

Question

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5a

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7a

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10a

10b

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11a

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12a

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13b

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New Hampshire

Number of customer accounts coded financial hardship
Number of customers enrolled in the program
Number of customers who successfully completed the program
Number of customers dropped from the program
Number of customers who re-enroll in the program after being dropped and length of time before re-enrollment
Number of customers who re-enroll in the program after being dropped

The average length of time after being dropped from the program before re-enrollment (months)
Number of customers who re-enroll in the program after successful completion and length of time before re-enrollment
Number of customers who re-enroll in the program after successful completion
The average length of time between completion and new enrollment
Number of customers who remain on budget plan after automatic enrollment upon completion within the last 12 months and for how long
Number of customers in budget plan for 1-3 Months
Number of customers in budget plan for 4-6 Months
Number of customers in budget plan for 7-9 Months
Number of customers in budget plan for 10-12 Months

The average number of months a customer is on budget plan after automatic enrollment (months)
Total dollar amount of arrearages forgiven
Average dollar amount per participating customer of arrearages forgiven
Comparison of disconnections before and after program start
Disconnections in 2019
Disconnections in 2022
The number of days revenue outstanding (lead/lag) for hardship customers not on New Start compared to those that are on New Start
The number of days revenue outstanding for hardship customers not on New Start
The number of days revenue outstanding for customers on New Start
Comparison of bills behind for hardship customers before and after program start
The average amount of delinquency in dollars 2019
The average amount of delinquency in dollars 2022
The average age of receivables in days 2019
The average age of receivables in days 2022
Quantification of impact of program on field visits and customer service
Number of field visits (for disconnection for non-payment orders)
Contact Center Customer Satisfaction

Quantification of impact of program on re-connections
Quantification of impact of program on uncollectible
The dollars of bills for current service by month (Statement Amount)
The dollars of actual receipts from customers by month
The number of accounts receiving a New Start bill by month
The number of accounts making a payment by month
The number of accounts in arrears (setting aside the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month
The dollars of arrears (with the same disclaimers) by month
The average arrears of accounts (other than their New Start arrears) by month
The number of accounts with a \$0 balance by month

Eversource

John Braswell

6/30/2024

2024							
<i>Jun</i>	<i>May</i>	<i>Apr</i>	<i>Mar</i>	<i>Feb</i>	<i>Jan</i>	<i>Dec</i>	<i>Nov</i>
28,015	28,500	28,476	28,651	27,912	27,972	27,375	27,148
5,088	4,934	4,649	4,226	4,095	4,179	4,532	4,857
172	191	161	117	100	72	69	79
243	215	305	236	356	470	444	335
(See 5a and 5b subsets below)							
128	157	177	164	133	97	84	95
4.7	4	3.6	2.8	2.5	2.4	2.2	3.1
(See 6a and 6b subsets below)							
6	10	16	6	3	3	3	4
6.8	9.4	7.2	3.8	4.6	3.6	2.8	3.8
(See 7a through 7e subsets below)							
526	354	275	267	251	250	285	300
247	255	270	196	183	182	205	209
132	141	104	137	125	121	90	47
129	139	177	79	76	74	70	82
5.1	4.9	5.9	5.3	5.3	5.2	4.9	4.7
\$288,497	\$344,609	\$292,067	\$306,791	\$292,085	\$288,805	\$297,540	\$332,248
\$142	\$152	\$146	\$158	\$147	\$128	\$149	\$143
(See 10a and 10b subsets below)							
2,988	2,088	3,569	114	75	52	29	855
1,901	803	920	44	23	6	21	776
(See 11a and 11b subsets below)							
136	174	133	138	117	104	113	120
37	38	34	37	36	40	40	37
(See 12a through 12d subsets below)							
\$566	\$570	\$581	\$617	\$592	\$549	\$540	\$549
\$720	\$721	\$726	\$747	\$710	\$693	\$760	\$764
113	115	115	123	120	117	113	107
137	133	128	133	130	132	134	131
(See 13a and 13b subsets below)							
3,057	3,013	2,913	1,946	1,711	1,644	1,248	2,178
10	7	8.4	5.8	3	8	6.3	6.5

12	18	25	3	3	1	3	13
0.77%	0.80%	0.82%	0.82%	0.79%	0.76%	0.74%	0.72%
\$683,100	\$703,553	\$657,146	\$617,770	\$570,339	\$646,953	\$635,284	\$699,617
\$486,427	\$550,772	\$479,990	\$490,949	\$482,286	\$511,728	\$478,442	\$529,993
4,621	4,736	4,296	3,986	3,649	4,167	4,145	4,551
2,786	2,952	2,625	2,443	2,451	2,643	2,436	2,811
1,220	1,194	895	954	905	1,122	1,372	1,384
\$241,271	\$252,501	\$193,644	\$219,013	\$202,129	\$289,757	\$296,442	\$295,526
\$198	\$211	\$216	\$230	\$223	\$258	\$216	\$214
2,288	2,244	2,276	2,022	1,888	2,018	1,956	2,146

2023

<i>Oct</i>	<i>Sep</i>	<i>Aug</i>	<i>Jul</i>	<i>Jun</i>	<i>May</i>	<i>Apr</i>	<i>Mar</i>
27,663	27,829	30,172	30,885	31,262	32,222	31,753	31,838
4,994	4,921	4,968	5,059	5,060	4,648	4,251	3,642
64	90	82	88	110	92	47	20
313	398	458	334	514	304	212	266
159	184	155	107	113	131	132	118
2.8	2.6	3.3	2.9	3.2	3	3.1	2.3
4	0	0	0	0	0	0	0
3.1	0	0	0	0	0	0	0
310	268	258	235	154	72	34	25
178	120	63	32	23	23	25	22
26	21	22	22	18	98	100	96
80	75	79	83	87	11	8	4
4.4	4.7	4.5	4.6	4.9	5.84	6.34	6.1
\$395,265	\$382,938	\$321,998	\$341,777	\$366,787	\$307,605	\$226,922	\$228,569
\$164	\$165	\$134	\$143	\$162	\$148	\$145	\$146
3,101	3,063	2,244	1,633	2,988	2,088	3,569	114
1,756	1,208	1,600	1,623	1,901	803	920	44
119	111	92	96	119	138	118	113
35	42	35	39	40	44	46	44
\$577	\$574	\$563	\$558	\$566	\$570	\$581	\$617
\$691	\$761	\$858	\$694	\$720	\$721	\$726	\$747
109	108	112	114	113	115	115	123
111	126	145	135	137	133	128	133
2,875	2,957	2,999	2,055	3,051	2,720	2,736	2,497
6.6	7.2	6.8	8.5	5.6	7.4	6.6	3.7

8	29	31	25	33	11	16	1
0.71%	0.71%	0.69%	0.64%	0.63%	0.61%	0.60%	0.61%
\$759,783	\$568,675	\$898,641	\$879,158	\$920,987	\$895,340	\$702,102	\$720,329
\$511,000	\$602,599	\$643,710	\$644,414	\$688,575	\$593,893	\$483,980	\$467,921
4,897	4,762	4,806	4,514	4,591	4,314	3,346	3,406
2,898	2,794	2,907	2,742	2,599	2,355	1,786	1,743
1,290	1,407	1,193	1,296	1,212	1,294	1,207	1,032
\$290,634	\$369,790	\$297,658	\$355,769	\$342,589	\$394,946	\$386,804	\$349,214
\$225	\$263	\$250	\$275	\$283	\$305	\$320	\$338
2,496	2,302	2,551	2,361	2,410	1,901	1,781	1,548

		2022					
<i>Feb</i>	<i>Jan</i>	<i>Dec</i>	<i>Nov</i>	<i>Oct</i>	<i>Sep</i>	<i>Aug</i>	<i>Jul</i>
31,391	30,907	31,266	30,822	31,070	31,022	27,200	26,698
3,368	3,236	3,327	3,436	3,251	2,970	2,833	2,639
6	8	12	5	10	10	101	4
319	446	371	164	96	124	104	38
97	46	28	19	42	29	19	1
1.6	1.3	1.3	1.4	1.2	1.1	0.7	0.9
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
24	27	36	112	114	36	20	1
110	105	103	12	8	1	0	0
12	8	5	0	0	0	0	0
0	0	0	0	0	0	0	0
5.2	4.5	3.5	2.8	2	1.1	0.9	2.4
\$188,980	\$185,302	\$182,429	\$172,591	\$168,406	\$128,050	\$536,786	\$188,196
\$145	\$147	\$159	\$155	\$181	\$154	\$258	\$168
75	52	29	855	3,101	3,063	2,244	1,633
23	6	21	776	1,756	1,208	1,600	1,623
96	79	84	82	58	62	-14	92
39	40	56	59	57	22	26	38
\$592	\$549	\$540	\$549	\$577	\$574	\$563	\$558
\$710	\$693	\$760	\$764	\$691	\$761	\$858	\$694
120	117	113	107	109	108	112	114
130	132	134	131	111	126	145	135
2,265	1,804	1,355	2,213	2,993	2,242	3,817	3,034
9.3	8.3	9.1	7.9	4.3	6.9	5.2	8.2

0	1	1	2	2	4	9	4
0.62%	0.64%	0.63%	0.64%	0.67%	0.66%	0.67%	0.68%
\$612,571	\$652,526	\$681,524	\$675,824	\$685,998	\$611,438	\$440,174	\$376,940
\$406,724	\$395,305	\$400,216	\$370,670	\$370,603	\$268,157	\$858,074	\$275,455
2,937	3,115	3,221	3,126	3,100	2,775	2,750	2,331
1,498	1,440	1,355	1,323	1,170	1,039	2,154	1,192
893	972	452	517	463	575	360	443
\$259,449	\$312,322	\$289,160	\$295,917	\$342,374	\$156,323	\$79,590	\$90,895
\$291	\$322	\$640	\$573	\$741	\$272	\$221	\$205
1,409	1,405	1,292	1,326	1,194	2,395	2,473	2,196

<i>Jun</i>	<i>May</i>	<i>Apr</i>
26,550	23,610	27,473
2,066	1,187	744
7	6	0
3	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
\$168,799	\$111,389	\$26,012
\$228	\$228	\$160
2,988	2,088	3,569
1,901	803	920
119	141	164
34	34	34
\$566	\$570	\$581
\$720	\$721	\$726
113	115	115
137	133	128
2,910	1,315	1,702
7.6	9.3	7.1

11	7	10
0.71%	0.73%	0.75%
\$259,892	\$163,271	\$53,478
\$208,802	\$156,968	\$52,989
1,552	962	334
783	545	199
213	75	6
\$39,343	\$14,564	\$2,811
\$185	\$194	\$469
1,853	1,112	738