



**Washington
Gas**

A WGL Company

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January 17, 2025

VIA ELECTRONIC FILING

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

**Re: Formal 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,

John C. Dodge
Associate General Counsel
and Director, Regulatory

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	\$ 291,448	\$ 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	351	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

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

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	25,000
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	3,250	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	\$ 267	\$ 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	28,467	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 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	6,568	0
C Total dollar amount of residential customers in arrears	\$12,789,480	\$14,167,499	\$15,939,835	\$16,979,477	\$17,256,306	\$16,809,794	\$16,877,006	\$15,455,111	\$12,674,614	\$12,017,156	\$ 11,765,991	\$ 13,549,596
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 arrears related restorations	0	3	31	171	253	152	115	119	54	58	73	43
J Number of low income residential arrears 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	11,953	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	\$355,008	\$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	\$ 14,674,006	\$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	\$38,266	\$39,768	\$38,689	\$29,384	\$24,887	\$11,528	16,162.88	\$3,513	\$0
S Total number of new pay agreements for residential customers	783	949	1,235	634	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	\$325,186	\$219,119	\$194,228	\$172,628	\$52,866	\$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	24,786	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	2,215	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	254	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	1,731	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

Calendar Year 2023

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	146,944	145,723	153,361	152,718	150,875
B	Number of low income residential customers	3,001	3,891	4,512	5,216	5,664	6,154	6,470	6,988	7,512	267	817	2,439
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	\$15,424,366.01	\$14,772,334.33	\$14,642,569.52	\$16,796,331.99	\$16,074,111.00	\$15,105,993.96
D	Number of residential customers in arrears	22,636	22,166	21,764	23,116	21,318	22,027	24,030	20,840	21,639	25,040	23,134	21,990
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	\$2,429,842.41	2,649,167	\$150,727.62	\$299,264.49	\$1,005,229.35
F	Number of low income residential customers in arrears	1,464	1,633	1,790	2,163	2,476	2,506	2,583	2,778	3,005	150	324	1,152
G	Number of residential terminations	456	449	514	417	542	206	4	0	10	87	476	124
H	Number of low income residential terminations	24	9	18	19	47	15	0	0	2	0	9	19
I	Number of residential arrearage related restorations	103	189	300	251	262	128	10	2	7	41	224	68
J	Number of low income residential arrearage related restorations	23	27	32	20	33	15	4	1	1	1	10	22
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	\$68,706.96	\$61,339.19	\$1,446.41	\$224.39	\$681.54
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	\$612,793.16	\$441,557.85	\$593,971.34	\$286,343.71	\$244,930.29
M	The number of turn off notices issued to residential customers	11238	12241	12956	11697	12081	10430	9633	9474	10851	11787	10737	11449
N	The number of turn off notices issued to low income residential customers	37	73	113	151	193	258	330	471	591	33	40	148
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	(\$38,505.78)	(\$22,471.12)	\$14,409.02	\$17,040.41	\$53,842.17
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	\$3,815,072.20	\$4,055,502.14	\$4,978,432.68	\$8,856,027.99	\$14,259,964.02
Q	Total number of new pay agreements for low income residential customers.	364	59	705	278	229	377	108	123	363	16	18	48
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	\$122,849.44	\$244,918.30	\$9,394.93	\$17,753.22	\$50,045.82
S	Total number of new pay agreements for residential customers.	1117	1156	2614	1384	938	738	584	580	508	893	620	494
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	\$391,637.42	\$364,249.59	\$474,382.82	\$342,727.09	\$327,232.44
U	Total number of residential customers in Arrearage Management Program (AMP)	1741	1536	3540	4189	4303	4560	3109	2865	2842	2765	2592	2412
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	\$2,388,546.76	\$2,288,058.28	\$2,031,712.49	\$1,799,024.62	\$1,634,050.61

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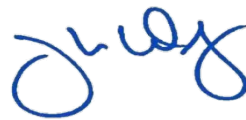
I hereby certify that on this 17th day of January 2025, I caused copies of the foregoing **MONTHLY** Report to be mailed, postage prepaid, and/or electronically emailed to the following:

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