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June 12, 2019

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

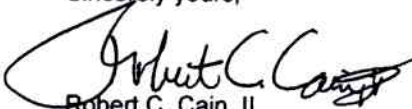
**Re: Docket - ARDIR
[WGL Monthly Report]**

Dear Ms. Westbrook-Sedgwick:

Transmitted herewith electronically is Washington Gas Light Company's Monthly Report, pursuant to Order No. 15134, dated June 12, 2019.

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

cc: Per Certificate of Service



Calendar Year 2006

Task Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A Number of residential customers	138,922	140,323	140,234	139,909	139,519	138,933	137,915	137,249	137,238	137,779	138,561	139,541
B Number of low income residential customers	10,452	11,506	11,875	12,007	11,819	11,594	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	\$ 6,603,224	\$ 10,299,220	\$ 9,838,824	\$ 8,302,510	\$ 6,651,384	\$ 5,742,572	\$ 5,061,940	\$ 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	\$ 1,056,654	\$ 1,367,031	\$ 1,598,147	\$ 1,946,390	\$ 1,977,342	\$ 1,749,139	\$ 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	3,987	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	1,088	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 arrears related restaurant restorations	136	195	325	448	453	398	414	475	474	1,561	1,080	477
J Number of low income residential arrears related restaurant restorations	97	145	244	351	374	337	335	383	384	1,081	706	322
K Total dollar amount of low income residential charge offs	\$ 123,770	\$ 87,899	\$ 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	\$ 687,749	\$ 444,657	\$ 383,258	\$ 280,280	\$ 261,248	\$ 271,966	\$ 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	21,980	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	\$ 1,145,945	\$ 682,905	\$ 504,633	\$ 413,579	\$ 372,032	\$ 380,836	\$ 442,895	\$ 808,046	\$ 1,430,383
P Total revenues for residential customers	\$ 34,005,502	\$ 29,359,801	\$ 24,629,406	\$ 13,864,822	\$ 7,550,165	\$ 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	\$ 81,892	\$ 80,166	\$ 65,765	\$ 54,861	\$ 53,827	\$ 35,298	\$ 29,950	\$ 14,570	\$ 10,198	\$ 11,540	\$ 24,725
S Total number of new pay agreements for residential customers	1,564	1,389	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	\$ 750,766	\$ 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	12,508	12,889	13,285	13,186	12,916	12,580	12,319	12,118	11,774	12,986	4,298	6,686
C Total dollar amount of residential customers in arrears	\$ 6,221,744	\$ 6,656,060	\$ 9,305,041	\$ 8,511,754	\$ 9,118,651	\$ 6,152,548	\$ 6,585,075	\$ 5,994,156	\$ 5,141,396	\$ 4,919,975	\$ 4,451,463	\$ 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	\$ 1,400,347	\$ 2,084,233	\$ 1,834,301	\$ 1,826,878	\$ 1,309,789	\$ 1,488,378	\$ 1,350,940	\$ 1,159,629	\$ 872,046	\$ 568,849	\$ 510,755
F Number of low income residential customers in arrears	4,313	4,094	5,345	5,149	5,399	3,805	5,024	5,087	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 arrears related restorations	193	189	229	423	314	451	355	398	427	1,533	1,115	368
J Number of low income residential arrears related restorations	64	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	\$ 58,499	\$ 55,427	\$ 55,797	\$ 54,725	\$ 18,480	\$ 37,515	\$ 23,247	\$ 72,074	\$ 108,350	\$ 117,141
L Total dollar amount of residential charge offs	\$ 612,452	\$ 383,951	\$ 410,950	\$ 291,448	\$ 251,048	\$ 261,847	\$ 231,050	\$ 180,608	\$ 180,055	\$ 467,263	\$ 556,550	\$ 579,090
M The number of turn off notices issued to residential customers	17,429	19,638	18,364	24,530	22,985	19,981	20,160	16,183	14,685	14,851	15,995	16,805
N The number of turn off notices issued to low income residential customers	3,144	3,056	3,327	4,967	4,333	3,785	4,232	3,161	2,754	751	1,300	1,644
O Total revenues for low income residential customers	\$ 1,682,832	\$ 2,480,397	\$ 2,321,487	\$ 1,200,843	\$ 1,116,484	\$ 557,578	\$ 484,188	\$ 416,924	\$ 428,573	\$ 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 revenue of new pay agreements for low income residential customers	89	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	\$ 59,461	\$ 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	681	559	525	171	146	132	197	300	1,110
T Total dollar amount of new pay agreements for residential customers	\$ 174,052	\$ 183,812	\$ 273,283	\$ 327,034	\$ 236,094	\$ 178,061	\$ 78,229	\$ 84,415	\$ 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	\$ 8,947,271	\$ 8,051,136	\$ 10,200,135	\$ 11,088,183	\$ 10,160,292	\$ 9,102,724	\$ 8,181,173	\$ 7,146,504	\$ 6,298,117	\$ 5,806,378	\$ 5,706,674	\$ 5,258,871
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	32,827	32,841	21,508
E Total dollar amount of low income residential customers in arrears	\$ 870,893	\$ 1,089,212	\$ 1,557,039	\$ 1,647,178	\$ 1,567,275	\$ 1,547,458	\$ 1,474,686	\$ 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	3,579	4,088	4,317	4,424	4,565	4,482	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	\$ 101,681	\$ 76,559	\$ 81,646	\$ 7,370	\$ 3,562	\$ 1,537	\$ 9,622	\$ 17,769	\$ 65,713	\$ 53,291
L Total dollar amount of residential charge offs	\$ 593,983	\$ 325,150	\$ 423,808	\$ 388,604	\$ 311,704	\$ 175,810	\$ 104,808	\$ 141,641	\$ 194,630	\$ 247,750	\$ 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	16,085	18,288	16,828	20,782
N The number of turn off notices issued to low income residential customers	2,055	3,430	3,677	3,175	3,659	3,679	3,259	2,986	2,676	3,449	2,503	3,500
O Total revenues for low income residential customers	\$ 1,396,335	\$ 1,630,860	\$ 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	\$ 26,364,986	\$ 28,354,866	\$ 24,345,849	\$ 15,174,888	\$ 8,707,910	\$ 7,826,905	\$ 6,702,340	\$ 5,907,343	\$ 5,470,746	\$ 6,233,987	\$ 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	\$ 38,405
S Total number of new pay agreements for residential customers	1,177	1,015	743	501	468	387	213	173	286	477	752	1,410
T Total dollar amount of new pay agreements for residential customers	\$ 380,185	\$ 392,118	\$ 348,614	\$ 258,381	\$ 236,015	\$ 151,275	\$ 73,718	\$ 57,720	\$ 97,792	\$ 133,058	\$ 236,313	\$ 544,189

* 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	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	11,519	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	\$ 10,202,619	\$ 11,865,329	\$ 11,223,853	\$ 10,354,165	\$ 9,336,842	\$ 7,853,458	\$ 6,015,280	\$ 5,247,342	\$ 5,234,609	\$ 4,842,349	\$ 5,342,538
D	Number of residential customers in arrears	25,159	35,183	35,189	34,785	35,535	34,015	30,244	24,889	24,216	30,359	24,362	30,660
E	Total dollar amount of low income residential customer 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	\$ 1,804,427	\$ 1,536,758
F	Number of low income residential customers in arrears	3,976	5,431	5,095	5,047	4,953	5,143	4,605	3,801	3,971	4,863	4,436	5,649
G	Number of residential terminations	61	73	34	2,104	867	833	816	945	1,245	864	688	278
H	Number of low income residential terminations	6	17	2	363	133	135	156	187	273	216	130	56
I	Number of residential arrears related restorations	109	74	24	705	624	436	361	382	501	1,361	679	399
J	Number of low income residential arrears related restorations	38	30	7	181	91	71	56	64	98	483	170	93
K	Total dollar amount of low income residential change offs	\$ 47,013	\$ 59,042	\$ 85,647	\$ 79,774	\$ 41,889	\$ 44,521	\$ 3,202	\$ 6,342	\$ 18,485	\$ 20,063	\$ 17,154	\$ 59,666
L	Total dollar amount of residential change offs	\$ 413,898	\$ 484,287	\$ 705,705	\$ 471,428	\$ 302,398	\$ 261,559	\$ 126,778	\$ 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	20,167	20,670	18,433	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	3,671	3,316	3,131	3,357	3,240	2,917	4,376	4,601
O	Total revenues for low income residential customers	\$ 1,792,472	\$ 2,142,890	\$ 1,336,243	\$ 1,106,443	\$ 787,924	\$ 474,814	\$ 337,714	\$ 346,745	\$ 323,610	\$ 366,120	\$ 796,263	\$ 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	\$ 9,082,860	\$ 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	\$ 13,812	\$ 16,377
S	Total number of new pay agreements for residential customers.	1,445	1,311	924	690	483	760	488	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	\$ 136,946	\$ 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	141,624	141,676	141,698	141,202	140,791	140,522	140,554	140,184	139,790	139,978	141,166	142,378
B*	Number of low income residential customers	10,008	9,811	9,798	9,605	9,428	9,228	9,056	8,003	5,846	5,862	6,212	6,273
C	Total dollar amount of residential customers in arrears	\$ 6,395,430	\$ 7,051,428	\$ 8,823,371	\$ 9,597,302	\$ 9,523,317	\$ 7,418,407	\$ 6,546,853	\$ 5,713,944	\$ 4,832,405	\$ 4,675,280	\$ 5,104,221	\$ 5,696,474
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	\$ 1,673,278	\$ 1,868,944	\$ 2,539,984	\$ 2,980,017	\$ 3,348,746	\$ 2,383,480	\$ 2,082,440	\$ 1,755,711	\$ 1,589,281	\$ 1,622,697	\$ 1,878,386	\$ 2,223,169
F	Number of low income residential customers in arrears	5,611	5,278	6,047	6,478	7,058	5,935	5,815	5,087	4,519	4,883	5,480	5,845
G	Number of residential terminations	45	9	1,115	965	1,003	1,295	824	1,344	1,131	710	687	14
H	Number of low income residential terminations	4	0	96	82	113	154	94	317	110	78	27	0
I	Number of residential arrange related restorations	111	45	389	493	629	449	430	445	525	693	1,232	390
J	Number of low income residential arrange 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	\$ 63,122	\$ 53,072	\$ 93,039	\$ 63,300	\$ 78,343	\$ 32,045	\$ 25,925	\$ 30,318	\$ 143,282	\$ 116,982	\$ 161,323
L	Total dollar amount of residential charge offs	\$ 573,289	\$ 326,649	\$ 321,200	\$ 534,039	\$ 288,117	\$ 281,273	\$ 197,600	\$ 148,473	\$ 135,983	\$ 498,623	\$ 596,053	\$ 457,124
M	The number of turn off notices issued to residential customers	17,395	23,794	20,789	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	4,846	5,638	4,170	3,815	2,911	4,356	3,288	3,587	3,806
O	Total revenue for low income residential customers	\$ 2,836,988	\$ 2,792,153	\$ 2,445,021	\$ 1,167,992	\$ 730,548	\$ 568,570	\$ 514,989	\$ 459,710	\$ 365,802	\$ 406,938	\$ 701,259	\$ 1,011,834
P	Total revenue for residential customers	\$ 28,827,657	\$ 28,580,578	\$ 22,774,915	\$ 10,607,723	\$ 6,396,153	\$ 4,827,335	\$ 4,220,285	\$ 3,980,481	\$ 3,451,048	\$ 4,102,484	\$ 7,840,733	\$ 17,795,969
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	\$ 32,955	\$ 32,986	\$ 128,076	\$ 83,486	\$ 57,871	\$ 34,429	\$ 32,395	\$ 25,936	\$ 18,583	\$ 23,555	\$ 24,723
S	Total number of new pay agreements for residential customers	899	888	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	\$ 358,986	\$ 248,891	\$ 189,881	\$ 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	142,533	143,084	142,998	142,513	142,135	141,776	141,529	140,884	140,584	140,754	142,039	142,822
B Number of low income residential customers	6,256	6,215	6,119	6,027	5,958	5,867	5,778	5,604	5,476	5,831	5,180	9,278
C Total dollar amount of residential customers in arrears	\$ 8,201,950	\$ 7,823,244	\$ 8,885,392	\$ 9,776,860	\$ 9,872,226	\$ 8,602,540	\$ 7,436,127	\$ 6,555,677	\$ 6,122,518	\$ 6,350,977	\$ 6,429,638	\$ 5,453,266
D Number of residential customers in arrears	28,132	27,300	28,216	28,743	30,056	29,922	26,233	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	\$ 2,853,305	\$ 2,483,644	\$ 2,106,019	\$ 1,930,274	\$ 1,723,122	\$ 1,282,882	\$ 1,011,514
F Number of low income residential customers in arrears	5,925	6,343	5,909	6,495	6,699	6,388	5,875	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	187	77	44	36	27	15	47	29
I Number of residential average related relocations	94	144	515	686	674	608	462	485	608	702	1,434	606
J Number of low income residential average related relocations	7	12	39	73	76	94	52	54	31	78	89	83
K Total dollar amount of low income residential charge offs	\$ 117,038	\$ 76,164	\$ 98,707	\$ 63,541	\$ 54,339	\$ 70,568	\$ 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	\$ 255,825	\$ 227,320	\$ 278,550	\$ 105,929	\$ 220,462	\$ 245,796	\$ 548,958	\$ 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	6,489	6,190	4,247	4,324	4,945	4,235	3,377	2,760	3,503	1,364	3,507
O Total revenue for low income residential customers	\$ 2,881,408	\$ 2,775,851	\$ 1,940,080	\$ 1,493,705	\$ 856,749	\$ 505,549	\$ 408,518	\$ 380,359	\$ 336,086	\$ 403,970	\$ 414,117	\$ 831,974
P Total revenue for residential customers	\$ 28,391,736	\$ 28,562,670	\$ 18,480,248	\$ 13,579,401	\$ 6,976,028	\$ 4,377,227	\$ 3,691,852	\$ 3,451,424	\$ 3,318,831	\$ 4,148,986	\$ 8,071,106	\$ 13,935,658
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	\$ 48,522	\$ 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	958	699	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	\$ 427,368	\$ 385,473	\$ 272,144	\$ 182,868	\$ 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	142,980	142,488	142,068	141,529	141,789	141,743	141,995	142,751	143,169
B	Number of low income residential customers	10,340	10,599	10,470	10,330	10,131	9,844	10,212	9,905	9,866	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	\$ 5,756,428	\$ 5,878,803	\$ 4,738,510	\$ 4,437,477	\$ 5,697,304	\$ 4,895,347	\$ 5,212,336
D	Number of residential customers in arrears	22,289	22,653	22,679	25,154	24,554	25,399	25,044	24,981	24,554	25,811	26,054	26,000
E	Total dollar amount of low income residential customers in arrears	\$ 1,098,727	\$ 1,177,880	\$ 1,346,349	\$ 1,414,082	\$ 1,529,739	\$ 1,277,120	\$ 1,537,419	\$ 1,255,712	\$ 978,947	\$ 22,678	\$ 38,497	\$ 19,659
F	Number of low income residential customers in arrears	3,471	3,596	3,904	4,106	4,540	3,956	3,810	3,808	3,250	65	102	67
G	Number of residential terminations	480	448	841	817	1,015	1,092	592	1,002	811	792	687	687
H	Number of low income residential terminations	12	7	44	4	46	31	45	63	74	0	10	10
I	Number of residential arrange related restorations	293	431	471	430	436	510	401	661	576	870	973	973
J	Number of low income residential arrange 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	\$ 20,289	\$ 38,752	\$ 29,886	\$ 20,706	\$ 33,082	\$ 20,730	\$ 24,126	\$ 38,426	\$ 666	\$ 1,593	\$ 928
L	Total dollar amount of residential charge offs	\$ 477,099	\$ 265,511	\$ 367,151	\$ 246,959	\$ 123,521	\$ 208,125	\$ 106,929	\$ 181,626	\$ 132,617	\$ 339,393	\$ 375,639	\$ 308,726
M	The number of turn off notices issued to residential customers	13,878	18,721	19,164	16,177	15,682	16,171	15,178	14,885	11,155	15,101	13,051	18,982
N	The number of turn off notices issued to low income residential customers	1,773	3,299	3,280	2,521	2,524	2,697	2,617	2,270	1,749	48	53	99
O	Total revenues for low income residential customers	\$ 1,178,777	\$ 1,230,890	\$ 975,902	\$ 581,290	\$ 941,058	\$ 276,434	\$ 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	\$ 6,643,880	\$ 3,868,143	\$ 3,502,054	\$ 3,129,344	\$ 2,899,636	\$ 3,872,817	\$ 8,280,611	\$ 16,076,595
Q	Total number of new pay agreements for low income residential customers	72	102	111	100	107	67	64	31	54	3	1	4
R	Total dollar amount of new pay agreements for low income residential customers	\$ 22,841	\$ 43,699	\$ 43,913	\$ 38,396	\$ 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	336	291	319	173	234	222	327
T	Total dollar amount of new pay agreements for residential customers	\$ 145,312	\$ 199,773	\$ 237,666	\$ 189,219	\$ 174,388	\$ 86,181	\$ 99,461	\$ 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	138,915	137,803	137,222	136,910	136,498	138,195	134,875	142,548	142,810	143,086
B Number of low income residential customers	2,896	5,134	5,643	6,110	6,205	6,325	6,318	6,132	7,025	511	688	1,000
C Total dollar amount of residential customers in arrears	\$ 5,821,272	\$ 6,128,974	\$ 7,276,073	\$ 7,508,330	\$ 8,321,342	\$ 7,981,710	\$ 7,153,036	\$ 6,784,417	\$ 5,971,951	\$ 6,752,983	\$ 6,550,364	\$ 6,940,812
D Number of residential customers in arrears	25,141	23,212	26,849	25,344	26,570	27,184	26,769	26,595	24,850	26,887	26,288	25,971
E Total dollar amount of low income residential customers in arrears	\$ 243,886	\$ 549,087	\$ 676,167	\$ 740,238	\$ 811,552	\$ 834,458	\$ 1,178,875	\$ 784,276	\$ 908,595	\$ 144,401	\$ 178,822	\$ 203,548
F Number of low income residential customers in arrears	950	1,884	1,720	2,053	2,378	2,422	3,392	2,408	2,845	386	502	474
G Number of residential terminations	398	519	548	597	784	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 arrears related restorations	242	399	540	327	470	431	446	613	602	1,089	699	286
J Number of low income residential arrears 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	\$ 287	\$ 27,733	\$ 2,383	\$ 4,846	\$ -	\$ 556	\$ 646
L Total dollar amount of residential charge offs	\$ 237,148	\$ 183,652	\$ 228,443	\$ 231,498	\$ 195,283	\$ 139,186	\$ 174,873	\$ 138,131	\$ 208,387	\$ 273,494	\$ 338,862	\$ 368,534
M The number of turn off notices issued to residential customers	20,019	20,285	19,870	18,845	21,872	18,421	15,909	15,612	11,148	18,920	16,206	20,280
N The number of turn off notices issued to low income residential customers	943	1,724	1,827	1,951	2,311	1,832	1,915	1,841	1,307	128	163	486
O Total revenues for low income residential customers	\$ 327,999	\$ 686,475	\$ 670,887	\$ 690,836	\$ 363,010	\$ 240,596	\$ 521,721	\$ 153,298	\$ 300,759	\$ 16,225	\$ 35,098	\$ 108,277
P Total revenues for residential customers	\$ 19,284,786	\$ 21,555,786	\$ 19,873,995	\$ 15,000,922	\$ 7,199,806	\$ 4,746,246	\$ 8,864,700	\$ 3,358,882	\$ 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	398	665
T Total dollar amount of new pay agreements for residential customers	\$ 171,879	\$ 207,650	\$ 338,171	\$ 384,702	\$ 317,111	\$ 225,353	\$ 177,955	\$ 139,875	\$ 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	139,512	142,931	143,504	143,527	143,325
B	Number of low income residential customers	1,180	4,034	3,993	3,932	3,798	3,700	3,584	3,490	0	0	1,003	1,724
C	Total dollar amount of residential customers in arrears	\$ 7,983,766	\$ 8,481,237	\$ 10,045,221	\$ 11,409,307	\$ 11,947,624	\$ 11,233,323	\$ 10,015,078	\$ 9,238,058	\$ 9,249,394	\$ 9,221,836	\$ 8,273,566	\$ 8,780,482
D	Number of residential customers in arrears	29,088	26,197	27,611	29,193	31,098	30,262	28,579	26,373	27,857	28,375	26,015	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	\$ 838,817	\$ 780,819	\$ -	\$ -	\$ 495,656	\$ 119,742
F	Number of low income residential customers in arrears *	615	1,693	1,766	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	892	524	101	652
H	Number of low income residential terminations *	5	5	3	31	42	28	178	109	0	0	6	20
I	Number of residential average related restorations	160	82	297	610	714	981	507	607	444	891	570	520
J	Number of low income residential average related restorations *	15	34	42	61	56	8	49	76	0	0	349	20
K	Total dollar amount of low income residential change offs *	\$ 659	\$ 3,800	\$ -	\$ -	\$ -	\$ -	\$ 1,141	\$ 783	\$ -	\$ -	\$ 2,317	\$ 471
L	Total dollar amount of residential change offs	\$ 242,898	\$ 177,808	\$ 283,919	\$ 309,828	\$ 187,842	\$ 187,077	\$ 180,391	\$ 240,913	\$ 185,678	\$ 329,254	\$ 486,539	\$ 443,149
M	The number of turn off notices issued to residential customers	17,073	23,613	23,460	21,081	23,283	20,423	17,282	17,162	14,396	18,018	17,586	20,075
N	The number of turn off notices issued to low income residential customers *	289	2,186	1,884	1,484	1,851	1,363	1,179	1,232	0	0	469	780
O	Total revenues for low income residential customers *	\$ 189,088	\$ 668,522	\$ 653,272	\$ 414,205	\$ 230,489	\$ 121,801	\$ 99,026	\$ 84,670	\$ -	\$ -	\$ 18,648	\$ 148,605
P	Total revenues for residential customers	\$ 22,356,727	\$ 26,197,286	\$ 27,132,064	\$ 18,887,298	\$ 8,127,048	\$ 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	\$ 48,538	\$ 32,713	\$ 32,809	\$ 25,690	\$ 18,228	\$ -	\$ -	\$ 496	\$ 1,907
S	Total number of new pay agreements for residential customers	970	1,054	1,312	1,278	1,223	1,069	712	597	567	714	539	1,083
T	Total dollar amount of new pay agreements for residential customers	\$ 280,141	\$ 353,569	\$ 586,157	\$ 634,060	\$ 641,145	\$ 397,645	\$ 296,138	\$ 205,815	\$ 179,001	\$ 202,568	\$ 136,820	\$ 284,610

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

Calendar Year 2016

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	136,971	144,552	144,570	144,390
B	Number of low income residential customers	1718 /a	3,705	6,319	7,150	7,687	8,058	8,658	8,059	8,059	155	448	1,197
C	Total dollar amount of residential customers in arrears	\$ 8,724,655	\$ 8,985,424	\$ 11,130,377	\$ 12,907,088	\$ 12,992,853	\$ 11,418,388	\$ 10,864,818	\$ 9,849,658	\$ 9,288,052	\$ 10,474,672	\$ 8,587,072	\$ 9,894,185
D	Number of residential customers in arrears	27,183	24,248	28,348	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	\$ 148,488	\$ 491,013	\$ 1,075,438	\$ 1,842,390	\$ 1,905,074	\$ 1,787,056	\$ 1,568,375	\$ 1,406,241	\$ 1,334,323	\$ 217,083	\$ 90,340	\$ 283,637
F	Number of low income residential customers in arrears	683	1,341	2,323	3,081	3,618	3,640	3,448	3,182	3,113	421	231	647
G	Number of residential terminations	158	304	296	296	549	728	753	868	688	398	428	602
H	Number of low income residential terminations	4	18	17	17	165	270	215	285	168	103	126	111
I	Number of residential average related restorations	187	283	81	81	371	367	443	589	357	774	410	431
J	Number of low income residential average related restorations	8	20	8	0	195	197	97	124	94	385	179	120
K	Total dollar amount of low income residential charge offs	\$ 1,739	\$ 1,610	\$ 1,925	\$ 5,954	\$ 153	\$ 5,728	\$ 7,303	\$ 3,367	\$ 7,691	\$ 271,812	\$ 433,517	\$ 378,940
L	Total dollar amount of residential charge offs	\$ 332,288	\$ 283,283	\$ 412,188	\$ 480,746	\$ 285,837	\$ 244,233	\$ 288,015	\$ 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	17,655	12,895	12,687	17,841	17,776	18,544
N	The number of turn off notices issued to low income residential customers	423	1,678	2,257	2,203	3,003	3,122	2,652	1,694	1,633	130	184	485
O	Total revenues for low income residential customers	\$ 191,577	\$ 485,914	\$ 783,664	\$ 698,689	\$ 416,378	\$ 258,181	\$ 202,233	\$ 179,791	\$ 168,239	\$ 18,919	\$ 13,558	\$ 56,094
P	Total revenues for residential customers	\$ 22,291,097	\$ 21,841,133	\$ 22,927,599	\$ 13,855,789	\$ 8,819,576	\$ 4,599,927	\$ 3,612,554	\$ 3,296,052	\$ 3,333,727	\$ 4,308,783	\$ 6,433,020	\$ 10,855,726
Q	Total number of new pay agreements for low income residential customers	13	39	78	85	102	135	95	101	78	8	6	17
R	Total dollar amount of new pay agreements for low income residential customers	\$ 2,994	\$ 10,847	\$ 30,283	\$ 38,701	\$ 40,982	\$ 48,644	\$ 28,818	\$ 29,391	\$ 19,364	\$ 2,121	\$ 1,815	\$ 6,796
S	Total number of new pay agreements for residential customers	1,254	818	989	1,055	863	733	577	501	395	489	341	377
T	Total dollar amount of new pay agreements for residential customers	\$ 398,666	\$ 290,771	\$ 426,786	\$ 462,864	\$ 361,800	\$ 276,035	\$ 199,649	\$ 170,065	\$ 138,180	\$ 134,215	\$ 118,544	\$ 99,487

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

Calendar Year 2016

Task Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A Number of residential customers	144,442	144,255	138,526	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 in arrears	6,878	2,187	7,153	7,158	7,418	7,418	7,418	7,418	7,418	0	0	0
C Total dollar amount of residential customers in arrears	\$ 10,414,436	\$ 11,382,452	\$ 11,707,440	\$ 11,796,424	\$ 11,720,243	\$ 11,895,225	\$ 10,913,801	\$ 10,374,284	\$ 10,133,586	\$ 11,640,389	\$ 10,778,211	\$ 10,241,485
D Number of residential customers in arrears	24,286	34,328	28,812	30,288	32,872	32,471	30,480	27,425	27,203	30,642	29,611	27,070
E Total dollar amount of low income residential customers in arrears	\$ 383,125	\$ 484,964	\$ 1,066,165	\$ 1,558,365	\$ 1,546,792	\$ 1,631,689	\$ 1,585,564	\$ 1,724,921	\$ 1,686,192	\$ 0	\$ 0	\$ 0
F Number of residential terminations	800	1,133	1,071	1,071	1,031	1,313	1,289	1,543	1,386	0	0	0
G Number of low income residential terminations	0	41	41	46	46	394	470	778	339	614	828	178
H Number of residential average related relocations	84	132	132	69	69	47	53	67	64	0	0	0
I Number of low income residential average related relocations	16	45	45	548	548	168	402	428	314	727	535	363
J Total dollar amount of low income residential charge offs	\$ 97	\$ 97	\$ 97	\$ 125	\$ 125	\$ 20	\$ 58	\$ 36	\$ 69	\$ 0	\$ 0	\$ 0
K Total dollar amount of residential charge offs	\$ 370,088	\$ 292,604	\$ 418,815	\$ 344,423	\$ 221,320	\$ 213,402	\$ 294,142	\$ 120,136	\$ 200,324	\$ 390,383	\$ 283,815	\$ 186,408
L The number of new po. agreements for residential customers	24,214	26,080	21,636	18,215	22,024	20,036	18,906	18,864	13,083	18,472	12,285	20,873
M The number of new po. agreements for low income residential customers	642	1,104	2,914	2,210	2,888	2,407	1,924	2,821	2,024	0	0	0
N Total revenue for low income residential customers	\$ 64,978	\$ 186,716	\$ 372,778	\$ 418,088	\$ 348,162	\$ 285,027	\$ 181,485	\$ 163,484	\$ 166,428	\$ 0	\$ 0	\$ 0
O Total revenue for residential customers	\$ 13,718,828	\$ 18,948,899	\$ 6,852,488	\$ 8,172,428	\$ 6,388,384	\$ 4,827,877	\$ 3,598,324	\$ 3,247,758	\$ 3,100,971	\$ 3,632,903	\$ 6,127,172	\$ 12,408,379
P Total number of new po. agreements for low income residential customers	15	28	87	101	66	46	30	32	32	0	0	0
R Total dollar amount of new po. agreements for low income residential customers	\$ 2,703	\$ 8,895	\$ 32,891	\$ 37,948	\$ 28,791	\$ 20,231	\$ 10,198	\$ 14,717	\$ 6,350	\$ 0	\$ 0	\$ 0
S Total number of new po. agreements for residential customers	318	463	538	677	645	304	187	333	288	155	122	123
T Total dollar amount of new po. agreements for residential customers	\$ 88,687	\$ 168,320	\$ 977,823	\$ 253,275	\$ 178,701	\$ 108,236	\$ 68,686	\$ 78,885	\$ 70,383	\$ 44,982	\$ 37,270	\$ 45,381

Note

- a - increase due to unprocessed enrollments
- b - updated volume by adding 3rd party numbers which were entered the previous month
- c - corrected customer count Oct-'16
- d - no low income residential customer enrollments were recorded from DOE for November data to system issues
- e - DOE - Late receipt of low income data from DOE and system rejection of accounts. The low income data could not be processed in time to be included in this month's report.

Text	Description	Jan 16	Feb 16	Mar 16	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	142,977	142,892	142,599	142,945	151,061	149,653
B	Number of low income residential customers	5,663	5,523	5,470	5,592	5,242	5,570	5,971	7,208	7,361	7,234	7,234	2,942
C	Total dollar amount of residential customers in arrears	\$ 12,234,166	\$ 14,779,893	\$ 18,270,191	\$ 18,487,767	\$ 13,443,029	\$ 15,315,191	\$ 14,750,286	\$ 13,950,342	\$ 12,948,707	\$ 12,355,538	\$ 13,392,853	\$ 12,822,764
D	Number of residential customers in arrears	23,089	31,149	50,807	46,882	53,967	31,440	29,564	28,194	27,226	23,794	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	\$ 1,324,283	\$ 1,949,742	\$ 1,687,958	\$ 2,146,407	\$ 1,535,608	\$ 1,801,657	\$ 484,349	\$ 635,116
F	Number of low income residential customers in arrears	1,673	2,011	2,605	3,566	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	280	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 arrears related reconnections	0	0	0	0	0	0	41	60	172	126	206	147
J	Number of low income residential arrears related reconnections	0	0	0	0	0	0	9	16	68	35	136	65
K	Total dollar amount of low income residential charge offs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9	\$ 16	\$ 68	\$ 35	\$ 136	\$ 65
L	Total dollar amount of residential charge offs	\$ 280,892	\$ 282,863	\$ 399,831	\$ 253,260	\$ 267,574	\$ 142,001	\$ 114,828.88	\$ 10,115	\$ 631,165.76	\$ 182,837	\$ 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	13,686	12,697	9,619	10,367	10,532
N	The number of turn off notices issued to low income residential customers	0	0	0	0	176	1,534	2,124	2,403	2,225	1,763	306	346
O	Total revenue for low income residential customers	\$ 768,747	\$ 622,697	\$ 605,237	\$ 348,537	\$ 159,664.67	\$ 273,171	\$ 230,808	\$ 155,089	\$ 118,958	\$ 119,678	\$ (11,280)	\$ 16,575
P	Total revenue for residential customers	\$ 19,198,615	\$ 14,760,987	\$ 13,897,801	\$ 9,226,032	\$ 3,881,750	\$ 4,564,555	\$ 3,716,217	\$ 3,177,942	\$ 3,462,847	\$ 3,460,899	\$ 8,111,375	\$ 13,894,248
Q	Total number of new pay agreements for low income residential customers	116	76	79	78	109	152	167	180	150	107	22	21
R	Total dollar amount of new pay agreements for low income residential customers	\$ 42,233	\$ 28,857	\$ 36,763	\$ 44,895	\$ 52,603	\$ 83,835	\$ 107,141	\$ 111,711	\$ 78,605	\$ 53,256	\$ 8,485	\$ 8,538
S	Total number of new pay agreements for residential customers	705	631	910	757	815	1,098	894	873	657	517	421	463
T	Total dollar amount of new pay agreements for residential customers	\$ 236,124	\$ 368,587	\$ 438,674	\$ 434,221	\$ 475,705	\$ 877,706	\$ 945,661	\$ 528,988	\$ 379,669	\$ 223,387	\$ 190,509	\$ 212,637

1a Due to the SAP migration, the late payment feature has been deactivated and is not expected to be resumed until the May 2017 timeframe.

1b As a result of the billing system stabilization process, data has been updated for January, February, and March.

1c 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/18
A Number of residential customers	148,598	147,207	148,200	148,758	148,147	147,538	147,834	147,514	147,081	146,547	146,826	153,896
B Number of low income residential customers	4,118	4,000	4,035	4,004	4,246	4,678	4,877	4,854	4,744	4,850	4,989	5,096
C Total dollar amount of residential customers in arrears	\$12,788,480	\$14,167,789	\$15,980,858	\$18,873,477	\$17,246,508	\$16,808,794	\$16,877,008	\$15,485,111	\$12,674,614	\$12,017,158	\$11,265,981	\$13,549,588
D Number of residential customers in arrears	24,829	27,258	29,959	29,588	30,491	29,676	27,887	28,291	13,873	12,902	13,829	18,482
E Total dollar amount of low income residential customers in arrears	\$959,301	\$1,052,452	\$1,417,224	\$1,372,615	\$2,103,626	\$2,413,529	\$2,469,995	\$2,353,544	\$1,650,858	\$1,812,898	\$1,843,490	\$0
F Number of low income residential customers in arrears	1,861	2,271	2,600	2,433	3,413	3,831	3,805	3,870	2,538	2,294	2,340	0
G Number of residential nonpayments	0	22	28	316	434	250	270	225	49	63	78	43
H Number of low income residential nonpayments	0	12	4	23	170	82	75	63	9	27	28	0
I Number of residential average retail residential nonpayments	0	3	31	171	253	162	119	119	54	58	73	43
J Number of low income average retail residential nonpayments	0	0	0	0	0	0	0	0	0	0	0	0
K Total dollar amount of low income residential charge offs	\$141	\$464	\$12,852	\$13,865	\$26,878	\$12,280	\$4,151	\$16,244	\$15,248	\$27,531	\$22,703	\$0
L Total dollar amount of residential charge offs	\$454,729	\$284,873	\$351,453	\$317,686	\$482,533	\$346,114	\$275,038	\$252,749	\$322,658	\$403,153	\$1,078,162	\$239,851
M The number of turn off notices issued to residential customers	11,853	14,553	17,046	17,286	16,313	14,580	13,781	12,213	6,517	6,854	6,800	7,823
N The number of turn off notices issued to low income residential customers	981	792	942	1,243	1,901	1,980	2,185	2,088	1,221	1,421	1,189	0
O Total revenues for low income residential customers	11,276	693,238	184,294	\$365,008	\$708,894	\$85,189	\$48,941	\$118,481	\$36,688	\$122,821	\$38,937	\$0
P Total revenues for residential customers	\$21,728,540	\$18,904,595	\$14,574,008	\$12,425,314	\$8,198,577	\$3,536,960	\$3,044,816	\$3,223,299	\$2,203,081	\$3,573,724	\$9,064,877	\$13,258,144
Q Total dollar amount of new pay agreements for low income residential customers	61	64	127	77	87	69	60	61	19	31	22	0
R Total dollar amount of new pay agreements for low income residential customers	\$28,711	\$44,061	\$74,130	\$38,256	\$59,738	\$38,289	\$79,384	\$24,307	\$11,528	\$4,022	\$9,913	\$0
S Total number of new pay agreements for residential customers	783	949	1,235	824	557	384	357	356	111	140	122	154
T Total dollar amount of new pay agreements for residential customers	\$172,801	\$491,213	\$673,373	\$404,178	\$235,166	\$219,119	\$194,228	\$172,628	\$82,846	\$82,192	\$64,395	\$93,481

fa - no low income residential customer arrears were received from DOE for December 2018 due to data issues

Calendar Year 2018

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	150,886	150,832	152,301							
B	Number of low income residential customers	0	2,834	3,683	3,517	3,477							
C	Total dollar amount of residential customers in arrears	\$14,441,324	\$14,042,747	\$15,281,243	\$16,044,145	\$17,002,732							
D	Number of residential customers in arrears	21,490	22,998	24,786	26,559	27,799							
E	Total dollar amount of low income residential customers in arrears	\$0	\$751,383	\$893,711	\$921,884	\$998,489							
F	Number of low income residential customers in arrears	0	1,061	1,285	1,320	1,411							
G	Number of residential terminations	0	0	244	337	630							
H	Number of low income residential terminations	0	0	11	14	42							
I	Number of residential arrearage-related restorations	0	1	105	174	331							
J	Number of low income residential arrearage related restorations	0	0	5	8	24							
K	Total dollar amount of low income residential charge offs	\$0	\$4,808	\$12,840	\$8,441	\$25,152							
L	Total dollar amount of residential charge offs	\$210,961	\$266,640	\$142,434	\$382,188	\$401,276							
M	The number of turn off notices issued to residential customers	10,381	12,422	14,774	16,077	15,778							
N	The number of turn off notices issued to low income residential customers	0	0	781	774	814							
O	Total revenue for low income residential customers	\$0	\$277,988	\$217,010	\$190,478	\$148,599							
P	Total revenue for residential customers	\$17,388,039	\$20,059,516	\$14,982,561	\$10,749,842	\$5,112,154							
Q	Total number of new pay agreements for low income residential customers	0	18	40	24	38							
R	Total dollar amount of new pay agreements for low income residential customers	\$0	\$6,863	\$18,506	\$12,831	\$18,870							
S	Total number of new pay agreements for residential customers	463	462	680	704	683							
T	Total dollar amount of new pay agreements for residential customers	\$218,307	\$224,210	\$379,569	\$430,171	\$433,182							

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

CERTIFICATE OF SERVICE

I hereby certify that on this 12th day of June 2019, I caused copies of the foregoing Monthly Report to be mailed, postage prepaid, and/or electronically emailed to the following:

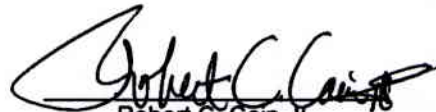
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