

Company
Contact Information
Date: 1/31/2024

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Question	New Hampshire	2023												2022											
		Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan
1	Number of customer accounts coded financial hardship	27,375	27,148	27,863	27,829	30,172	30,885	31,262	32,322	31,753	31,838	31,393	30,507	31,266	30,832	31,070	31,022	27,200	26,898	26,550	23,610	27,473			
2	Number of customers enrolled in the program	4,532	4,857	4,994	4,921	4,968	5,059	5,060	4,648	4,251	3,642	3,368	3,236	3,127	3,436	3,251	2,970	2,833	2,639	2,086	1,187	744			
3	Number of customers who successfully completed the program	69	79	64	90	82	88	110	92	47	20	6	8	12	5	10	101	101	4	7	8	0			
4	Number of customers dropped from the program	444	335	313	398	458	334	514	304	212	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 subparts below)																							
5a	Number of customers who re-enroll in the program after being dropped	84	95	159	184	155	107	113	131	132	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)	2.2	3.1	2.8	2.6	3.3	2.9	3.2	3	3.1	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 subparts below)																							
6a	Number of customers who re-enroll in the program after successful completion	3	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
6b	The average length of time between completion and new enrollment	2.8	3.8	3.1	0	0	0	0	0	0	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 subparts below)																							
7a	Number of customers in budget plan for 1-3 Months	285	300	310	268	258	235	154	72	34	25	24	27	36	112	114	36	20	1	0	0	0			
7b	Number of customers in budget plan for 4-6 Months	205	209	178	129	69	32	23	23	25	22	110	105	109	12	8	1	0	0	0	0	0			
7c	Number of customers in budget plan for 7-9 Months	90	47	26	21	22	22	38	98	100	96	12	8	5	0	0	0	0	0	0	0	0			
7d	Number of customers in budget plan for 10-12 Months	70	82	80	75	79	83	87	11	8	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)	4.9	6.7	4.4	4.7	4.5	4.6	4.9	5.84	6.34	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	\$297,540	\$332,248	\$395,265	\$382,938	\$321,998	\$341,777	\$360,787	\$307,405	\$226,922	\$228,569	\$188,980	\$185,302	\$182,429	\$172,591	\$168,406	\$128,050	\$538,786	\$188,196	\$168,799	\$111,389	\$23,012			
9	Average dollar amount per participating customer of arrearages forgiven	\$149	\$143	\$164	\$165	\$134	\$143	\$162	\$148	\$145	\$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 subparts below)																							
10a	Disconnections in 2019	29	855	3,101	3,063	2,244	1,633	2,988	2,088	3,569	114	75	52	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	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 subparts below)																							
11a	The number of days revenue outstanding for hardship customers not on New Start	113	120	119	111	92	96	119	138	118	113	96	79	84	82	58	62	-14	92	119	141	164			
11b	The number of days revenue outstanding for customers on New Start	40	37	35	42	35	39	40	44	46	44	39	40	36	59	57	22	26	38	34	34	34			
12	Comparison of bills behind for hardship customers before and after program start	(See 12a through 12e subparts below)																							
12a	The average amount of delinquency in dollars 2019	\$540	\$549	\$577	\$574	\$563	\$558	\$566	\$570	\$581	\$617	\$592	\$549	\$540	\$549	\$577	\$574	\$563	\$558	\$566	\$570	\$581			
12b	The average amount of delinquency in dollars 2022	\$760	\$764	\$691	\$761	\$688	\$694	\$720	\$721	\$726	\$747	\$710	\$693	\$760	\$764	\$691	\$761	\$688	\$694	\$720	\$721	\$726			
12c	The average age of receivables in days 2019	113	107	109	108	112	114	113	115	115	123	120	117	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	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 subparts below)																							
13a	Number of field visits (for disconnection for non-payment orders)	1,248	2,178	2,875	2,957	2,999	2,055	3,051	2,720	2,736	2,497	2,265	1,804	1,355	2,213	2,993	2,242	3,817	3,034	2,930	1,315	1,702			
13b	Contact Center Customer Satisfaction	6.3	6.5	6.6	7.2	6.8	6.5	5.6	7.4	6.6	3.7	8.3	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	3	13	8	29	31	25	33	11	16	1	0	1	1	2	4	9	4	11	7	10				
15	Quantification of impact of program on uncollectible	0.74%	0.73%	0.72%	0.71%	0.71%	0.69%	0.64%	0.63%	0.61%	0.60%	0.61%	0.62%	0.64%	0.63%	0.64%	0.67%	0.66%	0.67%	0.68%	0.73%	0.79%	0.75%		
16	The dollars of bills for current service by month (Statement Amount)	\$633,284	\$699,617	\$758,783	\$568,675	\$898,641	\$879,138	\$920,987	\$895,340	\$702,102	\$720,329	\$612,571	\$652,526	\$681,524	\$675,824	\$685,998	\$611,438	\$440,174	\$376,940	\$299,802	\$163,271	\$11,478			
17	The dollars of actual receipts from customers by month	\$475,442	\$525,993	\$511,000	\$602,599	\$643,110	\$644,434	\$688,575	\$593,893	\$483,980	\$487,921	\$406,724	\$395,305	\$400,216	\$370,670	\$370,803	\$268,157	\$89,074	\$275,435	\$208,802	\$156,968	\$52,989			
18	The number of accounts receiving a New Start bill by month	4,145	4,551	4,897	4,762	4,806	4,514	4,991	4,114	3,446	3,406	2,937	3,115	3,221	3,126	3,100	2,775	2,700	2,311	1,502	962	334			
19	The number of accounts making a payment by month	2,436	2,811	2,898	2,794	2,907	2,742	2,999	2,355	1,786	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 (settling aside the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month	1,372	1,384	1,290	1,407	1,193	1,296	1,212	1,294	1,207	1,032	893	972	452	517	463	575	360	443	213	75	6			
21	The dollars of arrears (with the same disclaimer) by month	\$296,442	\$295,526	\$290,634	\$369,790	\$297,658	\$355,769	\$342,389	\$394,946	\$386,804	\$349,214	\$295,449	\$312,322	\$289,160	\$295,917	\$342,374	\$156,323	\$79,590	\$90,895	\$93,943	\$14,564	\$2,811			
22	The average arrears of accounts (other than their New Start arrears) by month	\$216	\$214	\$225	\$263	\$250	\$275	\$263	\$305	\$320	\$338	\$291	\$322	\$640	\$573	\$741	\$272	\$221	\$295	\$185	\$194	\$469			
23	The number of accounts with a 90 day balance by month	1,956	2,146	2,496	2,302	2,551	2,361	2,410	1,901	1,781	1,548	1,409	1,405	1,292	1,326	1,194	2,395	2,473	2,196	1,853	1,112	738			