

Company
 Contact Information
 Date:

Eversource
 John Braswell
 4/30/2023

Question	New Hampshire	2023				2022							
		Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr
1	Number of customer accounts coded financial hardship	31,838	31,391	30,907	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	3,642	3,368	3,236	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	20	6	8	12	5	10	10	101	4	7	6	0
4	Number of customers dropped from the program	266	319	446	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	118	97	46	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)	2.3	1.6	1.3	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	0	0	0
6b	The average length of time between completion and new enrollment	0	0	0	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	25	24	27	36	112	114	36	20	1	0	0	0
7b	Number of customers in budget plan for 3-6 Months	22	110	105	103	12	8	1	0	0	0	0	0
7c	Number of customers in budget plan for 6-9 Months	96	12	8	5	0	0	0	0	0	0	0	0
7d	Number of customers in budget plan for 9-12 Months	4	0	0	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)	6.1	5.2	4.5	3.5	2.8	2	1.1	0.9	2.4	0	0	0
8	Total dollar amount of arrearages forgiven	\$228,569	\$188,980	\$185,302	\$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	\$146	\$145	\$147	\$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	114	75	52	29	855	3,101	3,063	2,244	1,633	2,988	2,088	3,569
10b	Disconnections in 2022	44	23	6	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	113	96	79	84	82	58	62	-14	92	119	141	164
11b	The number of days revenue outstanding for customers on New Start	44	39	40	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	\$617	\$592	\$549	\$540	\$549	\$577	\$574	\$563	\$558	\$566	\$570	\$581
12b	The average amount of delinquency in dollars 2022	\$747	\$710	\$693	\$760	\$764	\$691	\$761	\$858	\$694	\$720	\$721	\$726
12c	The average age of receivables in days 2019	123	120	117	113	107	109	108	112	114	113	115	115
12d	The average age of receivables in days 2022	133	130	132	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)	2,497	2,265	1,804	1,355	2,213	2,993	2,242	3,817	3,034	2,910	1,315	1,702
13b	Contact Center Customer Satisfaction	3.7	9.3	8.3	9.1	7.9	4.3	6.9	5.2	8.2	7.6	9.3	7.1
14	Quantification of impact of program on re-connections	1	0	1	1	2	2	4	9	4	11	7	10
15	Quantification of impact of program on uncollectible	0.61%	0.62%	0.64%	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)	\$720,329	\$612,571	\$652,526	\$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	\$467,921	\$406,724	\$395,305	\$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	3,406	2,937	3,115	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	1,743	1,498	1,440	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	1,033	893	972	453	517	463	575	360	443	213	75	6
21	The dollars of arrears (with the same disclaimers) by month	\$349,214	\$259,449	\$312,322	\$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	\$338	\$291	\$322	\$640	\$573	\$741	\$272	\$221	\$205	\$185	\$194	\$469
23	The number of accounts with a \$0 balance by month	1,548	1,409	1,405	1,292	1,326	1,194	2,395	2,473	2,196	1,853	1,112	738