

| Question | New Hampshire | 2022 | | | | | |
|----------|---|-------------------------------------|-----------|-----------|-----------|-----------|----------|
| | | Sep | Aug | Jul | Jun | May | Apr |
| 1 | Number of customer accounts coded financial hardship | 31,022 | 27,200 | 26,698 | 26,550 | 23,610 | 27,473 |
| 2 | Number of customers enrolled in the program | 2,970 | 2,833 | 2,639 | 2,066 | 1,187 | 744 |
| 3 | Number of customers who successfully completed the program | 10 | 101 | 4 | 7 | 6 | 0 |
| 4 | Number of customers dropped from the program | 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 | 29 | 19 | 1 | 0 | 0 | 0 |
| 5b | The average length of time after being dropped from the program before re-enrollment (months) | 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 |
| 6b | The average length of time between completion and new enrollment | 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 | 20 | 1 | 0 | 0 | 0 |
| 7b | Number of customers in budget plan for 3-6 Months | 1 | 0 | 0 | 0 | 0 | 0 |
| 7c | Number of customers in budget plan for 6-9 Months | 0 | 0 | 0 | 0 | 0 | 0 |
| 7d | Number of customers in budget plan for 9-12 Months | 0 | 0 | 0 | 0 | 0 | 0 |
| 7e | The average number of months a customer is on budget plan after automatic enrollment (months) | 1.1 | 0.9 | 2.4 | 0 | 0 | 0 |
| 8 | Total dollar amount of arrearages forgiven | \$128,050 | \$536,786 | \$188,196 | \$168,799 | \$111,389 | \$26,012 |
| 9 | Average dollar amount per participating customer of arrearages forgiven | \$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 | 3,063 | 2,244 | 1,633 | 2,988 | 2,088 | 3,569 |
| 10b | Disconnections in 2022 | 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 | 62 | -14 | 92 | 119 | 141 | 164 |
| 11b | The number of days revenue outstanding for customers on New Start | 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 | \$ 574 | \$ 563 | \$ 558 | \$ 566 | \$ 570 | \$ 581 |
| 12b | The average amount of delinquency in dollars 2022 | \$ 761 | \$ 858 | \$ 694 | \$ 720 | \$ 721 | \$ 726 |
| 12c | The average age of receivables in days 2019 | 108 | 112 | 114 | 113 | 115 | 115 |
| 12d | The average age of receivables in days 2022 | 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) | 2,242 | 3,817 | 3,034 | 2,910 | 1,315 | 1,702 |
| 13b | Contact Center Customer Satisfaction | 7.3 | 5.2 | 8.2 | 7.6 | 9.3 | 7.1 |
| 14 | Quantification of impact of program on re-connections | 4 | 9 | 4 | 11 | 7 | 10 |
| 15 | Quantification of impact of program on uncollectible | 0.66% | 0.67% | 0.68% | 0.71% | 0.73% | 0.75% |
| 16 | The dollars of bills for current service by month (Statement Amount) | \$611,438 | \$440,174 | \$376,940 | \$259,892 | \$163,271 | \$53,478 |
| 17 | The dollars of actual receipts from customers by month | \$268,157 | \$858,074 | \$275,455 | \$208,802 | \$156,968 | \$52,989 |
| 18 | The number of accounts receiving a New Start bill by month | 2,775 | 2,750 | 2,331 | 1,552 | 962 | 334 |
| 19 | The number of accounts making a payment by month | 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 | 575 | 360 | 443 | 213 | 75 | 6 |
| 21 | The dollars of arrears (with the same disclaimers) by month | \$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 | \$272 | \$221 | \$205 | \$185 | \$194 | \$469 |
| 23 | The number of accounts with a \$0 balance by month | 2,395 | 2,473 | 2,196 | 1,853 | 1,112 | 738 |