Company Evercorre Contact Information John Branwell
Contact Information John Branwell
Date: 9/30/2024

						2024										21	1022										2022				=
Question	New Hampshire	Sep	Aug	Auf	Jun	May	Apr	Mar	Feb	Aan	Dec	Nov	Oct	Sep	Aug	M	Jun	May	Apr	Mar	Feb	Ape	Dec	Nov	Oct	Sep	Aug	Auf		May	Apr
. 1	Number of customer accounts coded financial hardship	27,696	27,927	27,988	28,015	28,500	28,476	28,651	27,912	27,972	27,275	27,148	27,663	27,829	30,172	30,885	21,262	32,222	21,753	21,626	31,391	30,907	31,266	30,822	21,070	31,022	27,200	26,698			27,473
2	Number of customers enrolled in the program	5,121	5,064	5,168	5,088	4,934	4,649	4,226	4,095	4,179	4,532	4,857	4,994	4,921	4,968	5,059	5,060	4,641	4,251	3,642	2,368	1,216		2,426	3,251	2,970	2,833	2,639	2,066	1,197	764
	Number of customers who successfully completed the program	114	113	178	172	191	161	117	100	72	69	79	64	90	92	88	133	92	47	20	6		12	5	10	10	101	4	7	6	0
- 4	Number of customers dropped from the program	315	287	330	243	215	305	236	356	470	464	335	313	298	458	334	534	304	212	266	329	446	371	164	96	124	104	38	3	0	0
	Number of customers who re-enroll in the program after being dropped and length of time before re-																														
5	enrollment		b subsets below	w)		subsets below																									
Sa	Number of customers who re-enroll in the program after being dropped	269	253	272	128	157	177	264	122	97	54	95	159	194	155	227	113	131	132	118	97	ŝ	28	19	42	55	19		0	0	0
Sb	The average length of time after being dropped from the program before re-enrollment (months)	9	9.1	9.3	4.7	4.0	3.6	2.8	2.5	2.4	2.2	3.1	2.8	2.6	3.3	2.9	3.2	1	3.1	2.3	1.6	13	1.3	1.4	1.2	1.1	0.7	0.9	0	0	0
	Number of customers who re-enroll in the program after successful completion and length of time before re-																														
6	englment		b subsets below			subsets below																									
62	Number of customers who re-enroll in the program after successful completion	8	7	12	ě.	10		4	1	3	- 2	4	4	٥	0		0	0	٥	0	0	0	0	0	0	0	0	0	0		0
66	The average length of time between completion and new empliment	13.4	12.6	8.8	6.8	9.4	7.2	2.6	4.6	2.6	2.8	2.6	3.1	0	0	0		0	0	0	0		0	0			0	0	0	0	0
	Number of customers who remain on budget plan after automatic enrollment upon completion within the last																														
- 7	12 months and for how lone Number of customers in hudest nion for 1-2 Months	(See 7a through	ath 7e subsets b	S17	(See 7a throus	sh 7e subsets b 354	275 275	362	351	250	365	200	290	768	258	725	154	22		35	24	27		112	114	36	20		0		0
	Number of customers in budget plan for 1-3 Months Number of customers in budget plan for 4.6 Months	290	449	517	526	254	275	267	251	250	265	200	222	268	258	225	154	72	и и	25	24	27	26	112	114		20	0	0		0
76		444	406	227	247	255	270	133	193	192	205	209	179	120	- 0	32	23	23	25	22	130	105	103	12	٠	1			0	0	-
7c	Number of customers in budget plan for 7-9 Months Number of customers in budget plan for 10-12 Months	205 111	108	128	122	141	177	297	76	24	90	47	26 80	75	22	22 83	97	99	500	4	12		- 5	0		0	0	0	0		0
70	Number of customers in busines than for 10-12 Months	46	4.2	4.0	5.1	4.9	59	53	53	5.2	- /4	47	44	47	4.5	4.6	49	5 84	634	6.1	52	45	35	2.0		11	0.9	2.4	-		-
	The average number of months a customer is on budget plan after automatic enrollment (months)										4.9														- 1				0	0	U
	Total dollar amount of amearages forgiven	\$303,659	\$316,228		\$299,497	\$344,629	\$292,067	\$306,791	\$292,085	\$288,805	\$297,560	\$332,248	\$205,265	\$282,928	\$321,998	\$341,777	\$366,797	\$307,605	\$226,922	\$228,569	\$188,980	\$185,302		\$172,591	\$168,406			\$188,196	\$168,799 \$		526,012
	Average dollar amount per participatine customer of arregrages foreiven	\$141	\$144	\$143	\$142	\$152	\$146	\$158	\$147	\$128	\$149	\$143	\$164	\$165	\$134	\$143	\$162	\$148	\$145	\$146	\$145	\$147	\$259	\$155	\$181	\$154	\$258	\$168	5228	\$228	\$160
	Comparison of disconnections before and after growsm start		10b subsets bei			(0b subsets bel																									_
	Disconnections in 2029	2,063		1,633	2,988	2,088		114	75	Ω	29	255	3,301	2,063	2,244	1,633	2,988	2,088	2,569	114	75	ĸ	29	855	3,331	2,063	2,244	1,633	2,988		3,569
10b	Disconnections in 2022	1,200	1,600	1,623	1,901	803	920	44	23	6	21	776	1,754	1,208	1,600	1,623	1,901	803	920	44	23	6	21	776	1,756	1,208	1,600	1,623	1,901	803	920
	The number of days revenue outstanding (lead/lag) for hardship customers not on New Start compared to																														
11	those that are on New Start		11b subsets bel	fow)	(See 11s and)	L1b subsets bel	ow)																								
	The number of days revenue outstanding for hardship customers not on New Start	111		95	136	174	133		117	104	113	120	129	111	92	96	129	139	118	113	96	79	54	92	58	ß	-54	92			164
11b	The number of days revenue outstanding for customers on New Start	26			27	28	34	27	26	40	40	27	35	42	25	29	40	44	46	44	29	8	34	59	57	22	26	28	24	24	24
	Comparison of bills behind for hardship customers before and after grows start		uarh 12d subsets			ah 12d subset																									
12a	The average amount of delinquency in dollars 2009	\$574		3552	\$566	\$570	\$581	\$617	\$592	\$549	\$540	\$549	\$577	\$574	\$563	5552	5566	\$570	5581	\$617	\$592	\$549	\$540	\$549	\$577	\$574	\$563	\$558	5566		\$581
12b	The average amount of delinquency in dollars 2022	\$761	5858	5694	\$720	\$721	\$726	\$747	\$710	\$693	\$760	SZEI	\$691	\$761	\$858	\$694	\$720	\$721	\$726	\$747	\$710	\$693	\$760	2764	\$691	\$761	\$858	\$694			\$726
12c	The average age of receivables in days 2019	108	112	114	113	115	115	123	120	117	113	107	109	108	112	114	113	115	115	123	120	117	113	107	109	108	112	114			115
	The average age of receivables in days 2022	126		135	127	122	128	122	130	122	134	131	111	126	145	135	127	122	128	133	130	132	124	131	111	126	145	125	127	122	128
13	Quantification of impact of program on field visits and customer service		13b subsets bei			L2b subsets bel																									_
12a	Number of field visits (for disconnection for non-asyment orders)	2,943	2,659	2,701	3,057	3,013	2,913	1,946	1,711	1,644	1,248	2,178	2,875	2,957	2,999	2,055	3,051	2,720	2,726	2,497	2,265	1,804	1,355	2,213	2,993	2,242	2,817	2,034			1,702
13b	Contact Center Customer Statisfaction	2.9	7.2	10.0	10.0	7.0	8.4	5.8	3.0	2.0	63	6.5	6.6	7.2	6.2	8.5	5.6	7.4	9.0	2.7	9.2	2.2	9.1	7.9	4.2	5	5.2	2.2			7.1
	Quantification of impact of program on re-connections	20	28	9	13	19	25	- 2	- 1	-1	- 2	11		55	21	25	22	11	16	1	٥	1	1	2	2	4	9	4	11		10
15	Quantification of impact of program on uncollectible	0.54%	0.85%	0.88%	0.84%	0.85%	0.94%	0.92%	0.79%	0.76%	0.74%	0.72%	0.71%	0.70%	0.69%	0.64%	0.62%	0.61%	0.60%	0.61%	0.62%	0.64%	0.63%	0.64%	0.67%	0.66%	0.67%	0.68%			0.75%
16	The dollars of bills for current service by month Statement Amount)	\$766,024			\$683,100	\$703,553		\$617,770	\$570,239	\$646,953	\$635,284	\$699,617	\$759,783	\$568,675	\$898,641	\$879,158	\$920,987	5895,340	\$702,002	\$720,329	\$612,571			\$675,824	\$685,998	\$411,438	\$440,174	\$276,940	\$259,892 \$		553,478
17	The dollars of actual receipts from customers by month	\$530,472	\$538,771	\$565,104	\$486,427	\$550,772	\$479,990	\$490,949	\$492,296	\$511,728	\$478,442	\$529,993	\$511,000	\$602,599	\$643,710	\$644,414	\$688,575	\$593,893	\$483,990	\$467,921	\$406,724	\$295,325	\$400,216	\$320,670	\$270,602	\$268,157	\$858,074	\$275,455	\$208,802 \$		\$52,989
	The number of accounts receiving a New Start bill by month	4,956	4,941	4,972	4,621	4,726	4,296	3,986	3,649	4,167	4,145	4,551	4,897	4,762	4,806	4,514	4,591	4,314	2,246	3,406	2,937	2,115	3,221	3,126	3,300	2,775	2,750	2,331			224
19	The number of accounts making a payment by month	2,140	2,110	3,199	2,786	2,952	2,625	2,442	2,451	2,642	2,436	2,811	2,998	2,794	2,907	2,742	2,599	2,355	1,796	1,742	1,492	1,440	1,355	1,323	1,170	1,029	2,154	1,192	793	545	199
20	The number of accounts in arrears (setting saide the New Start arrears. This would, in other words, be limited to arrears incurred since they entered the program) by month	1,183	1,217	1,151	1,220	1,194	895	954	905	1,122	1,372	1,384	1,290	1,407	1,193	1,296	1,212	1,294	1,207	1,032	893	972	452	517	463	575	360	443	213	75	6
21	The dollars of arrears (with the same disclaimers) by month	\$221,021	\$225,604	\$229,929	\$241,271	\$252,501	\$193,644	\$219,013	\$202,129	\$289,757	\$296,442	\$295,526	\$290,634	\$369,790	\$297,658	\$355,769	\$342,589	\$294,946	\$286,804	\$349,214	\$259,649	\$312,322	\$289,160	\$295,917	\$342,374	\$156,323	\$79,590	\$90,895	\$29,343	\$14,564	\$2,811
22	The sucress amount of accounts (other than their New Start areasts) by month	\$197	5194	5200	\$198	5211	\$216	\$230	5223	5258	\$216	5214	5225	5263	\$250	\$275	5283	\$305	5320	\$228	5291	5322	\$640	\$573	5741	5272	5221	\$205	5185	5194	5469
	The number of accounts with a SQ balance by month	2 693	2.496	2.544	2.288	2.244	2,276	2.022	1.553	2.018	1.956		2.496		2.551	2.361	2.410	1.901	1.781	1.548	1.429	1.405	1292	1.326	1.294	2.395	2.473	2.196	1.853	1.112	728
												2,146		2,302																	