



**Washington
Gas**

A WGL Company

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August 15, 2023

VIA ELECTRONIC FILING

Brinda Westbrook-Sedgwick
Commission Secretary
Public Service Commission
of the District of Columbia
1325 "G" Street, N.W., 8th Floor
Washington, D.C. 20005

**Re: Docket - ARDIR
[WGL Monthly Report]**

Dear Ms. Westbrook-Sedgwick:

Transmitted herewith electronically is Washington Gas Light Company's Monthly Report, pursuant to Order No. 15134, dated December 8, 2008.

If additional information is needed with respect to this filing, please feel free to contact me.

Sincerely yours,

Robert C. Cain, II
Associate General Counsel

Enclosures

Per Certificate of Service

Calendar Year 2005

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
| A | Number of residential customers | 139,087 | 139,971 | 140,360 | 139,451 | 138,102 | 137,371 | 136,673 | 136,062 | 135,980 | 136,935 | 138,316 | 139,433 |
| B * | Number of low income residential customers | 12,822 | 13,136 | 13,423 | 13,443 | 13,045 | 12,708 | 12,394 | 12,052 | 11,843 | 12,760 | 8,746 | 9,731 |
| C | Total dollar amount of residential customers in arrears | \$ 5,824,173 | \$ 6,485,912 | \$ 9,209,033 | \$ 9,938,982 | \$8,764,422 | \$7,717,284 | \$6,291,819 | \$5,482,348 | \$4,893,679 | \$4,754,806 | \$ 4,249,556 | \$ 4,771,324 |
| D | Number of residential customers in arrears | 29,617 | 26,523 | 32,420 | 33,906 | 32,663 | 32,600 | 30,065 | 29,229 | 28,941 | 28,084 | 26,432 | 27,555 |
| E | Total dollar amount of low income residential customers in arrears | \$ 1,134,103 | \$ 1,281,395 | \$ 1,804,688 | \$ 2,076,397 | \$1,884,581 | \$1,718,852 | \$1,453,493 | \$1,261,730 | \$1,130,506 | \$1,398,753 | \$ 818,614 | \$ 640,900 |
| F | Number of low income residential customers in arrears | 4,283 | 4,098 | 5,174 | 5,754 | 5,737 | 5,811 | 5,439 | 5,199 | 5,027 | 5,656 | 2,981 | 2,197 |
| G | Number of residential terminations | 67 | 38 | 125 | 806 | 1,078 | 966 | 749 | 1,147 | 430 | 483 | 626 | 43 |
| H | Number of low income residential terminations | 19 | 9 | 21 | 162 | 140 | 70 | 59 | 126 | 65 | 92 | 112 | 8 |
| I | Number of residential arrearage related restorations | 136 | 101 | 87 | 515 | 700 | 422 | 330 | 402 | 313 | 1,156 | 1,030 | 428 |
| J | Number of low income residential arrearage related restorations | 45 | 30 | 22 | 119 | 154 | 69 | 63 | 79 | 51 | 409 | 361 | 132 |
| K | Total dollar amount of low income residential charge offs | \$ 116,562 | \$ 83,846 | \$ 82,378 | \$ 79,635 | \$ 67,966 | \$ 36,076 | \$ 32,886 | \$ 37,942 | \$ 37,872 | \$ 50,174 | \$ 164,339 | \$ 180,535 |
| L | Total dollar amount of residential charge offs | \$ 534,356 | \$ 358,980 | \$ 424,163 | \$ 296,330 | \$ 260,752 | \$ 167,417 | \$ 198,163 | \$ 221,905 | \$ 195,538 | \$ 312,075 | \$ 696,089 | \$ 842,968 |
| M | The number of turn off notices issued to residential customers | 20,615 | 20,107 | 21,164 | 18,546 | 18,535 | 18,726 | 15,237 | 13,898 | 14,577 | 15,438 | 16,271 | 19,002 |
| N | The number of turn off notices issued to low income residential customers | 3,579 | 3,822 | 4,032 | 3,316 | 3,320 | 3,413 | 2,787 | 2,576 | 2,818 | 3,221 | 2,445 | 2,107 |
| O | Total revenues for low income residential customers | \$ 2,176,885 | \$ 2,679,036 | \$ 2,133,184 | \$ 1,431,196 | \$ 994,562 | \$ 658,982 | \$ 511,679 | \$ 458,242 | \$ 474,401 | \$ 571,948 | \$ 723,170 | \$ 1,519,231 |
| P | Total revenues for residential customers | \$ 28,118,625 | \$ 31,179,398 | \$ 24,039,232 | \$ 15,063,718 | \$ 9,380,992 | \$ 6,472,748 | \$ 5,348,133 | \$ 4,987,385 | \$ 5,313,239 | \$ 6,466,292 | \$ 13,723,218 | \$ 26,737,313 |
| Q | Total number of new pay agreements for low income residential customers. | 62 | 101 | 176 | 167 | 176 | 117 | 92 | 53 | 53 | 52 | 41 | 79 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$ 17,388 | \$ 41,573 | \$ 78,101 | \$ 76,167 | \$ 88,903 | \$ 50,713 | \$ 45,537 | \$ 16,699 | \$ 18,065 | \$ 12,936 | \$ 13,705 | \$ 27,413 |
| S | Total number of new pay agreements for residential customers. | 473 | 897 | 1,196 | 1,008 | 948 | 623 | 357 | 243 | 244 | 250 | 387 | 1,114 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 139,503 | \$ 290,942 | \$ 519,995 | \$ 475,215 | \$ 465,157 | \$ 283,569 | \$ 164,838 | \$ 101,966 | \$ 75,401 | \$ 61,866 | \$ 122,211 | \$ 499,884 |

* Data includes all low-income customers. not just RES

Calendar Year 2006

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
| A | Number of residential customers | 139,992 | 140,323 | 140,234 | 139,909 | 139,519 | 138,933 | 137,915 | 137,249 | 137,238 | 137,779 | 138,851 | 139,641 |
| B * | Number of low income residential customers | 10,452 | 11,506 | 11,875 | 12,007 | 11,819 | 11,534 | 11,199 | 10,879 | 10,713 | 10,978 | 11,517 | 12,198 |
| C | Total dollar amount of residential customers in arrears | \$ 6,514,372 | \$ 7,722,933 | \$ 9,603,224 | \$ 10,299,220 | \$ 9,838,824 | \$ 8,302,510 | \$ 6,651,384 | \$ 5,742,572 | \$ 5,051,540 | \$ 4,860,697 | \$ 4,837,917 | \$ 4,870,681 |
| D | Number of residential customers in arrears | 30,853 | 29,390 | 33,035 | 34,321 | 32,999 | 33,536 | 30,795 | 30,245 | 27,511 | 29,054 | 29,355 | 26,918 |
| E | Total dollar amount of low income residential customers in arrears | \$ 1,055,954 | \$ 1,367,031 | \$ 1,598,147 | \$ 1,946,390 | \$ 1,977,342 | \$ 1,749,129 | \$ 1,283,150 | \$ 1,093,394 | \$ 973,231 | \$ 1,147,159 | \$ 1,361,188 | \$ 1,015,674 |
| F | Number of low income residential customers in arrears | 3,556 | 3,887 | 4,394 | 5,129 | 5,379 | 5,166 | 4,459 | 4,155 | 4,006 | 4,198 | 4,673 | 3,827 |
| G | Number of residential terminations | 122 | 186 | 626 | 1,004 | 1,180 | 1,125 | 1,024 | 1,068 | 615 | 959 | 714 | 67 |
| H | Number of low income residential terminations | 22 | 30 | 81 | 123 | 122 | 129 | 110 | 114 | 86 | 178 | 140 | 8 |
| I | Number of residential arrearage related restorations | 138 | 195 | 325 | 448 | 453 | 398 | 414 | 475 | 474 | 1,561 | 1,090 | 477 |
| J | Number of low income residential arrearage related restorations | 97 | 145 | 244 | 351 | 374 | 337 | 335 | 383 | 384 | 1,061 | 706 | 322 |
| K | Total dollar amount of low income residential charge offs | \$ 123,770 | \$ 97,899 | \$ 92,986 | \$ 57,620 | \$ 34,979 | \$ 35,606 | \$ 18,553 | \$ 26,732 | \$ 14,825 | \$ 71,816 | \$ 91,048 | \$ 106,883 |
| L | Total dollar amount of residential charge offs | \$ 587,749 | \$ 444,657 | \$ 383,258 | \$ 260,280 | \$ 261,248 | \$ 271,586 | \$ 197,923 | \$ 224,805 | \$ 214,551 | \$ 495,413 | \$ 532,233 | \$ 585,284 |
| M | The number of turn off notices issued to residential customers | 19,244 | 23,577 | 21,960 | 24,318 | 21,374 | 19,497 | 16,752 | 13,831 | 14,108 | 14,710 | 14,656 | 15,505 |
| N | The number of turn off notices issued to low income residential customers | 2,517 | 3,985 | 3,861 | 4,352 | 3,611 | 3,371 | 2,915 | 2,304 | 2,395 | 2,586 | 2,763 | 2,997 |
| O | Total revenues for low income residential customers | \$ 2,289,206 | \$ 2,040,186 | \$ 1,934,934 | \$ 1,146,945 | \$ 682,905 | \$ 504,833 | \$ 413,579 | \$ 372,032 | \$ 390,836 | \$ 442,895 | \$ 808,046 | \$ 1,430,383 |
| P | Total revenues for residential customers | \$ 34,005,502 | \$ 29,359,801 | \$ 24,629,406 | \$ 13,864,622 | \$ 7,560,165 | \$ 5,879,414 | \$ 5,149,780 | \$ 4,803,509 | \$ 5,176,711 | \$ 6,170,771 | \$ 12,109,420 | \$ 19,710,455 |
| Q | Total number of new pay agreements for low income residential customers. | 129 | 141 | 167 | 136 | 135 | 137 | 95 | 71 | 51 | 41 | 46 | 76 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$ 45,317 | \$ 61,892 | \$ 80,166 | \$ 65,765 | \$ 54,861 | \$ 53,927 | \$ 35,298 | \$ 29,950 | \$ 14,570 | \$ 10,198 | \$ 11,540 | \$ 24,725 |
| S | Total number of new pay agreements for residential customers. | 1,564 | 1,369 | 1,430 | 1,052 | 994 | 3,001 | 661 | 711 | 419 | 283 | 367 | 738 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 618,463 | \$ 610,871 | \$ 760,766 | \$ 521,214 | \$ 457,193 | \$ 1,354,738 | \$ 300,466 | \$ 329,882 | \$ 173,246 | \$ 92,337 | \$ 112,849 | \$ 226,836 |

* Data includes all low-income customers, not just RES

Calendar Year 2007

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers | 140,335 | 141,000 | 141,030 | 140,455 | 139,821 | 138,844 | 138,183 | 138,059 | 137,571 | 137,791 | 138,994 | 140,160 |
| B * | Number of low income residential customers | 12,506 | 12,889 | 13,285 | 13,186 | 12,916 | 12,590 | 12,319 | 12,116 | 11,774 | 2,996 | 4,298 | 6,666 |
| C | Total dollar amount of residential customers in arrears | \$ 6,221,744 | \$ 6,656,060 | \$ 9,305,041 | \$ 9,511,754 | \$ 9,118,651 | \$ 6,152,548 | \$ 6,595,075 | \$ 5,994,156 | \$ 5,141,356 | \$ 4,919,975 | \$ 4,451,483 | \$ 4,574,273 |
| D | Number of residential customers in arrears | 28,164 | 25,259 | 29,918 | 32,001 | 32,073 | 18,735 | 28,822 | 31,545 | 31,530 | 32,927 | 35,424 | 29,919 |
| E | Total dollar amount of low income residential customers in arrears | \$ 1,272,538 | \$ 1,408,347 | \$ 2,084,233 | \$ 1,834,301 | \$ 1,826,878 | \$ 1,309,789 | \$ 1,488,378 | \$ 1,350,940 | \$ 1,159,629 | \$ 672,046 | \$ 568,849 | \$ 510,755 |
| F | Number of low income residential customers in arrears | 4,313 | 4,094 | 5,345 | 5,149 | 5,369 | 3,605 | 5,024 | 5,097 | 4,757 | 1,773 | 1,873 | 2,194 |
| G | Number of residential terminations | 48 | 59 | 546 | 753 | 948 | 1,348 | 671 | 1,149 | 872 | 966 | 498 | 6 |
| H | Number of low income residential terminations | 2 | 4 | 118 | 92 | 79 | 135 | 55 | 180 | 118 | 141 | 64 | 1 |
| I | Number of residential arrearage related restorations | 193 | 189 | 229 | 423 | 314 | 451 | 355 | 398 | 427 | 1,533 | 1,115 | 369 |
| J | Number of low income residential arrearage related restorations | 54 | 52 | 57 | 102 | 55 | 64 | 64 | 72 | 80 | 511 | 361 | 112 |
| K | Total dollar amount of low income residential charge offs | \$ 124,606 | \$ 66,044 | \$ 59,496 | \$ 55,427 | \$ 55,787 | \$ 54,725 | \$ 18,460 | \$ 37,515 | \$ 23,247 | \$ 72,074 | \$ 106,350 | \$ 117,141 |
| L | Total dollar amount of residential charge offs | \$ 612,452 | \$ 383,851 | \$ 410,950 | \$ 291,446 | \$ 251,046 | \$ 261,847 | \$ 231,050 | \$ 180,608 | \$ 180,055 | \$ 467,263 | \$ 558,550 | \$ 579,090 |
| M | The number of turn off notices issued to residential customers | 17,429 | 19,638 | 18,364 | 24,530 | 22,965 | 19,961 | 20,160 | 16,183 | 14,685 | 14,851 | 15,995 | 16,605 |
| N | The number of turn off notices issued to low income residential customers | 3,144 | 3,656 | 3,327 | 4,967 | 4,333 | 3,795 | 4,232 | 3,161 | 2,754 | 751 | 1,300 | 1,644 |
| O | Total revenues for low income residential customers | \$ 1,682,832 | \$ 2,490,397 | \$ 2,321,497 | \$ 1,200,843 | \$ 1,116,494 | \$ 557,578 | \$ 464,168 | \$ 416,924 | \$ 426,573 | \$ 174,587 | \$ 266,924 | \$ 975,439 |
| P | Total revenues for residential customers | \$ 22,474,785 | \$ 34,464,438 | \$ 26,079,342 | \$ 14,952,442 | \$ 9,980,617 | \$ 6,129,946 | \$ 5,436,186 | \$ 5,026,930 | \$ 5,309,830 | \$ 5,321,768 | \$ 9,546,795 | \$ 22,301,375 |
| Q | Total number of new pay agreements for low income residential customers. | 88 | 75 | 104 | 133 | 103 | 89 | 35 | 33 | 18 | 9 | 13 | 60 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$ 23,707 | \$ 31,267 | \$ 48,609 | \$ 56,461 | \$ 37,398 | \$ 28,634 | \$ 10,225 | \$ 13,783 | \$ 7,266 | \$ 5,843 | \$ 4,183 | \$ 29,251 |
| S | Total number of new pay agreements for residential customers. | 580 | 484 | 563 | 691 | 559 | 525 | 171 | 146 | 132 | 197 | 300 | 1,110 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 174,052 | \$ 183,812 | \$ 273,263 | \$ 327,034 | \$ 236,094 | \$ 178,061 | \$ 78,229 | \$ 64,415 | \$ 51,503 | \$ 79,545 | \$ 98,817 | \$ 479,040 |

* Data includes all low-income customers, not just RES

Calendar Year 2008

| Task Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
| A Number of residential customers | 140,719 | 140,961 | 141,010 | 140,717 | 140,037 | 139,501 | 138,942 | 138,460 | 138,382 | 138,767 | 139,864 | 140,983 |
| B * Number of low income residential customers | 8,428 | 9,624 | 10,267 | 10,550 | 10,712 | 10,767 | 10,733 | 10,608 | 10,517 | 11,157 | 9,596 | 10,373 |
| C Total dollar amount of residential customers in arrears | \$ 6,947,271 | \$ 8,051,136 | \$ 10,200,135 | \$ 11,088,183 | \$ 10,160,292 | \$ 9,102,724 | \$ 8,191,173 | \$ 7,146,504 | \$ 6,298,117 | \$ 5,806,378 | \$ 5,706,674 | \$ 5,258,971 |
| D Number of residential customers in arrears | 34,378 | 32,483 | 34,038 | 35,947 | 35,730 | 34,705 | 32,080 | 31,439 | 30,705 | 32,527 | 32,841 | 21,508 |
| E Total dollar amount of low income residential customers in arrears | \$ 870,893 | \$ 1,099,212 | \$ 1,557,039 | \$ 1,647,178 | \$ 1,567,275 | \$ 1,547,458 | \$ 1,474,666 | \$ 1,351,906 | \$ 1,176,249 | \$ 1,487,231 | \$ 1,512,140 | \$ 888,319 |
| F Number of low income residential customers in arrears | 3,545 | 3,578 | 4,088 | 4,317 | 4,424 | 4,565 | 4,492 | 4,477 | 4,115 | 4,782 | 4,431 | 2,748 |
| G Number of residential terminations | 14 | 50 | 19 | 1,482 | 764 | 1,158 | 1,216 | 1,020 | 1,543 | 1,174 | 774 | 82 |
| H Number of low income residential terminations | 2 | 3 | 0 | 171 | 79 | 114 | 124 | 127 | 221 | 223 | 159 | 12 |
| I Number of residential arrearage related restorations | 125 | 80 | 27 | 388 | 540 | 454 | 507 | 578 | 758 | 2,102 | 1,083 | 403 |
| J Number of low income residential arrearage related restorations | 38 | 15 | 7 | 87 | 108 | 87 | 98 | 115 | 153 | 680 | 350 | 140 |
| K Total dollar amount of low income residential charge offs | \$ 140,381 | \$ 52,357 | \$ 101,661 | \$ 76,559 | \$ 81,646 | \$ 7,570 | \$ 3,562 | \$ 1,537 | \$ 9,622 | \$ 17,769 | \$ 65,713 | \$ 53,291 |
| L Total dollar amount of residential charge offs | \$ 593,993 | \$ 325,150 | \$ 423,808 | \$ 386,604 | \$ 311,704 | \$ 175,810 | \$ 104,808 | \$ 141,641 | \$ 194,630 | \$ 247,760 | \$ 624,081 | \$ 639,491 |
| M The number of turn off notices issued to residential customers | 17,332 | 23,028 | 24,732 | 20,883 | 25,532 | 22,544 | 19,824 | 18,317 | 16,065 | 18,268 | 16,628 | 20,782 |
| N The number of turn off notices issued to low income residential customers | 2,055 | 3,430 | 3,677 | 3,175 | 3,859 | 3,679 | 3,259 | 2,986 | 2,676 | 3,449 | 2,603 | 3,500 |
| O Total revenues for low income residential customers | \$ 1,396,335 | \$ 1,630,850 | \$ 1,580,364 | \$ 1,044,153 | \$ 799,281 | \$ 647,459 | \$ 498,177 | \$ 421,241 | \$ 386,410 | \$ 434,117 | \$ 593,058 | \$ 2,593,842 |
| P Total revenues for residential customers | \$ 26,354,966 | \$ 28,354,856 | \$ 24,345,849 | \$ 15,174,888 | \$ 9,707,910 | \$ 7,826,905 | \$ 6,702,340 | \$ 5,907,343 | \$ 5,470,746 | \$ 6,233,997 | \$ 11,798,704 | \$ 40,790,716 |
| Q Total number of new pay agreements for low income residential customers. | 88 | 86 | 92 | 52 | 54 | 53 | 40 | 25 | 25 | 32 | 57 | 70 |
| R Total dollar amount of new pay agreements for low income residential customers. | \$ 27,120 | \$ 36,073 | \$ 47,411 | \$ 25,157 | \$ 35,485 | \$ 19,146 | \$ 16,135 | \$ 7,792 | \$ 5,922 | \$ 10,104 | \$ 18,006 | \$ 39,405 |
| S Total number of new pay agreements for residential customers. | 1,177 | 1,015 | 743 | 501 | 469 | 387 | 213 | 173 | 286 | 477 | 752 | 1,410 |
| T Total dollar amount of new pay agreements for residential customers. | \$ 380,165 | \$ 392,118 | \$ 348,614 | \$ 258,381 | \$ 235,015 | \$ 151,275 | \$ 73,718 | \$ 57,720 | \$ 97,792 | \$ 133,058 | \$ 236,313 | \$ 544,169 |

* Data includes all low-income customers, not just RES

Calendar Year 2009

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers | 141,421 | 141,577 | 141,677 | 140,729 | 140,140 | 139,651 | 139,458 | 139,131 | 139,125 | 139,537 | 140,507 | 140,884 |
| B | Number of low income residential customers | 10,795 | 11,078 | 11,519 | 11,798 | 11,921 | 11,946 | 11,897 | 11,773 | 11,897 | 12,100 | 12,584 | 14,671 |
| C | Total dollar amount of residential customers in arrears | \$ 7,177,222 | \$ 10,202,519 | \$ 11,865,329 | \$ 11,223,853 | \$ 10,354,165 | \$ 9,336,642 | \$ 7,653,458 | \$ 6,015,280 | \$ 5,247,342 | \$ 5,234,609 | \$ 4,842,349 | \$ 5,342,538 |
| D | Number of residential customers in arrears | 25,158 | 35,183 | 35,189 | 34,765 | 35,535 | 34,015 | 30,244 | 24,869 | 24,216 | 30,369 | 24,362 | 30,660 |
| E | Total dollar amount of low income residential customers in arrears | \$ 1,410,879 | \$ 2,133,155 | \$ 2,338,005 | \$ 2,377,219 | \$ 2,041,416 | \$ 2,138,551 | \$ 1,576,695 | \$ 1,294,102 | \$ 1,331,261 | \$ 1,466,428 | \$ 1,604,427 | \$ 1,536,758 |
| F | Number of low income residential customers in arrears | 3,976 | 5,431 | 5,005 | 5,047 | 4,953 | 5,143 | 4,605 | 3,801 | 3,971 | 4,663 | 4,436 | 5,649 |
| G | Number of residential terminations | 61 | 73 | 34 | 2,104 | 887 | 833 | 816 | 945 | 1,245 | 864 | 588 | 278 |
| H | Number of low income residential terminations | 6 | 17 | 2 | 363 | 133 | 135 | 156 | 187 | 273 | 216 | 130 | 56 |
| I | Number of residential arrearage related restorations | 109 | 74 | 24 | 705 | 524 | 436 | 361 | 382 | 501 | 1,381 | 679 | 399 |
| J | Number of low income residential arrearage related restorations | 38 | 30 | 7 | 181 | 91 | 71 | 56 | 64 | 98 | 483 | 170 | 93 |
| K | Total dollar amount of low income residential charge offs | \$ 47,013 | \$ 59,042 | \$ 85,647 | \$ 79,774 | \$ 41,689 | \$ 44,521 | \$ 3,202 | \$ 9,342 | \$ 18,485 | \$ 20,063 | \$ 17,154 | \$ 58,866 |
| L | Total dollar amount of residential charge offs | \$ 413,898 | \$ 464,287 | \$ 705,705 | \$ 471,428 | \$ 302,399 | \$ 261,939 | \$ 128,778 | \$ 170,175 | \$ 199,127 | \$ 231,214 | \$ 220,699 | \$ 471,153 |
| M | The number of turn off notices issued to residential customers | 22,774 | 22,385 | 27,440 | 20,187 | 20,670 | 19,433 | 16,990 | 17,300 | 16,436 | 15,252 | 19,542 | 16,673 |
| N | The number of turn off notices issued to low income residential customers | 3,796 | 3,659 | 5,273 | 3,225 | 3,571 | 3,316 | 3,131 | 3,357 | 3,240 | 2,917 | 4,376 | 4,401 |
| O | Total revenues for low income residential customers | \$ 1,792,472 | \$ 2,142,890 | \$ 1,336,243 | \$ 1,106,443 | \$ 767,924 | \$ 474,814 | \$ 337,714 | \$ 348,745 | \$ 323,610 | \$ 368,120 | \$ 798,263 | \$ 1,555,023 |
| P | Total revenues for residential customers | \$ 29,474,086 | \$ 30,895,918 | \$ 18,046,630 | \$ 14,359,445 | \$ 7,927,488 | \$ 5,237,989 | \$ 3,918,038 | \$ 3,727,779 | \$ 3,673,072 | \$ 4,778,946 | \$ 9,082,880 | \$ 16,331,243 |
| Q | Total number of new pay agreements for low income residential customers. | 95 | 74 | 75 | 78 | 51 | 89 | 63 | 53 | 44 | 41 | 43 | 50 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$ 32,086 | \$ 32,086 | \$ 34,075 | \$ 46,374 | \$ 21,871 | \$ 36,677 | \$ 24,481 | \$ 23,305 | \$ 12,908 | \$ 12,837 | \$ 13,612 | \$ 16,377 |
| S | Total number of new pay agreements for residential customers. | 1,445 | 1,311 | 924 | 690 | 483 | 760 | 468 | 342 | 295 | 472 | 446 | 810 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 531,517 | \$ 522,467 | \$ 378,515 | \$ 324,579 | \$ 227,977 | \$ 258,204 | \$ 177,803 | \$ 136,948 | \$ 92,376 | \$ 143,607 | \$ 129,453 | \$ 209,256 |

Calendar Year 2010

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers | 141,424 | 141,676 | 141,698 | 141,202 | 140,791 | 140,522 | 140,554 | 140,184 | 139,790 | 139,978 | 141,196 | 142,378 |
| B * | Number of low income residential customers | 10,008 | 9,911 | 9,798 | 9,605 | 9,428 | 9,228 | 9,056 | 6,003 | 5,846 | 5,852 | 6,212 | 6,273 |
| C | Total dollar amount of residential customers in arrears | \$ 6,355,430 | \$ 7,051,426 | \$ 8,823,371 | \$ 9,597,302 | \$ 9,523,317 | \$ 7,418,407 | \$ 6,546,853 | \$ 5,713,944 | \$ 4,932,405 | \$ 4,925,280 | \$ 5,104,221 | \$ 5,596,474 |
| D | Number of residential customers in arrears | 32,827 | 27,814 | 29,403 | 30,542 | 31,734 | 27,691 | 28,020 | 25,827 | 22,655 | 25,735 | 25,689 | 25,935 |
| E | Total dollar amount of low income residential customers in arrears | \$ 1,673,279 | \$ 1,866,944 | \$ 2,539,994 | \$ 2,980,017 | \$ 3,348,746 | \$ 2,383,460 | \$ 2,062,440 | \$ 1,755,711 | \$ 1,589,261 | \$ 1,622,697 | \$ 1,978,386 | \$ 2,223,169 |
| F | Number of low income residential customers in arrears | 5,611 | 5,279 | 6,047 | 6,476 | 7,058 | 5,935 | 5,615 | 5,087 | 4,519 | 4,883 | 5,460 | 5,845 |
| G | Number of residential terminations | 45 | 9 | 1,115 | 965 | 1,003 | 1,295 | 924 | 1,344 | 1,131 | 710 | 667 | 14 |
| H | Number of low income residential terminations | 4 | 0 | 96 | 92 | 113 | 154 | 94 | 317 | 110 | 78 | 27 | 0 |
| I | Number of residential arrearage related restorations | 111 | 45 | 389 | 493 | 629 | 449 | 430 | 445 | 525 | 693 | 1,232 | 390 |
| J | Number of low income residential arrearage related restorations | 17 | 3 | 28 | 46 | 51 | 37 | 29 | 46 | 27 | 48 | 51 | 34 |
| K | Total dollar amount of low income residential charge offs | \$ 201,370 | \$ 53,122 | \$ 53,072 | \$ 93,039 | \$ 53,300 | \$ 76,343 | \$ 32,045 | \$ 25,925 | \$ 30,318 | \$ 143,262 | \$ 116,992 | \$ 161,323 |
| L | Total dollar amount of residential charge offs | \$ 573,269 | \$ 326,649 | \$ 321,200 | \$ 534,059 | \$ 286,117 | \$ 281,273 | \$ 157,600 | \$ 148,473 | \$ 135,983 | \$ 498,623 | \$ 596,053 | \$ 457,124 |
| M | The number of turn off notices issued to residential customers | 17,395 | 23,784 | 20,798 | 21,314 | 23,853 | 17,647 | 16,001 | 13,814 | 17,643 | 14,929 | 15,441 | 16,210 |
| N | The number of turn off notices issued to low income residential customers | 3,838 | 5,636 | 4,632 | 4,646 | 5,828 | 4,170 | 3,815 | 2,911 | 4,356 | 3,268 | 3,567 | 3,806 |
| O | Total revenues for low income residential customers | \$ 2,936,989 | \$ 2,792,153 | \$ 2,445,021 | \$ 1,167,992 | \$ 730,548 | \$ 569,570 | \$ 514,969 | \$ 458,710 | \$ 365,902 | \$ 406,938 | \$ 701,259 | \$ 1,611,834 |
| P | Total revenues for residential customers | \$ 28,527,657 | \$ 26,560,578 | \$ 22,774,915 | \$ 10,607,723 | \$ 6,395,153 | \$ 4,827,335 | \$ 4,220,265 | \$ 3,860,481 | \$ 3,451,048 | \$ 4,102,484 | \$ 7,840,733 | \$ 17,795,959 |
| Q | Total number of new pay agreements for low income residential customers | 88 | 86 | 85 | 248 | 184 | 128 | 121 | 102 | 72 | 77 | 66 | 88 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$ 31,620 | \$ 32,855 | \$ 32,986 | \$ 128,076 | \$ 83,486 | \$ 57,671 | \$ 34,429 | \$ 32,395 | \$ 25,936 | \$ 18,593 | \$ 23,555 | \$ 24,723 |
| S | Total number of new pay agreements for residential customers | 899 | 688 | 664 | 1,057 | 861 | 630 | 460 | 390 | 318 | 325 | 381 | 742 |
| T | Total dollar amount of new pay agreements for residential customers | \$ 248,953 | \$ 243,459 | \$ 246,185 | \$ 522,427 | \$ 356,986 | \$ 248,891 | \$ 169,681 | \$ 120,577 | \$ 104,419 | \$ 94,452 | \$ 106,491 | \$ 178,683 |

Calendar Year 2011

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers | 142,933 | 143,084 | 142,988 | 142,513 | 142,135 | 141,776 | 141,529 | 140,884 | 140,584 | 140,754 | 142,059 | 142,622 |
| B | Number of low income residential customers | 6,256 | 6,215 | 6,119 | 6,027 | 5,958 | 5,857 | 5,776 | 5,604 | 5,476 | 5,831 | 9,160 | 9,278 |
| C | Total dollar amount of residential customers in arrears | \$ 6,201,950 | \$ 7,823,244 | \$ 8,885,392 | \$ 9,776,860 | \$ 9,672,226 | \$ 8,602,840 | \$ 7,436,127 | \$ 6,555,677 | \$ 6,122,518 | \$ 5,350,977 | \$ 5,429,838 | \$ 5,463,266 |
| D | Number of residential customers in arrears | 26,132 | 27,300 | 26,216 | 29,743 | 30,658 | 29,922 | 28,233 | 27,488 | 27,733 | 25,714 | 25,898 | 27,213 |
| E | Total dollar amount of low income residential customers in arrears | \$ 2,200,465 | \$ 2,716,521 | \$ 2,817,975 | \$ 3,302,201 | \$ 3,427,435 | \$ 2,953,305 | \$ 2,483,844 | \$ 2,106,019 | \$ 1,930,274 | \$ 1,723,122 | \$ 1,282,682 | \$ 1,011,514 |
| F | Number of low income residential customers in arrears | 5,925 | 6,343 | 5,909 | 6,495 | 6,699 | 6,388 | 5,675 | 5,176 | 4,996 | 4,516 | 3,639 | 3,426 |
| G | Number of residential terminations | 179 | 202 | 951 | 1,323 | 822 | 1,227 | 1,107 | 1,528 | 1,206 | 820 | 1,123 | 356 |
| H | Number of low income residential terminations | 6 | 5 | 81 | 156 | 167 | 77 | 44 | 36 | 27 | 15 | 47 | 29 |
| I | Number of residential arrearage related restorations | 94 | 144 | 515 | 686 | 574 | 608 | 462 | 485 | 608 | 702 | 1,434 | 606 |
| J | Number of low income residential arrearage related restorations | 7 | 12 | 39 | 73 | 76 | 94 | 52 | 54 | 31 | 78 | 89 | 93 |
| K | Total dollar amount of low income residential charge offs | \$ 117,038 | \$ 76,154 | \$ 98,707 | \$ 53,541 | \$ 54,339 | \$ 70,566 | \$ 24,503 | \$ 26,927 | \$ 65,878 | \$ 165,162 | \$ 63,200 | \$ 22,211 |
| L | Total dollar amount of residential charge offs | \$ 480,440 | \$ 246,438 | \$ 423,246 | \$ 255,625 | \$ 227,320 | \$ 276,550 | \$ 105,929 | \$ 220,462 | \$ 245,796 | \$ 548,968 | \$ 684,156 | \$ 345,102 |
| M | The number of turn off notices issued to residential customers | 15,825 | 24,239 | 24,883 | 19,279 | 19,764 | 20,470 | 17,582 | 14,883 | 13,190 | 15,467 | 11,966 | 20,569 |
| N | The number of turn off notices issued to low income residential customers | 3,721 | 6,499 | 6,190 | 4,247 | 4,324 | 4,945 | 4,235 | 3,377 | 2,760 | 3,503 | 1,364 | 3,507 |
| O | Total revenues for low income residential customers | \$ 2,881,408 | \$ 2,775,651 | \$ 1,940,080 | \$ 1,493,705 | \$ 856,749 | \$ 505,549 | \$ 408,518 | \$ 380,359 | \$ 336,086 | \$ 403,970 | \$ 414,117 | \$ 831,974 |
| P | Total revenues for residential customers | \$ 28,391,756 | \$ 26,582,670 | \$ 18,480,248 | \$ 13,579,401 | \$ 6,976,028 | \$ 4,377,227 | \$ 3,691,852 | \$ 3,451,424 | \$ 3,318,831 | \$ 4,148,996 | \$ 8,071,106 | \$ 13,935,698 |
| Q | Total number of new pay agreements for low income residential customers | 148 | 147 | 222 | 191 | 154 | 144 | 75 | 103 | 61 | 63 | 51 | 39 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$ 49,522 | \$ 59,989 | \$ 104,857 | \$ 89,899 | \$ 70,058 | \$ 48,820 | \$ 26,811 | \$ 45,922 | \$ 20,160 | \$ 13,022 | \$ 18,412 | \$ 14,807 |
| S | Total number of new pay agreements for residential customers | 968 | 689 | 905 | 834 | 669 | 548 | 326 | 357 | 259 | 273 | 339 | 489 |
| T | Total dollar amount of new pay agreements for residential customers | \$ 280,260 | \$ 256,213 | \$ 427,366 | \$ 385,473 | \$ 272,144 | \$ 192,868 | \$ 112,089 | \$ 130,064 | \$ 83,489 | \$ 66,919 | \$ 96,072 | \$ 156,454 |

Calendar Year 2012

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers * | 143,193 | 143,348 | 143,343 | 142,960 | 142,498 | 142,068 | 141,529 | 141,789 | 141,743 | 141,995 | 142,751 | 143,169 |
| B | Number of low income residential customers | 10,340 | 10,559 | 10,470 | 10,330 | 10,131 | 9,844 | 10,212 | 9,905 | 8,866 | 100 | 216 | 298 |
| C | Total dollar amount of residential customers in arrears | \$ 4,879,321 | \$ 5,311,918 | \$ 6,071,588 | \$ 6,430,623 | \$ 6,063,241 | \$ 5,756,429 | \$ 5,978,603 | \$ 4,736,510 | \$ 4,437,477 | \$ 5,097,304 | \$ 4,995,347 | \$ 5,212,338 |
| D | Number of residential customers in arrears | 22,289 | 22,653 | 22,679 | 25,154 | 24,554 | 25,399 | 25,044 | 24,961 | 24,554 | 25,811 | 26,054 | 26,000 |
| E | Total dollar amount of low income residential customers in arrears | \$ 1,098,727 | \$ 1,171,580 | \$ 1,348,349 | \$ 1,415,082 | \$ 1,529,739 | \$ 1,277,120 | \$ 1,537,419 | \$ 1,255,712 | \$ 978,947 | \$ 22,678 | \$ 39,497 | \$ 19,659 |
| F | Number of low income residential customers in arrears | 3,471 | 3,596 | 3,904 | 4,108 | 4,550 | 3,956 | 3,810 | 3,808 | 3,250 | 55 | 102 | 67 |
| G | Number of residential terminations | 460 | 448 | 941 | 817 | 1,015 | 1,092 | 592 | 1,002 | 911 | 792 | 587 | 587 |
| H | Number of low income residential terminations | 12 | 7 | 44 | 4 | 46 | 31 | 45 | 63 | 74 | 0 | 10 | 10 |
| I | Number of residential arrearage related restorations | 293 | 431 | 471 | 430 | 436 | 510 | 401 | 661 | 576 | 670 | 973 | 973 |
| J | Number of low income residential arrearage related restorations | 27 | 62 | 104 | 6 | 86 | 41 | 30 | 44 | 83 | 7 | 27 | 27 |
| K | Total dollar amount of low income residential charge offs | \$ 31,108 | \$ 20,299 | \$ 38,752 | \$ 29,985 | \$ 20,706 | \$ 33,082 | \$ - | \$ 20,730 | \$ 24,126 | \$ 866 | \$ 1,593 | \$ 928 |
| L | Total dollar amount of residential charge offs | \$ 477,099 | \$ 265,511 | \$ 367,151 | \$ 248,959 | \$ 123,521 | \$ 209,125 | \$ 105,929 | \$ 181,626 | \$ 132,617 | \$ 339,393 | \$ 375,839 | \$ 309,726 |
| M | The number of turn off notices issued to residential customers | 13,676 | 18,721 | 19,164 | 16,177 | 15,682 | 16,171 | 15,178 | 14,985 | 11,155 | 15,101 | 13,051 | 18,962 |
| N | The number of turn off notices issued to low income residential customers | 1,773 | 3,299 | 3,260 | 2,521 | 2,524 | 2,697 | 2,517 | 2,270 | 1,749 | 48 | 53 | 99 |
| O | Total revenues for low income residential customers | \$ 1,178,777 | \$ 1,230,890 | \$ 975,902 | \$ 581,280 | \$ 541,068 | \$ 275,434 | \$ 285,388 | \$ 258,462 | \$ 205,211 | \$ 2,870 | \$ 6,271 | \$ 13,587 |
| P | Total revenues for residential customers | \$ 18,631,324 | \$ 17,720,079 | \$ 13,069,726 | \$ 7,699,161 | \$ 5,643,880 | \$ 3,868,143 | \$ 3,502,054 | \$ 3,129,344 | \$ 2,939,636 | \$ 3,872,817 | \$ 8,280,611 | \$ 15,076,595 |
| Q | Total number of new pay agreements for low income residential customers. | 72 | 102 | 111 | 100 | 107 | 67 | 54 | 31 | 54 | 3 | 1 | 4 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$ 22,841 | \$ 43,959 | \$ 43,913 | \$ 39,395 | \$ 35,095 | \$ 18,528 | \$ 19,119 | \$ 6,223 | \$ 13,268 | \$ 371 | \$ 11 | \$ 461 |
| S | Total number of new pay agreements for residential customers. | 489 | 521 | 637 | 562 | 564 | 338 | 291 | 319 | 173 | 234 | 222 | 327 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 145,312 | \$ 199,773 | \$ 237,866 | \$ 189,219 | \$ 174,388 | \$ 88,181 | \$ 98,481 | \$ 87,769 | \$ 33,898 | \$ 50,025 | \$ 48,192 | \$ 72,065 |

Calendar Year 2013

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers | 141,035 | 138,962 | 138,515 | 137,803 | 137,222 | 136,910 | 136,438 | 136,155 | 134,875 | 142,548 | 142,810 | 143,086 |
| B | Number of low income residential customers | 2,866 | 5,134 | 5,643 | 6,110 | 6,205 | 6,325 | 6,318 | 6,132 | 7,025 | 511 | 588 | 1,000 |
| C | Total dollar amount of residential customers in arrears | \$ 5,821,272 | \$ 6,128,974 | \$ 7,276,073 | \$ 7,505,330 | \$ 8,321,342 | \$ 7,681,710 | \$ 7,153,036 | \$ 6,784,417 | \$ 5,971,951 | \$ 6,752,983 | \$ 6,559,364 | \$ 6,940,812 |
| D | Number of residential customers in arrears | 25,141 | 23,212 | 25,849 | 25,344 | 28,570 | 27,154 | 26,769 | 26,595 | 24,850 | 26,887 | 26,288 | 25,971 |
| E | Total dollar amount of low income residential customers in arrears | \$ 243,885 | \$ 549,087 | \$ 576,167 | \$ 740,238 | \$ 811,552 | \$ 834,459 | \$ 1,178,875 | \$ 784,276 | \$ 908,595 | \$ 144,401 | \$ 176,822 | \$ 203,548 |
| F | Number of low income residential customers in arrears | 950 | 1,694 | 1,720 | 2,053 | 2,376 | 2,422 | 3,392 | 2,408 | 2,645 | 386 | 502 | 474 |
| G | Number of residential terminations | 398 | 519 | 548 | 597 | 764 | 814 | 985 | 1,220 | 1,154 | 559 | 584 | 352 |
| H | Number of low income residential terminations | 7 | 8 | 44 | 55 | 72 | 118 | 64 | 79 | 82 | 0 | 0 | 0 |
| I | Number of residential arrearage related restorations | 242 | 399 | 540 | 327 | 470 | 431 | 446 | 613 | 602 | 1,089 | 699 | 286 |
| J | Number of low income residential arrearage related restorations | 33 | 30 | 43 | 0 | 64 | 78 | 52 | 64 | 47 | 91 | 71 | 61 |
| K | Total dollar amount of low income residential charge offs | \$ 1,623 | \$ 206 | \$ 120 | \$ 13 | \$ 3,515 | \$ 257 | \$ 27,733 | \$ 2,383 | \$ 4,848 | \$ - | \$ 856 | \$ 646 |
| L | Total dollar amount of residential charge offs | \$ 237,148 | \$ 153,652 | \$ 228,443 | \$ 231,498 | \$ 195,293 | \$ 139,186 | \$ 174,873 | \$ 138,131 | \$ 209,387 | \$ 273,494 | \$ 338,862 | \$ 368,534 |
| M | The number of turn off notices issued to residential customers | 20,019 | 20,295 | 19,670 | 18,845 | 21,672 | 18,421 | 15,909 | 15,612 | 11,148 | 18,920 | 15,206 | 20,280 |
| N | The number of turn off notices issued to low income residential customers | 943 | 1,724 | 1,827 | 1,851 | 2,311 | 1,832 | 1,915 | 1,841 | 1,307 | 126 | 163 | 486 |
| O | Total revenues for low income residential customers | \$ 327,999 | \$ 686,475 | \$ 670,887 | \$ 650,836 | \$ 353,010 | \$ 240,596 | \$ 521,721 | \$ 153,298 | \$ 300,759 | \$ 16,225 | \$ 35,098 | \$ 108,277 |
| P | Total revenues for residential customers | \$ 19,284,786 | \$ 21,555,766 | \$ 19,673,985 | \$ 15,000,952 | \$ 7,199,808 | \$ 4,746,246 | \$ 8,864,700 | \$ 3,358,682 | \$ 6,010,055 | \$ 4,155,210 | \$ 8,278,351 | \$ 17,344,742 |
| Q | Total number of new pay agreements for low income residential customers | 22 | 32 | 45 | 59 | 68 | 64 | 80 | 62 | 57 | 2 | 3 | 5 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$ 8,433 | \$ 16,703 | \$ 32,228 | \$ 42,370 | \$ 33,064 | \$ 31,099 | \$ 22,736 | \$ 24,142 | \$ 15,748 | \$ 6,087 | \$ 1,522 | \$ 2,504 |
| S | Total number of new pay agreements for residential customers | 595 | 608 | 890 | 908 | 904 | 676 | 657 | 499 | 345 | 474 | 399 | 665 |
| T | Total dollar amount of new pay agreements for residential customers | \$ 171,679 | \$ 207,550 | \$ 336,171 | \$ 384,702 | \$ 317,111 | \$ 225,353 | \$ 177,955 | \$ 139,675 | \$ 89,555 | \$ 111,271 | \$ 89,396 | \$ 152,571 |

Calendar Year 2014

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|---------------|
| A | Number of residential customers | 143,434 | 141,039 | 141,122 | 140,767 | 140,403 | 140,137 | 139,721 | 139,612 | 142,931 | 143,504 | 143,527 | 143,325 |
| B | Number of low income residential customers | 1,180 | 4,034 | 3,993 | 3,932 | 3,788 | 3,700 | 3,584 | 3,490 | 0 | 0 | 1,003 | 1,724 |
| C | Total dollar amount of residential customers in arrears | \$ 7,983,766 | \$ 8,491,237 | \$ 10,045,221 | \$ 11,409,307 | \$ 11,947,624 | \$ 11,233,323 | \$ 10,015,078 | \$ 9,239,059 | \$ 9,249,384 | \$ 9,221,836 | \$ 8,273,566 | \$ 8,780,482 |
| D | Number of residential customers in arrears | 29,065 | 26,197 | 27,611 | 29,193 | 31,096 | 30,262 | 28,579 | 26,373 | 27,857 | 28,375 | 25,015 | 26,702 |
| E | Total dollar amount of low income residential customers in arrears * | \$ 258,485 | \$ 594,995 | \$ 687,792 | \$ 801,825 | \$ 906,915 | \$ 907,040 | \$ 835,817 | \$ 780,819 | \$ - | \$ - | \$ 495,656 | \$ 119,742 |
| F | Number of low income residential customers in arrears * | 615 | 1,693 | 1,786 | 1,891 | 2,020 | 2,025 | 1,870 | 1,759 | 0 | 0 | 909 | 326 |
| G | Number of residential terminations | 185 | 178 | 492 | 1,016 | 1,103 | 1,141 | 1,318 | 844 | 692 | 524 | 101 | 652 |
| H | Number of low income residential terminations * | 5 | 5 | 3 | 31 | 42 | 29 | 178 | 109 | 0 | 0 | 6 | 20 |
| I | Number of residential arrearage related restorations | 160 | 82 | 297 | 510 | 714 | 681 | 507 | 607 | 444 | 891 | 570 | 520 |
| J | Number of low income residential arrearage related restorations * | 15 | 34 | 42 | 51 | 56 | 6 | 49 | 76 | 0 | 0 | 349 | 20 |
| K | Total dollar amount of low income residential charge offs * | \$ 569 | \$ 3,600 | \$ - | \$ - | \$ - | \$ - | \$ 1,141 | \$ 783 | \$ - | \$ - | \$ 2,317 | \$ 471 |
| L | Total dollar amount of residential charge offs | \$ 242,596 | \$ 177,908 | \$ 283,619 | \$ 309,828 | \$ 167,842 | \$ 167,077 | \$ 180,391 | \$ 240,913 | \$ 185,678 | \$ 329,254 | \$ 466,539 | \$ 443,149 |
| M | The number of turn off notices issued to residential customers | 17,973 | 23,613 | 23,460 | 21,081 | 23,283 | 20,423 | 17,282 | 17,162 | 14,396 | 18,018 | 17,585 | 20,075 |
| N | The number of turn off notices issued to low income residential customers * | 289 | 2,186 | 1,884 | 1,484 | 1,651 | 1,363 | 1,179 | 1,232 | 0 | 0 | 469 | 760 |
| O | Total revenues for low income residential customers * | \$ 169,088 | \$ 666,522 | \$ 653,272 | \$ 414,205 | \$ 230,489 | \$ 121,601 | \$ 98,026 | \$ 84,670 | \$ - | \$ - | \$ 18,646 | \$ 148,605 |
| P | Total revenues for residential customers | \$ 22,358,727 | \$ 26,197,266 | \$ 27,132,064 | \$ 16,867,298 | \$ 8,127,049 | \$ 4,814,307 | \$ 3,953,965 | \$ 3,435,976 | \$ 3,585,841 | \$ 4,046,298 | \$ 7,464,697 | \$ 17,358,474 |
| Q | Total number of new pay agreements for low income residential customers. * | 7 | 41 | 80 | 95 | 81 | 95 | 66 | 58 | 0 | 0 | 3 | 4 |
| R | Total dollar amount of new pay agreements for low income residential customers. * | \$ 2,253 | \$ 14,727 | \$ 32,492 | \$ 49,538 | \$ 32,713 | \$ 32,809 | \$ 25,690 | \$ 16,228 | \$ - | \$ - | \$ 496 | \$ 1,807 |
| S | Total number of new pay agreements for residential customers. | 970 | 1,054 | 1,312 | 1,278 | 1,223 | 1,069 | 772 | 597 | 567 | 714 | 539 | 1,083 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 260,141 | \$ 353,569 | \$ 586,157 | \$ 634,060 | \$ 541,145 | \$ 397,645 | \$ 296,138 | \$ 205,815 | \$ 179,001 | \$ 202,568 | \$ 136,820 | \$ 294,610 |

Note: * Low-income numbers were adjusted for Sept. and October.

Calendar Year 2015

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|---------------|--------------|---------------|
| A | Number of residential customers | 144,035 | 142,299 | 139,822 | 138,850 | 137,967 | 137,334 | 137,093 | 137,037 | 136,911 | 144,552 | 144,670 | 144,390 |
| B | Number of low income residential customers | 1718 /a | 3,705 | 6,319 | 7,150 | 7,687 | 8,059 | 8,059 | 8,059 | 8,059 | 155 | 449 | 1,197 |
| C | Total dollar amount of residential customers in arrears | \$ 9,724,655 | \$ 9,986,424 | \$ 11,130,377 | \$ 12,907,086 | \$ 12,592,653 | \$ 11,418,386 | \$ 10,884,816 | \$ 9,849,658 | \$ 9,268,052 | \$ 10,474,672 | \$ 9,587,072 | \$ 9,894,165 |
| D | Number of residential customers in arrears | 27,183 | 24,248 | 26,348 | 28,610 | 29,863 | 28,457 | 28,319 | 26,600 | 26,220 | 28,784 | 27,745 | 29,516 |
| E | Total dollar amount of low income residential customers in arrears | \$ 149,488 | \$ 491,013 | \$ 1,075,438 | \$ 1,642,390 | \$ 1,905,074 | \$ 1,767,056 | \$ 1,568,375 | \$ 1,406,241 | \$ 1,334,323 | \$ 217,083 | \$ 90,340 | \$ 283,637 |
| F | Number of low income residential customers in arrears | 583 | 1,341 | 2,323 | 3,081 | 3,619 | 3,640 | 3,448 | 3,162 | 3,113 | 421 | 231 | 647 |
| G | Number of residential terminations | 155 | 304 | 296 | 296 | 549 | 728 | 793 | 958 | 566 | 398 | 428 | 502 |
| H | Number of low income residential terminations | 4 | 18 | 17 | 17 | 165 | 270 | 215 | 255 | 166 | 103 | 126 | 111 |
| I | Number of residential arrearage related restorations | 167 | 283 | 81 | 81 | 371 | 367 | 443 | 569 | 357 | 774 | 410 | 431 |
| J | Number of low income residential arrearage related restorations | 8 | 20 | 8 | 8 | 195 | 197 | 97 | 124 | 84 | 385 | 179 | 120 |
| K | Total dollar amount of low income residential charge offs | \$ 1,759 | \$ 1,510 | \$ 1,925 | \$ 5,554 | \$ 153 | \$ 5,726 | \$ 7,303 | \$ 3,367 | \$ 7,691 | \$ | \$ | \$ |
| L | Total dollar amount of residential charge offs | \$ 332,266 | \$ 263,283 | \$ 412,188 | \$ 480,746 | \$ 285,637 | \$ 244,233 | \$ 289,015 | \$ 207,410 | \$ 195,176 | \$ 271,812 | \$ 433,517 | \$ 378,940 |
| M | The number of turn off notices issued to residential customers | 17,051 | 22,183 | 20,797 | 17,751 | 21,043 | 20,318 | 17,555 | 12,956 | 12,687 | 17,841 | 17,776 | 18,548 |
| N | The number of turn off notices issued to low income residential customers | 423 | 1,578 | 2,257 | 2,203 | 3,003 | 3,122 | 2,552 | 1,694 | 1,633 | 130 | 184 | 485 |
| O | Total revenues for low income residential customers | \$ 191,577 | \$ 465,914 | \$ 763,664 | \$ 596,659 | \$ 416,378 | \$ 258,181 | \$ 202,233 | \$ 179,781 | \$ 169,239 | \$ 18,919 | \$ 13,558 | \$ 56,094 |
| P | Total revenues for residential customers | \$ 22,291,097 | \$ 21,841,133 | \$ 22,927,559 | \$ 13,855,789 | \$ 6,819,576 | \$ 4,599,927 | \$ 3,612,554 | \$ 3,295,052 | \$ 3,333,727 | \$ 4,309,763 | \$ 6,433,020 | \$ 10,655,726 |
| Q | Total number of new pay agreements for low income residential customers. | 13 | 39 | 79 | 85 | 102 | 135 | 95 | 101 | 76 | 8 | 6 | 17 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$ 2,994 | \$ 10,847 | \$ 30,263 | \$ 38,701 | \$ 40,962 | \$ 48,644 | \$ 28,818 | \$ 29,391 | \$ 19,364 | \$ 2,121 | \$ 1,815 | \$ 6,786 |
| S | Total number of new pay agreements for residential customers. | 1,254 | 918 | 989 | 1,055 | 863 | 733 | 577 | 501 | 395 | 469 | 341 | 377 |
| T | Total dollar amount of new pay agreements for residential customers. | \$ 338,666 | \$ 290,771 | \$ 426,786 | \$ 462,864 | \$ 361,800 | \$ 276,035 | \$ 199,848 | \$ 170,065 | \$ 139,180 | \$ 134,215 | \$ 116,544 | \$ 99,487 |

Note: /a No RES enrollments were received from DDOE in January.

Calendar Year 2016

| Task | Description | Jan | Feb | Mar /b | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| A | Number of residential customers | 144,442 | 144,255 | 138,926 | 138,901 | 138,515 | 138,394 | 138,216 | 137,692 | 137,813 | 145,347 | 145,825 | 146,361 |
| B | Number of low income residential customers | 1,678 | 2,167 | 7153 /a | 7,155 | 7,418 | 7,418 | 7,418 | 7,418 | 7,418 | 0 | 0 /d | 0 /e |
| C | Total dollar amount of residential customers in arrears | \$ 10,414,436 | \$ 11,382,452 | \$ 11,707,440 | \$ 11,786,424 | \$ 11,739,243 | \$ 11,685,225 | \$ 10,913,801 | \$ 10,374,294 | \$ 10,133,586 | \$ 11,640,359 | \$ 10,776,211 | \$ 10,241,495 |
| D | Number of residential customers in arrears | 34,298 | 34,328 | 28,812 | 30,569 | 32,072 | 32,471 | 30,460 | 27,425 | 27,203 | 30,642 | 29,611 | 27,070 |
| E | Total dollar amount of low income residential customers in arrears | \$ 393,125 | \$ 484,964 | \$ 1,499,185 | \$ 1,558,385 | \$ 1,545,792 | \$ 1,631,699 | \$ 1,595,564 | \$ 1,724,921 | \$ 1,685,192 | \$ - | \$ - | \$ - |
| F /c | Number of low income residential customers in arrears | 900 | 1,133 | 3,071 | 3,065 | 3,031 | 3,313 | 3,299 | 3,443 | 3,356 | 0 | 0 | 0 |
| G | Number of residential terminations | 0 | 41 | 41 | 405 | 405 | 394 | 670 | 776 | 339 | 514 | 828 | 178 |
| H | Number of low income residential terminations | 84 | 132 | 132 | 69 | 69 | 47 | 93 | 67 | 64 | 0 | 0 | 0 |
| I | Number of residential arrearage related restorations | 16 | 45 | 45 | 548 | 548 | 188 | 402 | 428 | 314 | 727 | 535 | 363 |
| J | Number of low income residential arrearage related restorations | 97 | 97 | 97 | 125 | 125 | 20 | 58 | 35 | 69 | 0 | 0 | 0 |
| K | Total dollar amount of low income residential charge offs | \$ - | \$ - | \$ - | \$ 1,343 | \$ 126 | \$ 543 | \$ 7,540 | \$ 877 | \$ 1,318 | \$ - | \$ - | \$ - |
| L | Total dollar amount of residential charge offs | \$ 370,088 | \$ 292,604 | \$ 419,815 | \$ 344,423 | \$ 221,320 | \$ 213,402 | \$ 294,142 | \$ 130,136 | \$ 200,334 | \$ 390,393 | \$ 263,815 | \$ 196,408 |
| M | The number of turn off notices issued to residential customers | 24,214 | 26,080 | 21,636 | 19,215 | 22,024 | 20,036 | 16,906 | 16,564 | 13,083 | 19,472 | 12,265 | 20,873 |
| N | The number of turn off notices issued to low income residential customers | 845 | 1,104 | 2,914 | 2,210 | 2,684 | 2,407 | 1,924 | 2,621 | 2,034 | 0 | 0 | 0 |
| O | Total revenues for low income residential customers | \$ 84,976 | \$ 159,116 | \$ 372,718 | \$ 415,088 | \$ 348,162 | \$ 265,027 | \$ 181,465 | \$ 183,484 | \$ 165,438 | \$ - | \$ - | \$ - |
| P | Total revenues for residential customers | \$ 13,719,926 | \$ 18,946,899 | \$ 8,863,848 | \$ 9,122,429 | \$ 6,565,384 | \$ 4,821,877 | \$ 3,549,524 | \$ 3,247,758 | \$ 3,100,971 | \$ 3,632,903 | \$ 6,127,172 | \$ 12,406,379 |
| Q | Total number of new pay agreements for low income residential customers | 15 | 28 | 87 | 101 | 66 | 46 | 30 | 32 | 32 | 0 | 0 | 0 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$ 2,703 | \$ 8,896 | \$ 32,891 | \$ 37,948 | \$ 28,791 | \$ 20,231 | \$ 10,198 | \$ 14,717 | \$ 6,350 | \$ - | \$ - | \$ - |
| S | Total number of new pay agreements for residential customers | 318 | 463 | 538 | 677 | 545 | 304 | 187 | 333 | 266 | 155 | 122 | 123 |
| T | Total dollar amount of new pay agreements for residential customers | \$ 89,607 | \$ 160,520 | \$ 197,623 | \$ 253,275 | \$ 178,701 | \$ 108,256 | \$ 68,666 | \$ 76,935 | \$ 76,383 | \$ 44,082 | \$ 37,270 | \$ 45,381 |

Note /a- increase due to unprocessed enrollments
/b updated column by adding 3rd party numbers which were omitted the previous month
/c corrected customer count Oct-Feb
/d no low income residential customer enrollments were received from DOEE for November due to system issues at DOEE
/e due to late receipt of low income data from DOEE, and system migration of accounts, the low-income data could not be processed in time to be included in this month's report.

Calendar Year 2017

| Task | Description | Jan /a /b | Feb /b | Mar /b | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| A | Number of residential customers | 148,057 | 146,307 | 144,215 | 143,613 | 143,783 | 143,134 | 145,697 | 145,892 | 145,599 | 145,945 | 151,061 | 149,663 |
| B | Number of low income residential customers | 5,563 | 5,523 | 5,470 | 5,992 | 6,242 | 6,570 | 6,971 | 7,308 | 7,361 | 7,234 | 1,913 | 2,942 |
| C | Total dollar amount of residential customers in arrears | \$ 12,234,166 | \$ 14,779,893 | \$ 19,270,191 | \$ 18,467,767 | \$ 13,443,029 | \$ 15,315,191 | \$ 14,750,296 | \$ 13,950,342 | \$ 12,948,707 | \$ 12,235,536 | \$ 13,302,853 | \$12,822,764 |
| D | Number of residential customers in arrears | 23,069 | 31,149 | 50,807 | 46,982 | 53,367 | 31,440 | 29,954 | 29,194 | 27,226 | 23,784 | 26,354 | 26,376 |
| E | Total dollar amount of low income residential customers in arrears | \$ 894,317 | \$ 1,030,555 | \$ 1,267,947 | \$ 1,773,849 | \$ 1,325,283 | \$ 1,949,742 | \$ 1,987,968 | \$ 2,146,407 | \$ 1,935,603 | \$ 1,801,857 | \$ 484,349 | \$635,118 |
| F | Number of low income residential customers in arrears | 1,673 | 2,011 | 2,605 | 3,586 | 4,245 | 3,696 | 3,725 | 4,079 | 3,814 | 3,279 | 927 | 1,237 |
| G | Number of residential terminations | 0 | 0 | 0 | 0 | 0 | 0 | 76 | 260 | 285 | 178 | 404 | 103 |
| H | Number of low income residential terminations | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 94 | 61 | 33 | 132 | 25 |
| I | Number of residential arrearage related restorations | 0 | 0 | 0 | 0 | 0 | 0 | 41 | 60 | 172 | 126 | 208 | 147 |
| J | Number of low income residential arrearage related restorations | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 18 | 56 | 35 | 136 | 65 |
| K | Total dollar amount of low income residential charge offs | \$ - | \$ - | \$ - | 0 | 0 | 0 | \$ - | \$ - | \$ 19,521 | \$ 8,559 | \$ 3,033 | \$1,502 |
| L | Total dollar amount of residential charge offs | \$ 280,892 | \$ 282,863 | \$ 389,831 | \$ 253,260 | \$ 267,574 | \$ 142,001 | \$ 114,838.89 | \$ 10,115 | \$ 631,185 /c | \$ 182,637 | \$ 333,050 | \$257,001 |
| M | The number of turn off notices issued to residential customers | 0 | 0 | 0 | 0 | 4,454 | 15,084 | 14,731 | 13,896 | 12,697 | 9,619 | 10,567 | 10,532 |
| N | The number of turn off notices issued to low income residential customers | 0 | 0 | 0 | 0 | 176 | 1,934 | 2,124 | 2,403 | 2,225 | 1,763 | 306 | 346 |
| O | Total revenues for low income residential customers | \$ 789,747 | \$ 622,897 | \$ 505,237 | \$ 348,537 | 159,064.67 | \$ 273,171 | \$ 230,508 | \$ 155,889 | \$ 115,958 | \$ 119,678 | \$ (11,280) | \$16,575 |
| P | Total revenues for residential customers | \$ 19,195,615 | \$ 14,760,987 | \$ 13,497,801 | \$ 9,226,032 | \$ 3,881,750 | \$ 4,564,555 | \$ 3,716,217 | \$ 3,727,942 | \$ 3,462,847 | \$ 3,460,899 | \$ 8,111,375 | \$13,894,248 |
| Q | Total number of new pay agreements for low income residential customers | 118 | 75 | 79 | 78 | 109 | 152 | 187 | 190 | 150 | 107 | 22 | 21 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$ 42,293 | \$ 28,857 | \$ 36,765 | \$ 44,895 | \$ 52,503 | \$ 93,835 | \$ 107,181 | \$ 111,711 | \$ 78,605 | \$ 53,256 | \$ 8,485 | \$8,538 |
| S | Total number of new pay agreements for residential customers | 705 | 831 | 910 | 757 | 815 | 1,098 | 894 | 873 | 657 | 517 | 421 | 463 |
| T | Total dollar amount of new pay agreements for residential customers | \$ 235,124 | \$ 366,587 | \$ 433,674 | \$ 434,221 | \$ 475,705 | \$ 677,706 | \$ 545,661 | \$ 528,988 | \$ 379,669 | \$ 223,387 | \$ 190,509 | \$212,637 |

/a Due to the SAP migration, the late payment feature has been deactivated and is not expected to be resumed until the May 2017 timeframe.

/b As a result of the billing system stabilization process, data has been updated for January, February, and March.

/c There was a system issue that impacted the financial write-off for July and August. After the issue was resolved, the balance eligible for write-off in July and August was picked up and written-off in September causing a higher write-off amount.

Calendar Year 2018

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec/a |
|------|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| A | Number of residential customers | 148,593 | 147,307 | 148,200 | 148,769 | 148,147 | 147,536 | 147,834 | 147,614 | 147,081 | 145,547 | 146,626 | 153,696 |
| B | Number of low income residential customers | 4,115 | 4,600 | 5,055 | 5,004 | 6,256 | 6,678 | 6,877 | 6,854 | 6,744 | 6,650 | 6,558 | 0 |
| C | Total dollar amount of residential customers in arrears | \$12,769,480 | \$14,167,499 | \$15,939,835 | \$16,979,477 | \$17,266,306 | \$16,809,794 | \$15,877,006 | \$15,455,111 | \$12,674,614 | \$12,017,156 | \$11,765,991 | \$13,549,536 |
| D | Number of residential customers in arrears | 24,620 | 27,835 | 29,959 | 29,968 | 30,491 | 29,676 | 27,857 | 28,281 | 13,673 | 12,902 | 13,929 | 16,492 |
| E | Total dollar amount of low income residential customers in arrears | \$958,301 | \$1,052,492 | \$1,417,528 | \$1,372,615 | \$2,103,625 | \$2,413,639 | \$2,456,956 | \$2,355,944 | \$1,868,858 | \$1,812,896 | \$1,843,450 | \$0 |
| F | Number of low income residential customers in arrears | 1,861 | 2,071 | 2,603 | 2,433 | 3,413 | 3,831 | 3,805 | 3,670 | 2,438 | 2,294 | 2,380 | 0 |
| G | Number of residential terminations | 0 | 22 | 36 | 316 | 434 | 250 | 270 | 225 | 49 | 63 | 76 | 43 |
| H | Number of low income residential terminations | 3 | 12 | 4 | 23 | 120 | 82 | 75 | 53 | 9 | 27 | 29 | 0 |
| I | Number of residential arrange related restorations | 0 | 3 | 31 | 171 | 253 | 152 | 115 | 119 | 54 | 58 | 73 | 43 |
| J | Number of low income residential arrange related restorations | 0 | 6 | 4 | 14 | 97 | 72 | 49 | 49 | 14 | 25 | 25 | 0 |
| K | Total dollar amount of low income residential charge offs | \$141 | \$494 | \$12,952 | \$13,995 | \$25,978 | \$13,280 | \$4,153 | \$16,944 | \$15,288 | \$27,531 | \$32,703 | \$0 |
| L | Total dollar amount of residential charge offs | \$454,729 | \$294,873 | \$351,453 | \$317,696 | \$493,553 | \$345,114 | \$275,038 | \$253,749 | \$232,658 | \$405,153 | \$1,076,162 | \$235,691 |
| M | The number of turn off notices issued to residential customers | 11,553 | 14,553 | 17,048 | 17,595 | 16,313 | 14,360 | 13,781 | 12,273 | 6,537 | 6,854 | 5,600 | 7,623 |
| N | The number of turn off notices issued to low income residential customers | 561 | 792 | 942 | 1,343 | 1,901 | 1,950 | 2,185 | 2,058 | 1,221 | 1,421 | 1,153 | 0 |
| O | Total revenues for low income residential customers | 11,726 | 653,338 | 166,384 | \$355,003 | \$108,884 | \$85,183 | \$86,941 | \$115,551 | \$138,666 | \$122,621 | \$358,937 | \$0 |
| P | Total revenues for residential customers | \$21,725,540 | \$18,904,996 | \$14,574,006 | \$12,425,314 | \$6,199,577 | \$3,536,960 | \$3,088,818 | \$3,223,299 | \$2,203,081 | \$3,573,734 | \$9,064,877 | \$13,269,144 |
| Q | Total number of new pay agreements for low income residential customers | 61 | 84 | 127 | 77 | 87 | 69 | 60 | 61 | 19 | 31 | 22 | 0 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$26,711 | \$44,061 | \$70,130 | \$38,265 | \$39,768 | \$38,689 | \$29,384 | \$24,887 | \$11,528 | \$6,162.83 | \$3,513 | \$0 |
| S | Total number of new pay agreements for residential customers | 783 | 949 | 1,235 | 834 | 557 | 384 | 357 | 356 | 111 | 140 | 122 | 154 |
| T | Total dollar amount of new pay agreements for residential customers | \$322,631 | \$491,213 | \$673,973 | \$401,178 | \$335,186 | \$219,119 | \$194,228 | \$172,628 | \$52,868 | \$32,732 | \$84,395 | \$83,451 |

/a - no low income residential customer enrollments were received from DOEE for December 2018 due to data issues

Calendar Year 2019

| Task | Description | Jan /a | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec /a |
|------|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| A | Number of residential customers | 154,245 | 152,158 | 150,686 | 150,832 | 152,301 | 151,812 | 152,613 | 151,188 | 148,481 | 153,247 | 152,214 | 152,392 |
| B | Number of low income residential customers | 0 | 2,834 | 3,553 | 3,517 | 3,477 | 3,440 | 3,388 | 3,871 | 5,568 | 0 | 420 | 491 |
| C | Total dollar amount of residential customers in arrears | \$14,441,324 | \$14,042,747 | \$15,281,243 | \$16,044,145 | \$17,002,732 | \$16,959,092 | \$16,399,992 | \$15,779,131 | \$14,347,213 | \$11,717,515 | \$ 8,511,017 | \$ 7,180,824 |
| D | Number of residential customers in arrears | 21,499 | 22,968 | 24,788 | 26,559 | 27,799 | 28,249 | 27,210 | 27,186 | 26,217 | 15,328 | 25,341 | 22,939 |
| E | Total dollar amount of low income residential customers in arrears | \$0 | \$751,393 | \$893,711 | \$921,884 | \$998,489 | \$1,006,575 | \$1,000,533 | \$1,078,812 | \$ 1,442,057 | \$ - | \$ 134,860 | \$39,247 |
| F | Number of low income residential customers in arrears | 0 | 1,061 | 1,265 | 1,320 | 1,411 | 1,459 | 1,471 | 1,614 | 2215 | 0 | 236 | 73 |
| G | Number of residential terminations | 0 | 0 | 244 | 337 | 630 | 635 | 676 | 458 | 255 | 17 | 319 | 174 |
| H | Number of low income residential terminations | 0 | 0 | 11 | 14 | 42 | 51 | 63 | 44 | 30 | 0 | 1 | 1 |
| I | Number of residential arrearage related restorations | 0 | 1 | 105 | 174 | 331 | 344 | 272 | 413 | 195 | 74 | 241 | 147 |
| J | Number of low income residential arrearage related restorations | 0 | 0 | 5 | 8 | 24 | 17 | 40 | 51 | 26 | 0 | 5 | 0 |
| K | Total dollar amount of low income residential charge offs | \$0 | \$4,909 | \$12,840 | \$8,441 | \$25,152 | \$12,344 | \$ 13,296 | \$18,784 | \$ 104,353 | \$ - | \$ 4,395 | \$56,809 |
| L | Total dollar amount of residential charge offs | \$210,961 | \$286,640 | \$142,434 | \$382,186 | \$401,276 | \$280,993 | \$ 243,183 | \$842,972 | \$1,272,515 | \$381,803 | \$ 665,292 | \$7,177,256 |
| M | The number of turn off notices issued to residential customers | 10,381 | 12,422 | 14,774 | 16,077 | 15,778 | 13,672 | 14,453 | 12,717 | 11,111 | 12,972 | 9,220 | 12,685 |
| N | The number of turn off notices issued to low income residential customers | 0 | 0 | 781 | 774 | 814 | 700 | 936 | 953 | 1,218 | 0 | 24 | 9 |
| O | Total revenues for low income residential customers | \$0 | \$277,988 | \$217,010 | \$190,476 | \$148,599 | \$109,165 | \$89,637 | \$92,327 | \$ 212,432 | \$ - | \$ (19,962) | \$50,604 |
| P | Total revenues for residential customers | \$17,388,039 | \$20,058,516 | \$14,982,561 | \$10,749,642 | \$5,112,154 | \$3,902,982 | \$3,425,542 | \$3,222,263 | \$ 3,076,379 | \$ 4,041,810 | \$ 8,257,376 | \$14,870,457 |
| Q | Total number of new pay agreements for low income residential customers | 0 | 18 | 40 | 24 | 35 | 25 | 42 | 45 | 42 | 0 | 1 | 2 |
| R | Total dollar amount of new pay agreements for low income residential customers | \$0 | \$6,863 | \$19,506 | \$12,631 | \$16,870 | \$14,580 | \$21,816 | \$17,409 | \$15,807 | \$ 0.00 | \$5,100 | \$3,700 |
| S | Total number of new pay agreements for residential customers | 463 | 462 | 680 | 704 | 683 | 582 | 506 | 380 | 264 | 335 | 245 | 297 |
| T | Total dollar amount of new pay agreements for residential customers | \$219,307 | \$224,210 | \$379,569 | \$430,171 | \$433,162 | \$362,144 | \$269,098 | \$218,621 | \$132,757 | \$158,859 | \$122,252 | \$132,385 |

/a - no low income residential customer enrollments were received from DOEE for January and October due to data issues

Calendar Year 2020

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
| A | Number of residential customers | 152,595 | 146,633 | 146,649 | 146,400 | 147,377 | 147,598 | 148,256 | 148,113 | 146,876 | 154,871 | 154,582 | 153,118 |
| B | Number of low income residential customers | 884 | 6,802 | 7,360 | 7,347 | 7,428 | 8,283 | 8,316 | 8,447 | 8,602 | 66 | 66 | 1,519 |
| C | Total dollar amount of residential customers in arrears | \$7,894,283 | \$7,677,780 | \$8,741,476 | \$10,006,230 | \$10,781,490 | \$10,690,954 | \$11,005,813 | \$10,807,924 | \$10,596,074 | \$12,348,404 | \$ 12,427,009 | \$ 12,412,673 |
| D | Number of residential customers in arrears | 24,784 | 22,831 | 22,796 | 25,380 | 26,562 | 24,886 | 25,209 | 26,307 | 24,099 | 27,771 | 29,236 | 28,442 |
| E | Total dollar amount of low income residential customers in arrears | | | | | | | | | | | | |
| | | \$53,720 | \$1,337,371 | \$1,484,849 | \$1,603,348 | \$1,695,911 | \$1,927,511 | \$1,819,005 | \$1,876,848 | \$ 1,914,961 | \$ 7,502 | \$ 7,645 | \$230,759 |
| F | Number of low income residential customers in arrears | 119 | 3,123 | 3,228 | 3,286 | 3,349 | 3,715 | 3,434 | 3,495 | 3579 | 11 | 14 | 524 |
| G | Number of residential terminations | 44 | 168 | 189 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 6 | 0 |
| H | Number of low income residential terminations | 5 | 38 | 60 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I | Number of residential arrearage related restorations | 39 | 104 | 113 | 5 | 1 | 3 | 0 | 0 | 1 | 3 | 0 | 2 |
| J | Number of low income residential arrearage related restorations | 9 | 37 | 43 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| K | Total dollar amount of low income residential charge offs | \$478 | \$45,616 | \$48,242 | \$16,848 | \$24,624 | \$27,035 | \$ 6,829 | \$43,453 | \$ 16,780 | \$ - | \$ - | \$0 |
| L | Total dollar amount of residential charge offs | \$720,039 | \$488,866 | \$798,718 | \$214,450 | \$236,053 | \$184,749 | \$ 92,655 | \$381,944 | \$165,627 | \$217,823 | \$ 179,702 | \$181,623 |
| M | The number of turn off notices issued to residential customers | 15,204 | 15,621 | 12,710 | 0 | 0 | 0 | 0 | 0 | 326 | 610 | 441 | 421 |
| N | The number of turn off notices issued to low income residential customers | | | | | | | | | | | | |
| | | 33 | 2,122 | 2067 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| O | Total revenues for low income residential customers | \$108,152 | \$541,809 | \$22,911 | \$161,601 | \$407,321 | -\$12,094 | -\$351,261 | \$150,327 | \$ 149,639 | \$ 2,105 | \$ 2,341 | \$47,877 |
| P | Total revenues for residential customers | \$16,066,167 | \$15,038,240 | \$11,870,223 | \$8,545,691 | \$8,457,929 | \$5,474,862 | \$3,858,452 | \$3,758,672 | \$ 3,855,660 | \$ 4,600,524 | \$ 7,281,893 | \$11,607,978 |
| Q | Total number of new pay agreements for low income residential customers. | 5 | 80 | 82 | 17 | 15 | 48 | 36 | 67 | 147 | 1 | 0 | 17 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$1,780 | \$40,773 | \$39,654 | \$6,826 | \$8,055 | \$28,153 | \$21,197 | \$43,155 | \$99,552 | \$ 276 | \$0 | \$11,491 |
| S | Total number of new pay agreements for residential customers. | 496 | 450 | 442 | 138 | 128 | 198 | 139 | 376 | 623 | 458 | 347 | 444 |
| T | Total dollar amount of new pay agreements for residential customers. | \$229,460 | \$248,120 | \$251,772 | \$74,104 | \$65,737 | \$132,733 | \$80,028 | \$258,336 | \$395,472 | \$278,268 | \$217,483 | \$256,600 |

Calendar Year 2021

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|--------------|--------------|--------------|--------------|-----------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|
| A | Number of residential customers | 151,860 | 151,259 | 151,079 | 150,802 | 150,423 | 150,192 | 150,221 | 149,659 | 148,213 | 153,385 | 153,483 | 152,888 |
| B | Number of low income residential customers | 2,305 | 2,944 | 3,475 | 3,451 | 4,262 | 4,510 | 4,477 | 5,342 | 5,451 | 722 | 1,704 | 2,002 |
| C | Total dollar amount of residential customers in arrears | \$12,805,141 | \$13,585,389 | \$15,102,671 | \$17,128,671 | \$18,122,762 | \$18,225,690 | \$18,352,752 | \$17,859,431 | \$17,450,495 | \$17,669,114 | \$ 16,148,359 | \$ 16,140,778 |
| D | Number of residential customers in arrears | 27,989 | 26,908 | 27,144 | 28,931 | 28,333 | 27,505 | 27,521 | 26,658 | 26,919 | 28,444 | 26,523 | 27,938 |
| E | Total dollar amount of low income residential customers in arrears | \$272,556 | \$371,022 | \$463,942 | \$435,225 | \$582,610 | \$678,047 | \$673,847 | \$872,004 | \$ 794,021 | \$ 158,523 | \$ 235,724 | \$286,461 |
| F | Number of low income residential customers in arrears | 666 | 863 | 998 | 975 | 1,246 | 1,377 | 1,428 | 1,747 | 1731 | 281 | 522 | 664 |
| G | Number of residential terminations | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| H | Number of low income residential terminations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I | Number of residential arrearage related restorations | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| J | Number of low income residential arrearage related restorations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| K | Total dollar amount of low income residential charge offs | \$0 | \$1,359 | \$4,682 | \$1,738 | \$149 | \$2,873 | \$ 4,940 | \$9,017 | \$ 5,600 | \$ 2,171 | \$ 15 | \$1,451 |
| L | Total dollar amount of residential charge offs | \$212,063 | \$245,867 | \$173,924 | \$200,101 | \$37,282 | \$320,563 | \$ 213,074 | \$245,412 | \$190,426 | \$249,435 | \$ 212,553 | \$150,237 |
| M | The number of turn off notices issued to residential customers | 442 | 447 | 516 | 517 | 546 | 619 | 660 | 629 | 609 | 451 | 724 | 724 |
| N | The number of turn off notices issued to low income residential customers | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| O | Total revenues for low income residential customers | \$149,140 | \$153,530 | \$274,130 | \$159,056 | \$ (285,555.63) | \$119,939 | \$141,924 | -\$177,813 | \$ 71,117 | \$ 21,647 | \$ 53,727 | \$90,056 |
| P | Total revenues for residential customers | \$17,611,955 | \$18,050,923 | \$18,226,921 | \$11,220,641 | \$8,137,732 | \$5,213,139 | \$4,524,284 | \$4,238,841 | \$ 4,310,753 | \$ 4,815,604 | \$ 9,210,308 | \$15,243,194 |
| Q | Total number of new pay agreements for low income residential customers. | 16 | 21 | 30 | 33 | 40 | 35 | 13 | 30 | 36 | 4 | 33 | 26 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$10,997 | \$8,154 | \$19,828 | \$24,576 | \$28,597 | \$24,157 | \$10,460 | \$18,487 | \$21,537 | \$ 1,817 | \$20,682 | \$15,009 |
| S | Total number of new pay agreements for residential customers. | 350 | 465 | 628 | 630 | 631 | 716 | 382 | 357 | 366 | 403 | 478 | 651 |
| T | Total dollar amount of new pay agreements for residential customers. | \$192,784 | \$293,877 | \$417,772 | \$497,830 | \$502,148 | \$577,128 | \$311,562 | \$253,021 | \$248,437 | \$269,876 | \$316,100 | \$397,151 |
| U | Total number of residential customers in Arrearage Management Program (AMP) | | | | | | | | | | | 83 | 127 |
| V | Total dollar of Residential Arrearage placed under Arrearage Management Program (AMP) | | | | | | | | | | | \$ 42,498.20 | \$ 59,893.84 |

Calendar Year 2022

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| A | Number of residential customers | 152,267 | 151,551 | 151,418 | 150,977 | 151,295 | 150,938 | 150,532 | 149,246 | 147,217 | 153,553 | 152,364 | 151,346 |
| B | Number of low income residential customers | 2,843 | 3,418 | 3,863 | 4,190 | 4,567 | 5,091 | 5,516 | 6,722 | 7,092 | 432 | 1,246 | 2,340 |
| C | Total dollar amount of residential customers in arrears | \$16,599,954.16 | \$16,823,400.82 | \$18,734,000.55 | \$20,487,099.71 | \$21,005,283.43 | \$21,393,329.36 | \$21,095,579.63 | \$19,406,949.17 | \$17,339,250.78 | \$16,956,420.21 | \$15,733,950.92 | \$14,998,821.03 |
| D | Number of residential customers in arrears | 28,106 | 26,984 | 27,536 | 29,577 | 28,222 | 27,568 | 27,669 | 24,785 | 24,208 | 25,142 | 24,499 | 22,838 |
| E | Total dollar amount of low income residential customers in arrears | \$364,417.06 | \$433,235.21 | \$597,305.35 | \$757,312.75 | \$523,209.47 | \$745,310.20 | \$942,608.91 | \$1,335,466.02 | \$1,614,519.07 | \$214,871.15 | \$581,529.60 | \$1,003,982.36 |
| F | Number of low income residential customers in arrears | 886 | 1,016 | 1,282 | 1,450 | 1,137 | 1,443 | 1,776 | 2,382 | 2,720 | 233 | 652 | 1,098 |
| G | Number of residential terminations | 0 | 4 | 1 | 0 | 48 | 47 | 744 | 1,145 | 422 | 601 | 423 | 228 |
| H | Number of low income residential terminations | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 63 | 43 | 22 | 23 | 12 |
| I | Number of residential arrearage related restorations | 0 | 1 | 2 | 0 | 3 | 2 | 167 | 267 | 191 | 194 | 229 | 78 |
| J | Number of low income residential arrearage related restorations | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 60 | 96 | 34 | 50 | 24 |
| K | Total dollar amount of low income residential write-offs | \$198.08 | \$764.87 | \$670.04 | \$6,522.27 | \$3,612.83 | \$575.12 | \$5,146.34 | \$5,510.61 | \$9,552.89 | \$6,453.36 | \$2,239.64 | \$17,977.25 |
| L | Total dollar amount of residential write-offs | \$196,170.54 | \$182,136.27 | \$332,933.24 | \$267,902.18 | \$283,197.69 | \$329,410.06 | \$338,523.72 | \$347,928.28 | \$511,908.17 | \$498,985.77 | \$596,603.30 | \$996,391.52 |
| M | The number of turn off notices issued to residential customers | 757 | 804 | 15335 | 1297 | 16814 | 19538 | 17459 | 15509 | 13750 | 12802 | 10527 | 12243 |
| N | The number of turn off notices issued to low income residential customers | 0 | 0 | 607 | 23 | 616 | 486 | 517 | 703 | 751 | 42 | 59 | 101 |
| O | Total revenues for low income residential customers | \$159,903.23 | \$73,338.22 | \$213,625.19 | \$121,283.33 | \$216,195.91 | \$99,688.58 | \$86,575.66 | (\$119,388.01) | \$122,553.38 | \$18,785.51 | \$27,875.28 | \$91,759.77 |
| P | Total revenues for residential customers | \$21,037,530.30 | \$24,003,146.68 | \$17,456,470.28 | \$15,261,439.81 | \$9,317,108.14 | \$6,162,974.87 | \$5,214,404.95 | \$4,641,203.52 | \$4,940,657.78 | \$7,472,683.29 | \$9,679,877.28 | \$17,840,595.67 |
| Q | Total number of new pay agreements for low income residential customers. | 38 | 79 | 166 | 120 | 181 | 138 | 117 | 240 | 215 | 81 | 194 | 299 |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$27,175.43 | \$54,633.24 | \$112,900.76 | \$100,551.77 | \$147,933.57 | \$129,333.82 | \$109,669.17 | \$227,220.17 | \$238,030.76 | \$72,922.88 | \$195,798.15 | \$265,914.77 |
| S | Total number of new pay agreements for residential customers. | 749 | 1062 | 1677 | 874 | 906 | 980 | 813 | 757 | 926 | 950 | 729 | 893 |
| T | Total dollar amount of new pay agreements for residential customers. | \$473,264.96 | \$740,765.45 | \$1,301,197.32 | \$735,835.66 | \$788,122.70 | \$877,736.79 | \$913,010.24 | \$712,785.28 | \$851,342.59 | \$1,040,950.14 | \$697,046.23 | \$687,597.27 |
| U | Total number of residential customers in Arrearage Management Program (AMP) | 157 | 187 | 338 | 458 | 642 | 796 | 860 | 1043 | 1148 | 1248 | 1391 | 1555 |
| V | Total dollar of Residential Arrearage placed under Arrearage Management Program (AMP) | \$90,775.90 | \$135,717.76 | \$265,252.39 | \$384,183.89 | \$538,528.12 | \$702,339.04 | \$773,006.08 | \$958,523.71 | \$1,140,567.83 | \$1,346,056.51 | \$1,616,368.42 | \$1,851,615.73 |

| Task | Description | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|-----|-----|-----|-----|-----|
| A | Number of residential customers | 150,727 | 149,582 | 149,241 | 148,463 | 148,193 | 147,536 | 148,024 | | | | | |
| B | Number of low income residential customers | 3,001 | 3,891 | 4,512 | 5,216 | 5,664 | 6,154 | 6,470 | | | | | |
| C | Total dollar amount of residential customers in arrears | \$15,010,301.97 | \$14,862,650.40 | \$15,811,680.52 | \$16,387,969.17 | \$15,804,777.96 | \$15,665,804.73 | ##### | | | | | |
| D | Number of residential customers in arrears | 22,636 | 22,166 | 21,764 | 23,116 | 21,318 | 22,027 | 24,030 | | | | | |
| E | Total dollar amount of low income residential customers in arrears | \$1,242,431.58 | \$1,362,494.30 | \$1,462,183.20 | \$1,730,926.18 | \$2,028,472.37 | \$2,182,853.52 | \$2,242,067.60 | | | | | |
| F | Number of low income residential customers in arrears | 1,464 | 1,633 | 1,790 | 2,163 | 2,476 | 2,506 | 2,583 | | | | | |
| G | Number of residential terminations | 456 | 449 | 514 | 417 | 542 | 206 | 4 | | | | | |
| H | Number of low income residential terminations | 24 | 9 | 18 | 19 | 47 | 15 | 0 | | | | | |
| I | Number of residential arrearage related restorations | 103 | 189 | 300 | 251 | 262 | 128 | 10 | | | | | |
| J | Number of low income residential arrearage related restorations | 23 | 27 | 32 | 20 | 33 | 15 | 4 | | | | | |
| K | Total dollar amount of low income residential write-offs | \$14,788.69 | \$44,524.27 | \$74,376.90 | \$46,311.12 | \$42,321.88 | \$51,836.63 | \$37,144.14 | | | | | |
| L | Total dollar amount of residential write-offs | \$811,331.17 | \$1,334,972.49 | \$907,733.12 | \$927,620.45 | \$547,336.19 | \$562,930.13 | \$559,048.21 | | | | | |
| M | The number of turn off notices issued to residential customers | 11238 | 12241 | 12956 | 11697 | 12081 | 10430 | 9633 | | | | | |
| N | The number of turn off notices issued to low income residential customers | 37 | 73 | 113 | 151 | 193 | 258 | 330 | | | | | |
| O | Total revenues for low income residential customers | \$226,694.82 | \$194,401.18 | \$19,511.67 | \$4,377.64 | \$21,726.70 | (\$14,029.67) | \$9,833.73 | | | | | |
| P | Total revenues for residential customers | \$24,746,096.01 | \$22,021,006.83 | \$13,327,584.89 | \$11,353,900.69 | \$6,215,904.60 | \$4,965,134.39 | \$4,464,404.93 | | | | | |
| Q | Total number of new pay agreements for low income residential customers. | 364 | 59 | 705 | 278 | 229 | 377 | 108 | | | | | |
| R | Total dollar amount of new pay agreements for low income residential customers. | \$292,189.52 | \$57,224.05 | \$595,094.19 | \$182,108.14 | \$163,451.41 | \$256,658.62 | \$110,745.72 | | | | | |
| S | Total number of new pay agreements for residential customers. | 1117 | 1156 | 2614 | 1384 | 938 | 738 | 584 | | | | | |
| T | Total dollar amount of new pay agreements for residential customers. | \$702,489.49 | \$835,682.19 | \$2,638,955.05 | \$875,127.58 | \$596,795.95 | \$463,930.08 | \$382,927.95 | | | | | |
| U | Total number of residential customers in Arrearage Management Program (AMP) | 1741 | 1536 | 3540 | 4189 | 4303 | 4560 | 3109 | | | | | |
| V | Total dollar of Residential Arrearage placed under Arrearage Management Program (AMP) | \$1,984,530.66 | \$1,695,328.13 | \$3,818,320.50 | \$3,983,216.82 | \$3,956,617.23 | \$4,038,956.35 | \$2,578,327.64 | | | | | |

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CERTIFICATE OF SERVICE

I hereby certify that on this 15th day of August 2023, I caused copies of the foregoing Monthly Report to be mailed, postage prepaid, and/or electronically emailed to the following:

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A handwritten signature in blue ink, reading "Robert C. Cain, II", is positioned above a horizontal line.

Robert C. Cain, II