center Customer Satisfaction	9.1	7.9	4.3	7.3	5.2	8.2	7.6	9.3	7.1	
14	Quantification of impact of program on re-connections	1	2	2	4	9	4	11	7	10	
15	Quantification of impact of program on uncollectible	0.63%	0.64%	0.67%	0.66%	0.67%	0.68%	0.71%	0.73%	0.75%	
16	The dollars of bills for current service by month (Statement Amount)	\$681,524	\$675,824	\$685,998	\$611,438	\$440,174	\$376,940	\$259,892	\$163,271	\$53,478	
17	The dollars of actual receipts from customers by month	\$400,216	\$370,670	\$370,603	\$268,157	\$858,074	\$275,455	\$208,802	\$156,968	\$52,989	
18	The number of accounts receiving a New Start bill by month	3,221	3,126	3,100	2,775	2,750	2,331	1,552	962	334	
19	The number of accounts making a payment by month	1,355	1,323	1,170	1,039	2,154	1,192	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	453	517	463	575	360	443	213	75	6	
21	The dollars of arrears (with the same disclaimers) by month	\$289,160	\$295,917	\$342,374	\$156,323	\$79,590	\$90,895	\$39,343	\$14,564	\$2,811	
22	The average arrears of accounts (other than their New Start arrears) by month	\$640	\$573	\$741	\$272	\$221	\$205	\$185	\$194	\$469	
23	The number of accounts with a \$0 balance by month	1,292	1,326	1,194	2,395	2,473	2,196	1,853	1,112	738	