

Company

Unitil - UES

Contact Information

Date:

	Jan	Feb	Mar	Apr
1 # of Customers (Active Customers - Excel Revenue Reports)				
Residential	63,084	63,398	63,394	63,491
Low Income Residential	2,789	2,480	2,510	2,580
Medium C&I	10,699	10,698	10,703	10,738
Large C&I	158	158	160	160
Total	76,730	76,734	76,767	76,969
2 # of Customers w/ Arrears				
Residential				
Low Income Residential				
Medium C&I				
Large C&I				
Total	14,142	14,999	14,706	14,085
3 # Arrears 30-60				
Residential				
Low Income Residential				
Medium C&I				
Large C&I				
Total	5,944	7,129	6,744	6,684
4 # Arrears 60-90				
Residential				
Low Income Residential				
Medium C&I				
Large C&I				

	Total	2,616	2,983	3,258	2,820
5	# Arrears 90>				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	5,582	4,887	4,704	4,581
6	\$ Arrears 30-60 (Created Pivot Table from CF102 files)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$2,036,913	\$2,662,798	\$2,490,758	\$2,158,181
7	\$ Arrears 60-90 (Created Pivot Table from CF102 files)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$806,851	\$954,965	\$1,139,172	\$1,078,119
8	\$ Arrears 90> (Created Pivot Table from CF102 files)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$3,630,899	\$3,379,492	\$3,437,753	\$3,554,916
9	\$ Total Arrears (Formula - do not touch)				
	Residential				
	Low Income Residential				
	Medium C&I				
	Large C&I				
	Total	\$6,474,664	\$6,997,255	\$7,067,684	\$6,791,216
10	Billed Sales kWh or therms (Total Consumption - Excel Revenue Reports)				
	Residential	46,339,434	42,738,951	39,525,386	34,762,508
	Low Income Residential	2,233,705	1,820,586	1,722,688	1,505,399

	Medium C&I	29,861,237	29,599,233	28,674,707	27,462,337
	Large C&I	26,979,309	26,620,046	25,767,182	26,251,027
	Total	105,413,685	100,778,816	95,689,963	89,981,271
11	Billed Total Revenue \$ (Total Billed Revenue less Supplier Revenue - Excel Revenue Reports)				
	Residential	\$8,883,312.02	\$8,277,014.69	\$7,713,972.65	\$6,876,441.56
	Low Income Residential	\$320,027.01	\$260,346.38	\$242,667.70	\$206,051.55
	Medium C&I	\$4,065,469.56	\$4,131,450.59	\$3,966,416.53	\$3,728,756.38
	Large C&I	\$1,761,928.94	\$1,756,301.47	\$1,707,501.96	\$1,679,303.91
	Total	\$15,030,738	\$14,425,113	\$13,630,559	\$12,490,553
12	Supplier Billed Revenue (Excel revenue report - External Supplier revenue)				
	Residential	\$649,980.50	\$610,355.02	\$562,561.44	\$485,011.87
	Low Income Residential	\$15,215.84	\$12,424.61	\$11,076.69	\$10,073.08
	Medium C&I	\$787,649.44	\$797,925.35	\$761,146.80	\$732,564.89
	Large C&I	\$626,946.69	\$623,724.78	\$584,193.19	\$571,672.90
	Total	\$2,079,792	\$2,044,430	\$1,918,978	\$1,799,323
13	Total Revenue Billed \$ (Line 11 + Line 12) (Formulas Total Revenue Plus Supplier Revenue)				
	Residential	\$9,533,293	\$8,887,370	\$8,276,534	\$7,361,453
	Low Income Residential	\$335,243	\$272,771	\$253,744	\$216,125
	Medium C&I	\$4,853,119	\$4,929,376	\$4,727,563	\$4,461,321
	Large C&I	\$2,388,876	\$2,380,026	\$2,291,695	\$2,250,977
	Total	\$17,110,530	\$16,469,543	\$15,549,537	\$14,289,876
14	\$ Revenue (Payments) Received				
	Residential	\$8,349,401	\$8,685,668	\$8,918,911	\$8,306,618
	Low Income Residential	\$241,351	\$297,545	\$330,848	\$274,817
	Medium C&I	\$5,013,341	\$4,901,748	\$5,174,956	\$5,043,301
	Large C&I	\$2,412,182	\$2,350,229	\$2,306,564	\$2,392,568
	Total	\$16,016,275	\$16,235,190	\$16,731,279	\$16,017,304
15	# Revenue (Payments) Received				
	Residential	58,586	54,634	57,964	57,724
	Low Income Residential	2,299	2,290	2,531	2,296
	Medium C&I	10,689	9,859	10,526	10,674
	Large C&I	176	165	166	182
	Total	71,750	66,948	71,187	70,876
16	Difference Between Billed and Received Revenue (Line 13 - Line 14)				

	Residential	\$1,183,892	\$201,702	(\$642,377)	(\$945,165)
	Low Income Residential	\$93,892	(\$24,774)	(\$77,104)	(\$58,692)
	Medium C&I	(\$160,222)	\$27,628	(\$447,393)	(\$581,980)
	Large C&I	(\$23,306)	\$29,797	(\$14,869)	(\$141,591)
	Total	\$1,094,255	\$234,353	(\$1,181,742)	(\$1,727,428)
17	Customers Disconnected for Non-Payment				
	Residential	9	10	14	154
	Low Income Residential	3	5	2	22
	Medium C&I	14	8	18	14
	Large C&I	0	0	0	0
	Total	26	23	34	190
18	Customers on Payment Plans				
	Residential	1,187	1,149	1,314	1,327
	Low Income Residential	278	235	281	296
	Medium C&I	7	13	15	18
	Large C&I	0	0	0	0
	Total	1,472	1,397	1,610	1,641

Footnotes (if necessary)

(1) Average Historical Payment Period

Additional Information:

(A) Programs Available for This Customer Class to Manage Arrearages

(B) Description of Process for Calculating Arrearages

(C) Categories of Information (Including Any Above) For Which The Company Can Provide Weekly Updates

(D) For Categories with Monthly Data, General Description of Why Weekly Updates are Not Available (e.g. batch processing limitations/comple)

2,662	2,662	2,514	2,015	2,514	2,845	2,571	2,907
4,141	4,040	3,877	3,783	3,351	3,033	3,488	3,950
\$1,961,631	\$1,746,224	\$1,302,370	\$1,877,178	\$2,121,810	\$1,244,213	\$1,380,228	\$1,364,832
\$912,139	\$784,607	\$613,605	\$473,000	\$607,973	\$597,673	\$497,988	\$563,762
\$3,632,864	\$3,632,888	\$3,551,012	\$3,452,061	\$3,251,652	\$3,123,054	\$3,182,080	\$3,125,773
\$6,506,635	\$6,163,718	\$5,466,986	\$5,802,239	\$5,981,435	\$4,964,939	\$5,060,296	\$5,054,367
31,845,594	30,992,250	46,793,803	50,425,977	35,361,245	34,182,569	32,195,721	40,937,209
1,250,327	1,062,050	1,550,233	1,563,381	1,110,403	1,211,633	1,204,238	1,593,811

26,308,676	26,142,400	33,328,954	34,399,113	27,237,124	27,848,901	24,565,834	27,353,550
26,311,636	26,101,159	31,937,058	31,487,105	26,550,095	28,768,997	25,181,926	25,883,060
85,716,233	84,297,859	113,610,048	117,875,576	90,258,867	92,012,100	83,147,719	95,767,630
\$6,387,239.17	\$5,732,987.17	\$7,358,964.44	\$7,899,117.24	\$5,887,413.01	\$5,716,391.87	\$5,436,716.37	\$7,124,106.40
\$168,214.56	\$131,436.35	\$173,418.03	\$174,890.86	\$125,834.89	\$136,837.02	\$136,645.20	\$197,064.49
\$3,626,813.30	\$3,383,401.05	\$3,789,525.63	\$3,944,235.50	\$3,378,249.55	\$3,348,250.50	\$3,019,299.00	\$3,417,002.33
\$1,677,787.97	\$1,609,381.63	\$1,943,448.51	\$1,948,048.56	\$1,787,991.64	\$1,842,070.36	\$1,657,271.16	\$1,740,974.20
\$11,860,055	\$10,857,206	\$13,265,357	\$13,966,292	\$11,179,489	\$11,043,550	\$10,249,932	\$12,479,147
\$438,797.90	\$414,249.39	\$588,043.93	\$614,121.15	\$423,048.26	\$419,370.17	\$400,152.83	\$498,689.03
\$8,747.15	\$7,820.91	\$10,451.99	\$10,871.44	\$7,352.95	\$7,598.61	\$8,135.66	\$10,369.09
\$709,066.05	\$734,193.75	\$925,494.26	\$959,000.80	\$759,279.93	\$790,483.95	\$700,406.48	\$775,338.13
\$584,494.13	\$591,981.80	\$766,802.83	\$753,638.61	\$642,618.15	\$699,900.85	\$616,094.74	\$619,744.58
\$1,741,105	\$1,748,246	\$2,290,793	\$2,337,632	\$1,832,299	\$1,917,354	\$1,724,790	\$1,904,141
\$6,826,037	\$6,147,237	\$7,947,008	\$8,513,238	\$6,310,461	\$6,135,762	\$5,836,869	\$7,622,795
\$176,962	\$139,257	\$183,870	\$185,762	\$133,188	\$144,436	\$144,781	\$207,434
\$4,335,879	\$4,117,595	\$4,715,020	\$4,903,236	\$4,137,529	\$4,138,734	\$3,719,705	\$4,192,340
\$2,262,282	\$2,201,363	\$2,710,251	\$2,701,687	\$2,430,610	\$2,541,971	\$2,273,366	\$2,360,719
\$13,601,160	\$12,605,452	\$15,556,150	\$16,303,924	\$13,011,788	\$12,960,903	\$11,974,721	\$14,383,288
\$7,655,589	\$6,991,460	\$6,972,330	\$7,909,279	\$8,262,352	\$6,947,219	\$5,856,212	\$6,376,513
\$298,734	\$205,641	\$184,923	\$207,248	\$198,756	\$200,027	\$167,569	\$182,739
\$4,581,444	\$4,486,643	\$4,539,455	\$4,880,420	\$5,085,124	\$4,510,615	\$4,120,864	\$4,210,603
\$2,244,176	\$2,263,840	\$2,149,882	\$2,482,281	\$2,831,941	\$2,528,230	\$2,505,961	\$2,224,206
\$14,779,943	\$13,947,584	\$13,846,590	\$15,479,228	\$16,378,173	\$14,186,091	\$12,650,606	\$12,994,061
58,024	57,145	59,048	57,652	59,289	59,867	54,703	58,980
2,751	2,226	2,000	2,064	2,052	2,208	1,921	2,252
10,088	10,346	10,627	10,274	10,796	11,021	10,082	10,952
163	167	175	163	177	184	164	177
71,026	69,884	71,850	70,153	72,314	73,280	66,870	72,361

(\$829,552)	(\$844,223)	\$974,678	\$603,959	(\$1,951,891)	(\$811,457)	(\$19,343)	\$1,246,282
(\$121,772)	(\$66,384)	(\$1,053)	(\$21,486)	(\$65,568)	(\$55,591)	(\$22,788)	\$24,695
(\$245,565)	(\$369,048)	\$175,565	\$22,816	(\$947,595)	(\$371,881)	(\$401,159)	(\$18,263)
\$18,106	(\$62,477)	\$560,369	\$219,406	(\$401,331)	\$13,741	(\$232,595)	\$136,513
(\$1,178,783)	(\$1,342,132)	\$1,709,560	\$824,696	(\$3,366,385)	(\$1,225,188)	(\$675,885)	\$1,389,227
188	206	170	232	168	255	54	4
16	15	17	19	12	20	9	0
19	33	28	36	39	41	32	16
0	0	0	0	0	0	0	0
223	254	215	287	219	316	95	20
1,376	1,361	1,298	1,179	1,111	1,094	934	819
307	286	309	280	264	251	226	218
18	6	12	7	13	6	6	5
0	0	0	0	0	0	0	0
1,701	1,653	1,619	1,466	1,388	1,351	1,166	1,042

xity of modifying IT to produce weekly data, etc.)

		2020					
<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>
63,904	63,822	63,849	63,929	64,982	65,042	65,114	65,160
2,531	2,652	2,677	2,705	2,721	2,768	2,739	2,759
10,772	10,778	10,774	10,791	10,910	10,920	10,926	10,956
162	163	163	163	164	164	164	164
77,369	77,415	77,463	77,588	78,777	78,894	78,943	79,039
		10,797	10,540	10,471	9,633	9,726	10,337
		1,157	1,194	1,138	1,076	1,055	1,145
		1,115	1,436	1,349	1,107	1,104	1,097
		14	18	15	14	15	15
11,860	12,636	13,083	13,188	12,973	11,830	11,900	12,594
		5,290	4,658	4,296	3,995	4,301	4,660
		328	325	256	244	239	304
		841	903	685	544	570	571
		9	12	6	8	9	10
5,343	6,589	6,468	5,898	5,243	4,791	5,119	5,545
		2,324	2,173	2,110	1,619	1,528	1,723
		217	196	177	132	137	131
		169	347	307	213	163	164
		4	4	4	1	2	1

2,127	2,242	2,714	2,720	2,598	1,965	1,830	2,019
		3,183	3,709	4,065	4,019	3,897	3,954
		612	673	705	700	679	710
		105	186	357	350	371	362
		1	2	5	5	4	4
4,390	3,805	3,901	4,570	5,132	5,074	4,951	5,030
		\$1,449,516	\$1,356,612	\$1,186,689	\$1,013,517	\$1,073,735	\$1,253,819
		\$124,783	\$121,280	\$88,209	\$77,199	\$78,758	\$90,992
		\$441,252	\$573,985	\$383,724	\$282,064	\$279,761	\$323,374
		\$145,846	\$203,759	\$126,508	\$77,607	\$255,895	\$283,925
\$1,517,317	\$1,962,325	\$2,161,397	\$2,255,635	\$1,785,130	\$1,450,387	\$1,688,148	\$1,952,109
		\$726,621	\$791,196	\$796,839	\$627,128	\$567,839	\$611,707
		\$95,354	\$95,377	\$94,815	\$66,523	\$59,975	\$62,561
		\$55,131	\$199,463	\$251,068	\$141,743	\$108,397	\$107,418
		\$24,856	\$84,774	\$85,785	\$34,133	\$28,038	\$44,641
\$492,829	\$618,799	\$901,962	\$1,170,810	\$1,228,507	\$869,528	\$764,249	\$826,327
		\$2,200,522	\$2,506,984	\$2,794,404	\$3,012,756	\$3,133,687	\$3,279,984
		\$690,601	\$746,210	\$805,758	\$851,027	\$871,298	\$888,146
		\$79,829	\$111,599	\$202,249	\$258,607	\$279,149	\$285,432
		\$4,850	\$1,422	\$51,364	\$85,992	\$80,118	\$96,258
\$3,097,777	\$2,904,534	\$2,975,802	\$3,366,215	\$3,853,776	\$4,208,383	\$4,364,253	\$4,549,820
		\$4,376,659	\$4,654,792	\$4,777,932	\$4,653,402	\$4,775,261	\$5,145,510
		\$910,738	\$962,866	\$988,782	\$994,749	\$1,010,031	\$1,041,699
		\$576,212	\$885,048	\$837,041	\$682,414	\$667,307	\$716,223
		\$175,553	\$289,955	\$263,658	\$197,732	\$364,051	\$424,823
\$5,107,924	\$5,485,658	\$6,039,161	\$6,792,661	\$6,867,414	\$6,528,297	\$6,816,650	\$7,328,255
46,024,469	41,662,062	40,034,975	35,473,470	33,528,397	41,543,815	51,576,987	55,763,555
1,853,193	1,785,258	1,753,419	1,446,264	1,316,758	1,530,396	1,794,493	1,952,279

29,826,792	29,351,410	28,663,767	21,423,175	20,485,356	25,742,654	29,939,203	31,040,029
27,162,976	27,360,368	27,375,056	23,199,379	23,230,381	27,500,834	29,386,736	29,935,971
104,867,430	100,159,098	97,827,217	81,542,288	78,560,892	96,317,699	112,697,419	118,691,834
\$8,501,588.45	\$7,823,319.25	\$7,541,450.13	\$6,742,199.67	\$6,437,358.75	\$7,101,378.59	\$7,892,067.83	\$8,783,953.84
\$251,911.19	\$245,447.28	\$237,867.71	\$192,499.52	\$174,320.74	\$186,278.20	\$202,346.73	\$228,495.11
\$3,850,857.04	\$3,824,872.59	\$3,724,765.14	\$2,918,917.28	\$2,817,237.10	\$3,218,601.56	\$3,431,454.07	\$3,762,718.21
\$1,865,787.51	\$1,872,338.25	\$1,817,842.77	\$1,632,160.24	\$1,641,322.08	\$1,821,760.30	\$1,929,293.45	\$2,152,606.45
14,470,144.19	\$13,765,977	\$13,321,926	\$11,485,777	\$11,070,239	\$12,328,019	\$13,455,162	\$14,927,774
\$556,573.20	\$508,243.39	\$484,502.79	\$419,533.82	\$388,642.05	\$454,998.23	\$546,505.90	\$583,810.58
\$12,027.07	\$12,462.12	\$12,376.72	\$9,574.34	\$8,656.48	\$9,578.43	\$10,373.33	\$11,668.04
\$807,912.23	\$801,393.75	\$787,797.90	\$568,007.48	\$544,965.39	\$693,981.94	\$798,176.17	\$824,289.09
\$599,762.64	\$594,630.87	\$599,762.64	\$440,226.28	\$431,093.55	\$539,038.20	\$585,490.35	\$605,602.29
\$1,976,275	\$1,916,730	\$1,884,440	\$1,437,342	\$1,373,357	\$1,697,597	\$1,940,546	\$2,025,370
\$9,058,162	\$8,331,563	\$8,025,953	\$7,161,733	\$6,826,001	\$7,556,377	\$8,438,574	\$9,367,764
\$263,938	\$257,909	\$250,244	\$202,074	\$182,977	\$195,857	\$212,720	\$240,163
\$4,658,769	\$4,626,266	\$4,512,563	\$3,486,925	\$3,362,202	\$3,912,584	\$4,229,630	\$4,587,007
\$2,465,550	\$2,466,969	\$2,417,605	\$2,072,387	\$2,072,416	\$2,360,799	\$2,514,784	\$2,758,209
\$16,446,419	\$15,682,708	\$15,206,366	\$12,923,119	\$12,443,596	\$14,025,615	\$15,395,708	\$16,953,144
\$7,710,362	\$8,082,447	\$7,927,435	\$7,825,518	\$6,909,011	\$7,117,919	\$7,598,568	\$8,133,581
\$228,268	\$257,083	\$278,557	\$223,420	\$187,518	\$198,458	\$186,259	\$161,933
\$4,518,757	\$4,518,241	\$4,566,390	\$4,418,357	\$3,629,084	\$3,947,875	\$4,188,796	\$4,363,145
\$2,479,743	\$2,226,262	\$2,406,853	\$2,284,693	\$1,934,577	\$2,170,711	\$2,166,858	\$2,417,675
\$14,937,130	\$15,084,033	\$15,179,235	\$14,751,988	\$12,660,190	\$13,434,964	\$14,140,481	\$15,076,334
56,828	53,981	56,262	58,087	55,086	58,208	58,570	56,511
2,293	2,143	2,596	2,180	2,076	2,226	2,216	1,744
10,446	9,667	10,027	10,108	9,892	10,598	10,299	10,185
178	150	160	168	159	173	176	167
69,745	65,941	69,045	70,543	67,213	71,205	71,261	68,607

\$1,347,800	\$249,116	\$98,518	(\$663,785)	(\$83,010)	\$438,457	\$840,005	\$1,234,184
\$35,670	\$826	(\$28,313)	(\$21,346)	(\$4,541)	(\$2,602)	\$26,461	\$78,230
\$140,012	\$108,025	(\$53,827)	(\$931,432)	(\$266,882)	(\$35,292)	\$40,834	\$223,862
(\$14,193)	\$240,707	\$10,752	(\$212,306)	\$137,839	\$190,088	\$347,926	\$340,534
\$1,509,289	\$598,675	\$27,131	(\$1,828,869)	(\$216,594)	\$590,652	\$1,255,227	\$1,876,810
3	3	2	0	0	0	0	0
2	0	0	0	0	0	0	0
21	17	11	0	0	0	0	0
0	0	0	0	0	0	0	0
26	20	13	0	0	0	0	0
821	850	683	428	355	306	326	369
216	193	157	125	108	106	87	92
7	6	4	3	4	8	15	58
0	0	0	0	0	0	0	2
1,044	1,049	844	556	467	420	428	521

<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>
65,025	64,272	64,201		455	438	489	402
2,745	2,753	2,754		167	125	129	225
10,946	10,825	10,807		71	53	60	55
164	164	163		3	3	5	4
78,880	78,014	77,925		696	619	683	686
10,724	11,065	10,229		0	0	0	0
1,176	1,192	1,215		0	0	0	0
1,244	1,002	1,021		0	0	0	0
18	10	13		0	0	0	0
13,162	13,269	12,478		(1,623)	(897)	(895)	(2,123)
4,872	4,807	4,266		0	0	0	0
285	268	235		0	0	0	0
725	613	631		0	0	0	0
13	7	8		0	0	0	0
5,895	5,695	5,140		(276)	(786)	(1,822)	(2,460)
1,805	1,973	2,040		0	0	0	0
174	161	157		0	0	0	0
155	138	127		0	0	0	0
1	0	2		0	0	0	0

2,135	2,272	2,326	(544)	(100)	(64)	(697)
4,047	4,285	3,923	0	0	0	0
717	763	823	0	0	0	0
364	251	263	0	0	0	0
4	3	3	0	0	0	0
5,132	5,302	5,012	(803)	(11)	991	1,034
\$1,420,352	\$1,226,176	\$863,318	\$0	\$0	\$0	\$0
\$107,676	\$92,020	\$72,079	\$0	\$0	\$0	\$0
\$472,873	\$290,977	\$256,131	\$0	\$0	\$0	\$0
\$406,364	\$258,291	\$290,141	\$0	\$0	\$0	\$0
\$2,407,265	\$1,867,463	\$1,481,669	(\$329,361)	\$97,455	(\$176,501)	(\$295,837)
\$677,162	\$808,309	\$616,115	\$0	\$0	\$0	\$0
\$70,661	\$86,870	\$77,635	\$0	\$0	\$0	\$0
\$123,228	\$84,589	\$93,080	\$0	\$0	\$0	\$0
\$55,304	\$43,558	\$59,075	\$0	\$0	\$0	\$0
\$926,356	\$1,023,324	\$845,906	(\$237,210)	\$92,691	\$316,368	\$84,921
\$3,419,690	\$3,621,348	\$3,517,954	\$0	\$0	\$0	\$0
\$908,611	\$941,967	\$1,004,398	\$0	\$0	\$0	\$0
\$267,490	\$203,804	\$241,803	\$0	\$0	\$0	\$0
\$93,883	\$103,003	\$125,804	\$0	\$0	\$0	\$0
\$4,689,674	\$4,870,122	\$4,889,959	(\$461,951)	(\$188,701)	\$220,912	\$575,495
\$5,517,204	\$5,655,833	\$4,997,387	\$0	\$0	\$0	\$0
\$1,086,948	\$1,120,857	\$1,154,112	\$0	\$0	\$0	\$0
\$863,591	\$579,369	\$591,015	\$0	\$0	\$0	\$0
\$555,551	\$404,852	\$475,020	\$0	\$0	\$0	\$0
\$8,023,294	\$7,760,910	\$7,217,535	(\$1,028,522)	\$ 1,444.82	\$ 360,778.89	\$ 364,578.74
43,456,725	30,824,181	33,550,169	509,589	710,962	1,682,803	10,551,565
1,522,996	1,185,212	1,346,820	30,731	(59,135)	66,431	468,346

28,905,850	22,523,857	22,954,133	(10,940)	(6,039,162)	(5,823,320)	(399,746)
29,722,799	24,642,676	24,432,498	1,607,874	(3,051,648)	(3,081,255)	1,399,675
103,608,370	79,175,926	82,283,620	2,137,254	(8,438,983)	(7,155,341)	12,019,840
\$7,322,006.87	\$5,487,371.55	\$5,879,164.10	(\$172,523)	(\$134,242)	\$50,120	\$1,368,391
\$182,895.80	\$144,999.21	\$164,290.97	(\$4,800)	(\$13,552)	\$6,106	\$54,842
\$3,684,322.75	\$3,105,647.16	\$3,070,108.87	(\$241,651)	(\$809,839)	(\$809,576)	(\$164,799)
\$2,268,898.78	\$1,955,327.49	\$1,922,266.30	\$110,341	(\$47,144)	(\$36,466)	\$212,379
\$13,458,124	\$10,693,345	\$11,035,830	(\$308,633)	(\$1,004,777)	(\$789,816)	\$1,470,812
\$442,949.41	\$324,127.38	\$358,178.20	(\$78,059)	(65,478)	(50,156)	\$40,749
\$9,291.40	\$7,507.42	\$8,711.47	\$1,300	(499)	(91)	\$1,758
\$774,765.37	\$614,498.55	\$624,590.78	\$26,651	(164,557)	(164,101)	(\$40,212)
\$612,235.61	\$527,813.74	\$529,262.78	\$15,569	(131,447)	(153,401)	(\$52,944)
\$1,839,242	\$1,473,947	\$1,520,743	(\$34,538)	(361,981)	(367,748)	(\$50,649)
\$7,764,956	\$5,811,499	\$6,237,342	(\$250,581)	(\$199,720)	\$36	\$1,409,140
\$192,187	\$152,507	\$173,002	(\$3,500)	(\$14,051)	(\$6,016)	\$56,599
\$4,459,088	\$3,720,146	\$3,694,700	(\$215,000)	(\$974,397)	\$973,677	(\$205,011)
\$2,881,134	\$2,483,141	\$2,451,529	\$125,910	(\$178,590)	\$189,866	\$159,435
\$15,297,366	\$12,167,293	\$12,556,573	(\$343,171)	(\$1,366,758)	\$1,157,564	\$1,420,163
\$8,704,188	\$7,551,756	\$6,600,308	(\$991,476)	(\$481,100)	(\$746,578)	\$126,459
\$184,703	\$165,831	\$132,618	(\$52,291)	(\$51,397)	(\$111,216)	(\$7,183)
\$4,624,597	\$5,054,378	\$3,883,450	(\$608,566)	(\$624,944)	(\$952,360)	(\$538,768)
\$2,510,971	\$3,089,876	\$2,339,971	\$100,289	(\$107,875)	(\$309,599)	(\$93,129)
\$16,024,459	\$15,861,841	\$12,956,346	(\$1,552,044)	(\$1,265,316)	(\$2,119,753)	(\$512,620)
57,297	59,589	57,540	(1,702)	363	(2,938)	1,063
1,848	1,863	1,746	65	(116)	(675)	0
10,104	11,104	10,168	(499)	(566)	(196)	252
163	185	167	(6)	(14)	(4)	6
69,412	72,741	69,621	(2,142)	(333)	(3,813)	1,321

(\$939,232)	(\$1,740,257)	(\$362,965)	\$740,894.83	\$281,380.06	\$746,541.73	\$1,282,681
\$7,484	(\$13,325)	\$40,384	\$48,791.04	\$37,346.23	\$117,231.51	\$63,782
(\$165,509)	(\$1,334,233)	(\$188,750)	\$393,565.71	(\$349,452.51)	(\$21,316.86)	\$333,756
\$370,164	(\$606,734)	\$111,558	\$25,621.26	(\$70,715.29)	\$119,732.53	\$252,564
(\$727,093)	(\$3,694,549)	(\$399,773)	\$1,208,873	(\$101,442)	\$962,189	\$1,932,784
0	0	0	(12)	(154)	(188)	(206)
0	0	0	(2)	(22)	(16)	(15)
0	26	12	(7)	(14)	(19)	(33)
0	0	0	0	0	0	0
0	26	12	(21)	(190)	(223)	(254)
436	520	1,300	(631)	(899)	(1,021)	(1,055)
98	91	88	(124)	(171)	(199)	(180)
21	83	58	(11)	(15)	(14)	2
0	0	0	0	0	0	0
555	694	1,446	(766)	(1,085)	(1,234)	(1,233)



2019 / 2020 Variance					
<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
267	187	360	292	264	0
227	312	326	321	330	0
46	71	64	69	40	0
3	3	3	3	2	0
543	573	753	685	636	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
(664)	(618)	(818)	1,471	(712)	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
(1,054)	(1,869)	(2,220)	(225)	(1,991)	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

(684)	4	(379)	(573)	(245)	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
1,074	1,247	1,781	2,269	1,524	0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$385,779	\$74,931	\$285,455	\$623,251	\$101,441	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$150,644	\$353,327	\$318,382	\$425,652	\$347,918	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$813,241	\$1,097,758	\$1,438,021	\$1,747,068	\$1,707,879	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$ 1,349,663.87	\$ 1,526,016.83	\$ 2,041,859.13	\$ 2,795,970.74	\$ 2,157,238.36	\$0
4,783,184	5,337,578	8,095,480	(3,358,388)	1,354,448	0
244,260	388,898	412,593	(26,421)	142,582	0

(3,389,751)	(3,359,084)	1,668,726	(5,325,044)	(1,611,701)	0
(2,550,322)	(1,551,134)	3,172,704	(4,126,321)	(749,428)	0
(912,629)	816,258	13,349,503	(12,836,174)	(864,099)	0
\$533,103	\$884,837	\$1,434,594	(\$229,020)	\$442,448	\$0
\$28,929	\$53,604	\$57,061	\$8,162	\$27,646	\$0
(\$358,072)	(\$181,517)	\$306,073	(\$242,603)	\$50,810	\$0
(\$14,155)	\$204,558	\$480,907	\$113,257	\$264,995	\$0
\$189,805	\$961,481	\$2,278,635	(\$350,204)	\$785,899	\$0
(\$41,538)	(\$30,311)	\$19,901	(\$95,243)	(\$41,975)	\$0
(\$79)	\$797	\$1,938	(\$91)	\$576	\$0
(\$127,318)	(\$134,712)	\$15,485	(\$175,985)	(\$75,816)	\$0
(\$181,312)	(\$148,036)	(\$30,383)	(\$172,087)	(\$86,832)	\$0
(\$350,247)	(\$312,262)	\$6,942	(\$443,406)	(\$204,046)	\$0
\$491,565	\$854,526	\$1,454,495	(\$324,263)	\$400,473	\$0
\$28,850	\$54,401	\$58,999	\$8,071	\$28,222	\$0
(\$485,390)	(\$316,229)	\$321,559	(\$418,589)	(\$25,006)	\$0
(\$195,468)	\$56,522	\$450,525	(\$58,830)	\$178,163	\$0
(\$160,442)	\$649,219	\$2,285,578	(\$793,611)	\$581,852	\$0
\$626,238	\$224,302	\$441,836	\$604,537	\$744,096	\$0
\$1,336	(\$45,315)	(\$14,053)	(\$34,196)	(\$34,951)	\$0
(\$350,659)	(\$517,275)	(\$460,527)	\$543,763	(\$237,414)	\$0
\$16,976	(\$64,606)	(\$320,970)	\$561,646	(\$165,990)	\$0
\$293,891	(\$402,894)	(\$353,714)	\$1,675,750	\$305,740	\$0
(478)	(1,141)	(1,992)	(278)	2,837	0
216	(320)	(204)	(345)	(175)	0
(328)	(89)	(692)	83	86	0
1	4	(14)	1	3	0
(589)	(1,546)	(2,902)	(539)	2,751	0

(\$134,673)	\$630,224	\$1,012,659	(\$928,800)	(\$343,622)	\$0
\$27,514	\$99,716	\$73,052	\$42,267	\$63,172	\$0
(\$134,731)	\$201,046	\$782,086	(\$962,352)	\$212,408	\$0
(\$212,443)	\$121,128	\$771,495	(\$620,476)	\$344,154	\$0
(\$454,333)	\$1,052,114	\$2,639,292	(\$2,469,361)	\$276,112	\$0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	(15)	(20)	0
0	0	0	0	0	0
0	0	0	(15)	(20)	0
(972)	(810)	(675)	(574)	366	0
(222)	(188)	(166)	(160)	(138)	0
3	51	8	77	52	0
0	2	0	0	0	0
(1,191)	(945)	(833)	(657)	280	0

		<i>Jan</i>	<i>Feb</i>
1	# of Customers (Active Customers - Excel Revenue Reports)		
	Residential	26,077	26,084
	Low Income Residential	755	811
	Small C&I	6,008	6,013
	Medium C&I	960	958
	Large C&I	66	66
	Total	33866	33,932
2	# of Customers w/ Arrears		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	6,461	7,318
3	# Arrears 30-60		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	3,256	3,682
4	# Arrears 60-90		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	1,368	1,965
5	# Arrears 90>		
	Residential		
	Low Income Residential		
	Small C&I		

	Medium C&I		
	Large C&I		
	Total	1,837	1,671
6	\$ Arrears 30-60 (Created Pivot Table from CF102 files)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$1,345,380	\$2,042,955
7	\$ Arrears 60-90 (Created Pivot Table from CF102 files)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$339,488	\$577,865
8	\$ Arrears 90> (Created Pivot Table from CF102 files)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$480,618	\$474,909
9	\$ Total Arrears (Formula - do not touch)		
	Residential		
	Low Income Residential		
	Small C&I		
	Medium C&I		
	Large C&I		
	Total	\$2,165,487	\$3,095,729
10	Billed Sales kWh or therms (Total Consumption - Excel Revenue Reports)		
	Residential	3,170,889	3,446,608
	Low Income Residential	87,178	104,414

	Small C&I	2,262,002	2,413,293
	Medium C&I	2,975,568	3,056,982
	Large C&I	3,506,575	3,277,976
	Total	12,002,212	12,299,272
11	Billed Total Revenue \$ (Total Billed Revenue - Excel Revenue Reports)		
	Residential	\$5,672,390	\$6,056,859
	Low Income Residential	\$112,013	\$132,320
	Small C&I	\$2,663,902	\$2,791,488
	Medium C&I	\$2,385,848	\$2,398,373
	Large C&I	\$1,074,208	\$858,265
	Total	\$11,908,360	\$12,237,305
13	Total Revenue Billed \$ (Line 11 + Line 12) (Formulas - Do not touch)		
	Residential	\$5,672,390	\$6,056,859
	Low Income Residential	\$112,013	\$132,320
	Small C&I	\$2,663,902	\$2,791,488
	Medium C&I	\$2,385,848	\$2,398,373
	Large C&I	\$1,074,208	\$858,265
	Total	\$11,908,360	\$12,237,305
14	\$ Revenue (Payments) Received		
	Residential	\$4,679,161	\$4,924,794
	Low Income Residential	\$75,476	\$104,909
	Small C&I	\$2,137,751	\$2,273,202
	Medium C&I	\$2,325,578	\$2,372,670
	Large C&I	\$983,346	\$864,094
	Total	\$10,201,312	\$10,539,669
15	# Revenue (Payments) Received		
	Residential	24647	23089
	Low Income Residential	717	799
	Small C&I	5898	5466
	Medium C&I	1049	961
	Large C&I	70	62
	Total	32,381	30,377
16	Difference Between Billed and Received Revenue (Line 13 - Line 14)		
	Residential	\$993,229	\$1,132,065

	Low Income Residential	\$36,537	\$27,411
	Small C&I	\$526,151	\$518,286
	Medium C&I	\$60,270	\$25,703
	Large C&I	\$90,862	(\$5,829)
	Total	\$1,707,048	\$1,697,636
#REF!	Customers Disconnected for Non-Payment		
	Residential	3	3
	Low Income Residential	0	0
	Small C&I	5	0
	Medium C&I	1	0
	Large C&I	0	0
	Total	9	3
#REF!	Customers on Payment Plans		
	Residential	280	312
	Low Income Residential	32	29
	Small C&I	2	1
	Medium C&I	1	2
	Large C&I	0	0
	Total	315	344

Footnotes (if necessary)

(1) Average Historical Payment Period

Additional Information:

(A) Programs Available for This Customer Class to Manage Arrearages

(B) Description of Process for Calculating Arrearages

(C) Categories of Information (Including Any Above) For Which The Company Can Provide Weekly Updates

(D) For Categories with Monthly Data, General Description of Why Weekly Updates are Not Available (e.g. batch processing limitatio

1,987	2,456	3,035	3,515	3,362	3,018	2,177	1,602
\$2,225,874	\$1,753,574	\$1,270,560	\$725,025	\$389,351	\$298,982	\$273,163	\$181,008
\$780,203	\$1,009,804	\$975,516	\$690,529	\$370,846	\$162,067	\$114,028	\$87,390
\$624,522	\$829,883	\$1,154,615	\$1,449,775	\$1,378,534	\$1,135,242	\$783,746	\$601,241
\$3,630,598	\$3,593,261	\$3,400,691	\$2,865,329	\$2,138,732	\$1,596,290	\$1,170,936	\$869,638
3,000,837	1,982,004	1,157,151	564,234	383,423	328,885	328,968	596,554
100,955	67,587	39,651	12,732	8,299	6,542	6,629	13,679

2,163,324	1,373,361	760,866	379,553	283,531	262,629	266,197	405,922
2,825,957	1,944,745	1,264,860	756,009	634,812	563,493	592,554	934,756
3,387,094	3,066,759	3,098,982	2,591,482	2,600,189	2,646,182	2,557,465	2,903,221
11,478,167	8,434,457	6,321,510	4,304,011	3,910,254	3,807,731	3,751,813	4,854,132

\$5,200,212	\$3,526,632	\$2,052,739	\$1,171,945	\$960,258	\$887,471	\$886,097	\$1,144,557
\$124,108	\$83,181	\$44,477	\$14,779	\$11,110	\$9,381	\$9,362	\$13,477
\$2,451,575	\$1,645,354	\$978,998	\$640,150	\$569,330	\$543,773	\$545,177	\$610,864
\$2,167,046	\$1,444,235	\$840,011	\$494,895	\$428,267	\$385,635	\$418,989	\$521,112
\$934,400	\$776,035	\$539,476	\$427,146	\$421,691	\$422,392	\$370,229	\$482,128
\$10,877,341	\$7,475,437	\$4,455,701	\$2,748,916	\$2,390,655	\$2,248,652	\$2,229,854	\$2,772,139

\$5,200,212	\$3,526,632	\$2,052,739	\$1,171,945	\$960,258	\$887,471	\$886,097	\$1,144,557
\$124,108	\$83,181	\$44,477	\$14,779	\$11,110	\$9,381	\$9,362	\$13,477
\$2,451,575	\$1,645,354	\$978,998	\$640,150	\$569,330	\$543,773	\$545,177	\$610,864
\$2,167,046	\$1,444,235	\$840,011	\$494,895	\$428,267	\$385,635	\$418,989	\$521,112
\$934,400	\$776,035	\$539,476	\$427,146	\$421,691	\$422,392	\$370,229	\$482,128
\$10,877,341	\$7,475,437	\$4,455,701	\$2,748,916	\$2,390,655	\$2,248,652	\$2,229,854	\$2,772,139

\$5,503,669	\$4,738,343	\$3,588,929	\$2,316,223	\$1,785,693	\$1,473,553	\$1,420,900	\$1,401,809
\$128,057	\$115,041	\$81,863	\$38,328	\$30,580	\$24,454	\$21,575	\$25,261
\$2,489,277	\$2,126,837	\$1,422,339	\$907,732	\$653,653	\$579,816	\$579,894	\$556,253
\$2,558,268	\$2,364,833	\$1,389,018	\$843,902	\$533,334	\$445,835	\$422,966	\$435,299
\$1,165,213	\$1,196,780	\$831,009	\$583,350	\$429,088	\$452,023	\$475,309	\$439,152
\$11,844,484	\$10,541,834	\$7,313,158	\$4,689,535	\$3,432,348	\$2,975,681	\$2,920,644	\$2,857,774

24693	24485	24976	23670	24011	23047	23817	23459
1076	988	868	459	406	390	385	412
5897	5806	5762	5459	5562	5411	5525	5280
1028	1075	1004	991	1015	967	1023	990
72	76	65	61	70	68	79	70
32,766	32,430	32,675	30,640	31,064	29,883	30,829	30,211

(\$303,457)	(\$1,211,711)	(\$1,536,190)	(\$1,144,278)	(\$825,435)	(\$586,082)	(\$534,803)	(\$257,252)
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(\$3,949)	(\$31,860)	(\$37,386)	(\$23,549)	(\$19,470)	(\$15,073)	(\$12,213)	(\$11,784)
(\$37,702)	(\$481,483)	(\$443,341)	(\$267,582)	(\$84,323)	(\$36,043)	(\$34,717)	\$54,611
(\$391,222)	(\$920,598)	(\$549,007)	(\$349,007)	(\$105,067)	(\$60,200)	(\$3,977)	\$85,813
(\$230,813)	(\$420,745)	(\$291,533)	(\$156,204)	(\$7,397)	(\$29,631)	(\$105,080)	\$42,976
(\$967,143)	(\$3,066,397)	(\$2,857,457)	(\$1,940,619)	(\$1,041,693)	(\$727,029)	(\$690,790)	(\$85,635)
6	88	121	125	221	95	56	48
0	2	9	3	25	7	2	7
17	20	24	39	41	13	11	2
1	0	1	0	0	1	0	0
0	0	0	0	0	0	0	0
24	110	155	167	287	116	69	57
431	626	620	596	599	509	413	333
41	68	74	67	69	63	50	43
7	6	8	5	4	5	6	4
2	2	2	1	0	0	0	0
0	0	0	0	0	0	0	0
481	702	704	669	672	577	469	380

ons/complexity of modifying IT to produce weekly data, etc.)

mary							
Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
26,649	26,454	26,634	26,648	26,674	26,682	26,755	26,791
521	759	718	749	728	780	761	677
5,906	5,947	5,945	5,954	5,938	5,916	5,821	5,751
1,009	1,014	1,015	1,014	1,014	1,012	1,008	1,003
69	68	68	69	69	69	70	70
34,154	34,242	34,380	34,434	34,423	34,459	34,415	34,292
				5,577	5,844	5,794	5,307
				327	336	280	191
				614	927	861	705
				109	179	145	105
				22	26	27	17
4,452	4,392	4,770	5,783	6,649	7,312	7,107	6,325
				3,094	2,733	2,227	1,797
				120	122	95	38
				485	610	373	322
				95	132	81	55
				17	20	22	14
2,273	2,105	2,275	3,320	3,811	3,617	2,798	2,226
				1,016	1,376	1,556	1,276
				52	77	54	51
				77	224	304	157
				9	39	51	19
				2	1	3	0
671	806	898	906	1,156	1,717	1,968	1,503
				1,467	1,735	2,011	2,234
				155	137	131	102
				52	93	184	226

				5	8	13	31
				3	5	2	3
1,508	1,481	1,597	1,557	1,682	1,978	2,341	2,596
				\$793,341	\$770,223	\$595,374	\$368,558
				\$32,935	\$26,969	\$16,111	\$6,702
				\$159,916	\$217,902	\$161,396	\$92,039
				\$179,899	\$269,606	\$150,644	\$66,953
				\$319,835	\$298,202	\$279,281	\$71,468
\$344,791	\$583,771	\$706,915	\$1,074,123	\$1,485,925	\$1,582,903	\$1,202,805	\$605,719
				\$329,008	\$412,478	\$418,261	\$325,045
				\$21,629	\$21,500	\$14,678	\$8,325
				\$24,314	\$75,763	\$106,534	\$64,063
				\$13,596	\$51,333	\$95,402	\$38,545
				\$46,846	\$44,669	\$87,592	\$30,069
\$74,723	\$110,210	\$233,539	\$307,221	\$435,394	\$605,743	\$722,465	\$466,049
				\$437,864	\$608,496	\$794,124	\$936,137
				\$44,791	\$42,275	\$44,630	\$32,188
				\$33,541	\$50,284	\$82,665	\$117,639
				\$7,485	\$16,313	\$20,835	\$42,693
				\$37,501	\$71,637	\$32,308	\$33,095
\$489,428	\$438,641	\$395,359	\$432,304	\$561,181	\$789,004	\$974,562	\$1,161,753
				\$1,560,213	\$1,791,197	\$1,807,758	\$1,629,739
				\$99,355	\$90,744	\$75,418	\$47,215
				\$217,771	\$343,948	\$350,594	\$273,742
				\$200,980	\$337,252	\$266,881	\$148,192
				\$404,182	\$414,508	\$399,181	\$134,633
\$908,942	\$1,132,622	\$1,335,813	\$1,813,648	\$2,482,501	\$2,977,649	\$2,899,833	\$2,233,520
1,345,155	2,689,659	3,008,202	3,055,941	2,607,800	1,815,305	1,304,215	552,972
28,434	65,811	78,101	87,439	71,054	56,212	35,036	21,973

839,359	1,681,386	1,962,946	1,924,965	1,628,612	1,033,728	696,409	308,244
1,538,755	2,618,300	3,043,062	2,971,775	2,613,105	1,643,021	1,203,118	663,773
3,230,153	3,109,236	3,207,800	3,297,769	3,133,938	2,522,402	2,416,161	2,414,070
6,981,856	10,164,393	11,300,111	11,337,889	10,054,510	7,070,667	5,654,939	3,961,033
\$2,125,962	\$4,184,013	\$4,579,018	\$4,637,164	\$4,046,776	2,992,946.34	\$2,070,660	\$1,096,947
\$27,157	\$66,728	\$77,506	\$86,519	\$71,323	58,849.02	\$32,881	\$22,564
\$946,144	\$1,680,657	\$1,869,714	\$1,842,699	\$1,618,553	1,176,848.88	\$846,169	\$567,498
\$934,154	\$1,705,637	\$1,941,964	\$1,899,786	\$1,672,959	1,141,513.45	\$745,816	\$434,148
\$804,514	\$834,605	\$805,526	\$856,130	\$787,034	663,197.88	\$407,507	\$404,583
\$4,837,930	\$8,471,640	\$9,273,728	\$9,322,298	\$8,196,645	\$6,033,356	\$4,103,034	\$2,525,740
\$2,125,962	\$4,184,013	\$4,579,018	\$4,637,164	\$4,046,776	\$2,992,946	\$2,070,660	\$1,096,947
\$27,157	\$66,728	\$77,506	\$86,519	\$71,323	\$58,849	\$32,881	\$22,564
\$946,144	\$1,680,657	\$1,869,714	\$1,842,699	\$1,618,553	\$1,176,849	\$846,169	\$567,498
\$934,154	\$1,705,637	\$1,941,964	\$1,899,786	\$1,672,959	\$1,141,513	\$745,816	\$434,148
\$804,514	\$834,605	\$805,526	\$856,130	\$787,034	\$663,198	\$407,507	\$404,583
\$4,837,930	\$8,471,640	\$9,273,728	\$9,322,298	\$8,196,645	\$6,033,356	\$4,103,034	\$2,525,740
\$1,385,860	\$2,710,320	\$3,673,602	\$3,961,877	\$4,130,531	\$3,728,630	\$2,851,162	\$2,142,768
\$22,876	\$39,573	\$53,808	\$43,933	\$130,818	\$51,620	\$84,206	\$45,435
\$633,911	\$1,208,914	\$1,644,436	\$1,683,887	\$1,712,162	\$1,471,185	\$1,104,558	\$894,827
\$539,043	\$1,198,785	\$1,838,424	\$1,734,064	\$1,724,092	\$1,458,707	\$1,160,941	\$840,179
\$439,299	\$723,940	\$930,239	\$772,039	\$699,728	\$711,443	\$672,523	\$674,350
\$3,020,989	\$5,881,532	\$8,140,509	\$8,195,800	\$8,397,331	\$7,421,585	\$5,873,390	\$4,597,560
22223	25426	23026	22986	24039	24757	23,495	24,424
374	579	652	445	1318	568	1,130	722
5327	6185	5486	5461	5386	5491	5,291	5,608
953	1066	1036	932	914	931	957	1,028
63	70	80	59	57	63	71	80
28,940	33,326	30,280	29,883	31,714	31,810	30,944	31,862
\$740,102	\$1,473,693	\$905,416	\$675,287	(\$83,755)	(\$735,684)	(\$780,502)	(\$1,045,822)

\$4,281	\$27,155	\$23,698	\$42,586	(\$59,495)	\$7,229	(\$51,325)	(\$22,872)
\$312,233	\$471,743	\$225,278	\$158,812	(\$93,609)	(\$294,336)	(\$258,389)	(\$327,329)
\$395,111	\$506,852	\$103,540	\$165,722	(\$51,133)	(\$317,194)	(\$415,125)	(\$406,031)
\$365,215	\$110,665	(\$124,713)	\$84,091	\$87,306	(\$48,245)	(\$265,016)	(\$269,767)
\$1,816,941	\$2,590,108	\$1,133,219	\$1,126,498	(\$200,686)	(\$1,388,229)	(\$1,770,356)	(\$2,071,820)
12	0	1	1	2	0	0	0
0	0	0	0	0	0	0	0
8	0	11	9	10	0	0	0
0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0
20	0	13	10	12	0	0	0
244	192	163	193	191	130	113	112
25	19	14	16	17	11	12	11
3	3	4	6	4	1	1	2
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
272	214	181	215	212	142	126	125

<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>
26,813	26,850	27,139	27,290	27,458		599	598	719	691
673	662	650	649	638		(99)	(62)	(85)	(12)
5,759	5,783	5,829	5,989	6,043		(74)	(47)	(48)	0
999	998	1,001	1,007	989		58	59	62	59
70	68	68	68	66		4	4	5	5
34,314	34,361	34,687	35,003	35,194	0	488	552	653	743
4,890	4,581	4,242	4,165	3,992		0	0	0	0
179	171	176	183	195		0	0	0	0
611	660	733	570	560		0	0	0	0
96	96	94	71	80		0	0	0	0
25	19	19	27	24		0	0	0	0
5,801	5,527	5,264	5,016	4,851	0	(1,024)	(320)	(362)	(962)
1,598	1,572	1,427	1,517	1,479		0	0	0	0
20	26	26	39	39		0	0	0	0
264	318	407	352	332		0	0	0	0
54	58	66	57	66		0	0	0	0
21	15	17	24	22		0	0	0	0
1,957	1,989	1,943	1,989	1,938	0	390	681	165	(143)
1,013	732	644	548	625		0	0	0	0
31	12	21	15	26		0	0	0	0
118	96	101	78	104		0	0	0	0
15	10	7	1	2		0	0	0	0
2	2	1	3	2		0	0	0	0
1,179	852	774	645	759	0	(1,109)	(523)	167	100
2,279	2,277	2,171	2,100	1,888		0	0	0	0
128	133	129	129	130		0	0	0	0
229	246	225	140	124		0	0	0	0

27	28	21	13	12		0	0	0	0
2	2	1	0	0		0	0	0	0
2,665	2,686	2,547	2,382	2,154	0	(305)	(478)	(694)	(919)
\$183,170	\$140,951	\$120,747	\$132,418	\$146,097		\$0	\$0	\$0	\$0
\$4,194	\$2,265	\$2,200	\$2,633	\$4,092		\$0	\$0	\$0	\$0
\$55,726	\$53,197	\$57,036	\$46,147	\$46,808		\$0	\$0	\$0	\$0
\$36,512	\$36,246	\$29,801	\$28,742	\$40,563		\$0	\$0	\$0	\$0
\$149,582	\$122,609	\$74,745	\$179,823	\$160,615		\$0	\$0	\$0	\$0
\$429,185	\$355,267	\$284,529	\$389,763	\$398,174	\$0	(\$739,948)	(\$170,672)	(\$67,755)	(\$119,306)
\$214,118	\$107,748	\$84,419	\$74,124	\$75,612		\$0	\$0	\$0	\$0
\$5,812	\$3,581	\$2,081	\$1,804	\$2,350		\$0	\$0	\$0	\$0
\$45,869	\$27,928	\$24,464	\$14,072	\$16,672		\$0	\$0	\$0	\$0
\$22,461	\$13,658	\$10,097	\$3,410	\$4,861		\$0	\$0	\$0	\$0
\$11,658	\$14,937	\$4,052	\$5,911	\$8,574		\$0	\$0	\$0	\$0
\$299,918	\$167,852	\$125,113	\$99,320	\$108,069	\$0	(\$344,809)	(\$404,061)	(\$253,050)	(\$224,480)
\$984,846	\$1,003,401	\$955,888	\$895,288	\$765,489		\$0	\$0	\$0	\$0
\$35,603	\$36,991	\$37,700	\$37,370	\$37,543		\$0	\$0	\$0	\$0
\$126,911	\$129,397	\$133,122	\$101,950	\$87,698		\$0	\$0	\$0	\$0
\$45,265	\$47,173	\$40,605	\$29,326	\$24,953		\$0	\$0	\$0	\$0
\$34,047	\$8,365	\$1,126	\$0	\$0		\$0	\$0	\$0	\$0
\$1,226,672	\$1,225,328	\$1,168,441	\$1,063,935	\$915,683	\$0	(\$63,341)	(\$40,879)	(\$180,053)	(\$288,022)
\$1,382,134	\$1,252,100	\$1,161,054	\$1,101,830	\$987,198		\$0	\$0	\$0	\$0
\$45,609	\$42,837	\$41,981	\$41,807	\$43,985		\$0	\$0	\$0	\$0
\$228,506	\$210,522	\$214,622	\$162,169	\$151,179		\$0	\$0	\$0	\$0
\$104,239	\$97,077	\$80,503	\$61,478	\$70,376		\$0	\$0	\$0	\$0
\$195,287	\$145,912	\$79,923	\$185,734	\$169,189		\$0	\$0	\$0	\$0
\$1,955,774	\$1,748,447	\$1,578,083	\$1,553,018	\$1,421,927	\$0	(\$1,148,098)	(\$615,612)	(\$500,858)	(\$631,808)
368,738	307,553	397,515	554,573	1,263,905		(393,037)	(166,699)	147,064	(11,262)
8,226	6,961	7,994	11,943	28,321		(29,901)	(11,375)	(4,614)	9,241

226,308	205,163	283,200	329,779	817,763		(534,712)	(339,634)	(64,457)	(71,309)
532,556	407,293	627,781	791,649	1,452,863		(212,852)	(301,724)	(61,742)	(92,236)
2,336,823	2,380,167	2,552,720	2,836,241	2,936,467		(253,155)	(544,358)	(682,821)	(177,412)
3,472,651	3,307,137	3,869,210	4,524,185	6,499,319	0	(1,423,658)	(1,363,790)	(666,571)	(342,978)
\$917,080	\$850,362	\$916,480	\$1,145,350	\$2,160,571		(\$1,153,436)	(\$533,686)	\$17,921	(\$74,999)
\$10,571	\$9,338	\$53,450	\$12,996	\$27,902		(\$52,785)	(\$24,332)	(\$11,596)	\$7,785
\$519,000	\$504,554	\$552,328	\$593,716	\$983,643		(\$833,021)	(\$468,505)	(\$132,830)	(\$72,652)
\$371,181	\$329,173	\$411,216	\$490,945	\$933,149		(\$494,088)	(\$302,721)	(\$94,195)	(\$60,747)
\$372,549	\$375,555	\$408,568	\$464,768	\$753,934		(\$147,366)	(\$112,837)	(\$131,969)	(\$22,563)
\$2,190,380	\$2,068,981	\$2,342,041	\$2,707,776	\$4,859,199	\$0	(\$2,680,696)	(\$1,442,081)	(\$352,668)	(\$223,176)
\$917,080	\$850,362	\$916,480	\$1,145,350	\$2,160,571	\$0	(\$1,153,436)	(\$533,686)	\$17,921	(\$74,999)
\$10,571	\$9,338	\$53,450	\$12,996	\$27,902	\$0	(\$52,785)	(\$24,332)	(\$11,596)	\$7,785
\$519,000	\$504,554	\$552,328	\$593,716	\$983,643	\$0	(\$833,021)	(\$468,505)	(\$132,830)	(\$72,652)
\$371,181	\$329,173	\$411,216	\$490,945	\$933,149	\$0	(\$494,088)	(\$302,721)	(\$94,195)	(\$60,747)
\$372,549	\$375,555	\$408,568	\$464,768	\$753,934	\$0	(\$147,366)	(\$112,837)	(\$131,969)	(\$22,563)
\$2,190,380	\$2,068,981	\$2,342,041	\$2,707,776	\$4,859,199	\$0	(\$2,680,696)	(\$1,442,081)	(\$352,668)	(\$223,176)
\$1,420,163	\$1,174,957	\$1,108,140	\$1,178,490	\$1,424,923		(\$1,373,138)	(\$1,009,713)	(\$737,767)	(\$173,455)
\$19,256	\$14,323	\$6,883	\$9,406	\$8,691		\$2,761	(\$63,421)	\$2,343	\$7,107
\$623,997	\$537,960	\$499,239	\$635,543	\$702,416		(\$777,115)	(\$655,652)	(\$317,781)	(\$12,905)
\$473,984	\$366,977	\$359,120	\$467,988	\$548,714		(\$834,176)	(\$906,126)	(\$228,077)	(\$3,723)
\$316,046	\$414,638	\$430,365	\$307,923	\$476,237		(\$465,485)	(\$485,337)	(\$158,486)	\$91,000
\$2,853,445	\$2,508,855	\$2,403,748	\$2,599,349	\$3,160,981	\$0	(\$3,447,153)	(\$3,120,249)	(\$1,439,768)	(\$91,975)
24,193	23,255	23,356	24,123	23,035		(654)	272	(1,481)	754
441	414	152	178	183		242	(420)	262	263
5,546	5,148	5,207	5,745	5,673		(511)	(315)	(471)	149
996	952	979	1,030	961		(114)	(144)	(47)	37
58	73	69	61	68		(15)	(13)	6	19
31,234	29,842	29,763	31,137	29,920	0	(1,052)	(620)	(1,731)	1,222
(\$503,083)	(\$324,595)	(\$191,660)	(\$33,140)	\$735,648	\$0	\$219,702	\$476,027	\$755,688	\$98,456

(8,685)	(4,986)	\$46,566	\$3,590	\$19,211	\$0	(55,546)	\$39,089	(13,939)	\$678
(\$104,997)	(\$33,406)	\$53,089	(\$41,826)	\$281,227	\$0	(55,906)	\$187,147	\$184,951	(\$59,747)
(\$102,803)	(\$37,804)	\$52,096	\$22,958	\$384,435	\$0	\$340,088	\$603,405	\$133,882	(\$57,024)
\$56,503	(\$39,083)	(\$21,797)	\$156,845	\$277,698	\$0	\$318,119	\$372,500	\$26,517	(\$113,563)
(\$663,065)	(\$439,874)	(\$61,706)	\$108,427	\$1,698,218	\$0	\$766,457	\$1,678,168	\$1,087,100	(\$131,201)
0	0	0	0	0	0	(4)	(88)	(121)	0
0	0	0	0	0	0	0	(2)	(9)	0
0	0	0	11	10	0	(7)	(20)	(24)	0
0	0	0	1	0	0	(1)	0	(1)	0
0	0	0	0	0	0	0	0	0	0
0	0	0	12	10	0	(12)	(110)	(155)	0
105	109	102	167	348	0	(240)	(496)	(507)	(484)
11	10	10	6	7	0	(24)	(57)	(62)	(56)
5	7	6	35	19	0	(3)	(5)	(7)	(3)
0	1	1	1	1	0	(2)	(2)	(2)	0
0	0	0	0	0	0	0	0	0	0
121	127	119	209	375	0	(269)	(560)	(578)	(543)

	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
	848	880	1,008	950	809	0
	(8)	17	21	22	117	0
	54	102	128	188	137	0
	54	56	37	3	(20)	0
	4	2	2	(1)	(3)	0
	952	1,057	1,196	1,162	1,040	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	(769)	(559)	(20)	1,046	399	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	(97)	(122)	(222)	498	(335)	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	25	(105)	(168)	(232)	88	0
	0	0	0	0	0	0
	0	0	0	0	0	0
	0	0	0	0	0	0

0	0	0	0	0	0
0	0	0	0	0	0
(697)	(332)	370	780	646	0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$39,833	\$56,286	\$11,366	\$208,755	\$53,383	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
(\$70,928)	\$5,785	\$11,085	\$11,931	\$33,347	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
(\$151,862)	\$90,086	\$384,696	\$462,694	\$426,255	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
\$0	\$0	\$0	\$0	\$0	\$0
(\$182,957)	\$152,157	\$407,147	\$683,380	\$512,985	\$0
(14,685)	(21,333)	68,547	(41,981)	(81,250)	0
(73)	420	1,365	(1,737)	(113)	0

(57,223)	(57,465)	17,004	(76,143)	(21,595)	0
(102,256)	(156,200)	35,227	(143,107)	(85,892)	0
(263,366)	(266,015)	(4,745)	(66,979)	(293,686)	0
(437,603)	(500,594)	117,397	(329,947)	(482,536)	0
(\$43,178)	(\$37,108)	\$30,383	\$793	\$34,609	\$0
(\$540)	(\$43)	\$44,088	(\$482)	\$745	\$0
(\$50,330)	(\$39,220)	\$7,151	(\$17,147)	\$37,500	\$0
(\$57,086)	(\$56,463)	(\$7,772)	(\$30,166)	(\$1,005)	\$0
(\$49,141)	(\$46,838)	\$38,339	(\$17,360)	(\$50,580)	\$0
(\$200,275)	(\$179,671)	\$112,187	(\$64,363)	\$21,269	\$0
(\$43,178)	(\$37,108)	\$30,383	\$793	\$34,609	\$0
(\$540)	(\$43)	\$44,088	(\$482)	\$745	\$0
(\$50,330)	(\$39,220)	\$7,151	(\$17,147)	\$37,500	\$0
(\$57,086)	(\$56,463)	(\$7,772)	(\$30,166)	(\$1,005)	\$0
(\$49,141)	(\$46,838)	\$38,339	(\$17,360)	(\$50,580)	\$0
(\$200,275)	(\$179,671)	\$112,187	(\$64,363)	\$21,269	\$0
(\$365,530)	(\$298,596)	(\$312,760)	(\$223,319)	\$39,063	\$0
(\$11,324)	(\$10,131)	(\$14,692)	(\$15,855)	(\$14,185)	\$0
(\$29,656)	(\$41,856)	(\$80,655)	\$79,290	\$68,505	\$0
(\$59,350)	(\$78,858)	(\$63,846)	\$32,689	\$9,671	\$0
(\$113,042)	(\$37,385)	(\$44,944)	(\$131,229)	\$36,938	\$0
(\$578,903)	(\$466,826)	(\$516,897)	(\$258,425)	\$139,992	\$0
182	208	(461)	664	812	0
35	24	(233)	(234)	(191)	0
(16)	(263)	(318)	465	346	0
(19)	(15)	(44)	40	8	0
(12)	5	(10)	(9)	5	0
170	(41)	(1,066)	926	980	0
\$322,352	\$261,488	\$343,143	\$224,112	(\$4,454)	\$0

\$10,784	\$10,088	\$58,779	\$15,374	\$14,930	\$0
(20,674)	\$2,636	\$87,806	(\$96,437)	(\$31,005)	\$0
\$2,265	\$22,396	\$56,073	(\$62,855)	(\$10,676)	\$0
\$63,901	(\$9,453)	\$83,283	\$113,869	(\$87,517)	\$0
\$378,628	\$287,155	\$629,084	\$194,062	(\$118,723)	\$0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	9	2	0
0	0	0	1	0	0
0	0	0	0	0	0
0	0	0	10	2	0
(494)	(400)	(311)	(166)	104	0
(58)	(53)	(40)	(37)	(18)	0
1	2	0	31	16	0
0	1	1	1	1	0
0	0	0	0	0	0
(551)	(450)	(350)	(171)	103	0

AR and Customer Behavior Impact from COVID19 Pandemic - since March 2020 (NHPUC 1-1)
 Each month's entries are compared to MARCH 2020

NHG	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change
Percent Change of Past Due CUSTOMERS						
RES	9%	32%	-7%	44%	-14%	48%
COM	39%	232%	11%	333%	-2%	349%
Total	7%	39%	-5%	54%	-13%	58%

Percent Change of Past Due AMOUNTS	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change
	RES	-26%	74%	-55%	101%	-14%
COM	-10%	73%	-65%	146%	-21%	320%
Total	-19%	74%	-59%	107%	-21%	119%

Percent Change to NUMBER of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20
	RES	-3%	-1%
COM	-1%	6%	4%
Total	-2%	0%	-2%

Percent Change to DOLLAR AMOUNT of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20
	RES	-31%	-49%
COM	-29%	-42%	-68%
Total	-30%	-45%	-66%

Percent Change to AVERAGE PAYMENT AMOUNT by Cust Payment	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20
	RES	-28%	-44%
COM	-25%	-35%	-73%
Total	-28%	-46%	-65%

Change to number of cust on PAYMENT PLANS	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change
212 plans in March						

	126	-41%	125	-41%	121	-43%
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127	-40%	119	-44%	209	-1%	375	77%
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AR and Customer Behavior Impact from COVID19 Pandemic - since March 2020 (NHPUC 1-1)

Each month's entries are compared to MARCH 2020

UES	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change	% Change
Percent Change of Past Due CUSTOMERS							
RES	-3%	26%	-10%	24%	-10%	21%	-4%
COM	21%	242%	-1%	235%	-1%	254%	-2%
Total	-1%	32%	-10%	30%	-9%	27%	-4%

Percent Change of Past Due AMOUNTS	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change	% Change
	RES	9%	25%	7%	34%	9%	39%
COM	46%	199%	17%	307%	37%	324%	52%
Total	14%	30%	8%	41%	13%	47%	21%

Percent Change to <u>NUMBER</u> of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20	Mar 20 v
	RES	-3%	3%	3%
COM	-1%	6%	3%	2
Total	-3%	3%	3%	-1

Percent Change to <u>DOLLAR AMOUNT</u> of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20	Mar 20 v
	RES	-14%	-11%	-5%
COM	-20%	-12%	-9%	-3
Total	-17%	-11%	-7%	-1

Percent Change to <u>AVERAGE PAYMENT AMOUNT</u> by Cust Payment	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20	Mar 20 v
	RES	-13%	-15%	-14%
COM	-19%	-17%	-18%	-4
Total	-14%	-14%	-10%	0

Change to number of cust on PAYMENT PLANS	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change	# of Plans
	844 plans in March	467	-45%	420	-50%	428	-49%

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change	% Change	% Change
23%	0%	26%	3%	33%	-4%	25%
245%	12%	247%	-10%	140%	-8%	151%
29%	1%	32%	1%	36%	-5%	28%

90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change	% Change	% Change
44%	25%	50%	28%	58%	16%	56%
351%	89%	327%	31%	262%	42%	334%
53%	33%	58%	29%	64%	20%	64%

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
%	0%		4%		1%	
%	1%		11%		1%	
%	1%		5%		1%	

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
%	8%		-6%		-18%	
%	2%		17%		-11%	
%	6%		4%		-15%	

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
%	1%		-13%		-23%	
%	2%		11%		-7%	
%	5%		-1%		-15%	

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
% Change	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change
-38%	555	-34%	694	-18%	1446	71%

AR and Customer Behavior Impact from COVID19 Pandemic - since March 2020 (NHPUC 1-1)
 Each month's entries are compared to MARCH 2020

NHG	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change
Percent Change of Past Due CUSTOMERS						
RES	9%	32%	-7%	44%	-14%	48%
COM	39%	232%	11%	333%	-2%	349%
Total	7%	39%	-5%	54%	-13%	58%

Percent Change of Past Due AMOUNTS	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change
	RES	-26%	74%	-55%	101%	-14%
COM	-10%	73%	-65%	146%	-21%	320%
Total	-19%	74%	-59%	107%	-21%	119%

Percent Change to NUMBER of payments received	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
RES		-3%		-1%		-3%
COM		-1%		6%		4%
Total		-2%		0%		-2%

Percent Change to DOLLAR AMOUNT of payments received	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
RES		-31%		-49%		-66%
COM		-29%		-42%		-68%
Total		-30%		-45%		-66%

Percent Change to AVERAGE PAYMENT AMOUNT by Cust Payment	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
RES		-28%		-44%		-62%
COM		-25%		-35%		-73%
Total		-28%		-46%		-65%

Change to number of cust on PAYMENT PLANS	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20	
	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change
212 plans in March						

	126	-41%	125	-41%	121	-43%
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127	-40%	119	-44%	209	-1%	375	77%
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AR and Customer Behavior Impact from COVID19 Pandemic - since March 2020 (NHPUC 1-1)

Each month's entries are compared to MARCH 2020

UES	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change	% Change
Percent Change of Past Due CUSTOMERS							
RES	-3%	26%	-10%	24%	-10%	21%	-4%
COM	21%	242%	-1%	235%	-1%	254%	-2%
Total	-1%	32%	-10%	30%	-9%	27%	-4%

Percent Change of Past Due AMOUNTS	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears
	% Change	% Change	% Change	% Change	% Change	% Change	% Change
	RES	9%	25%	7%	34%	9%	39%
COM	46%	199%	17%	307%	37%	324%	52%
Total	14%	30%	8%	41%	13%	47%	21%

Percent Change to <u>NUMBER</u> of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20	Mar 20 v
	RES	-3%	3%	3%
COM	-1%	6%	3%	2
Total	-3%	3%	3%	-1

Percent Change to <u>DOLLAR AMOUNT</u> of payments received	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20	Mar 20 v
	RES	-14%	-11%	-5%
COM	-20%	-12%	-9%	-3
Total	-17%	-11%	-7%	-1

Percent Change to <u>AVERAGE PAYMENT AMOUNT</u> by Cust Payment	Mar 20 vs May 20	Mar 20 vs Jun 20	Mar 20 vs Jul 20	Mar 20 v
	RES	-13%	-15%	-14%
COM	-19%	-17%	-18%	-4
Total	-14%	-14%	-10%	0

Change to number of cust on PAYMENT PLANS	Mar 20 vs May 20		Mar 20 vs Jun 20		Mar 20 vs Jul 20		Mar 20 v
	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change	# of Plans
	844 plans in March	467	-45%	420	-50%	428	-49%

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change	% Change	% Change
23%	0%	26%	3%	33%	-4%	25%
245%	12%	247%	-10%	140%	-8%	151%
29%	1%	32%	1%	36%	-5%	28%

90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears	30+ Arrears	90+ Arrears
% Change	% Change	% Change	% Change	% Change	% Change	% Change
44%	25%	50%	28%	58%	16%	56%
351%	89%	327%	31%	262%	42%	334%
53%	33%	58%	29%	64%	20%	64%

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
%	0%		4%		1%	
%	1%		11%		1%	
%	1%		5%		1%	

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
%	8%		-6%		-18%	
%	2%		17%		-11%	
%	6%		4%		-15%	

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
%	1%		-13%		-23%	
%	2%		11%		-7%	
%	5%		-1%		-15%	

s Aug 20	Mar 20 vs Sep 20		Mar 20 vs Oct 20		Mar 20 vs Nov 20	
% Change	# of Plans	% Change	# of Plans	% Change	# of Plans	% Change
-38%	555	-34%	694	-18%	1446	71%