

ENERGY AFFORDABILITY POLICY WORKING GROUP

CASE 14-M-0565 - Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Customers.

CASE 23-M-0298 - In the Matter of Budget Appropriations to Enhance Energy Affordability Programs.

Status Report

**By:
EAP Working Group Members**

Dated: August 15, 2023

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- A. EAP Working Group List of Goals and Objectives
- B. Phase 1 and 2 Arrears Relief Program Data
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**ENERGY AFFORDABILITY POLICY WORKING GROUP
STATUS REPORT**

CASE 14-M-0565 - Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Customers.

CASE 23-M-0298 - In the Matter of Budget Appropriations to Enhance Energy Affordability Programs.

SUMMARY

On August 12, 2021, the Commission issued its Energy Affordability Policy Phase 2 Order (Phase 2 Order)¹ adopting certain modifications and improvements to the energy affordability framework established in the Affordability Order,² Implementation Order,³ and Rehearing Order.⁴ Among the improvements to the Energy Affordability Policy directed in the Phase 2 Order, the Commission established an Energy Affordability Policy Working Group (Working Group) that encouraged participation from all interested stakeholders for the advisement of improving energy affordability. The Phase 2 Order required the Working Group to develop a list of priorities and objectives and to file status reports and recommendations for Commission consideration twice per year, June 30, and December 31.

This report provides a status update on the Working Group's activities, and status of the list of priorities and objectives developed by the Working Group. Notably, we report Phases 1 and 2 of the arrears relief programs are now complete, having eliminated more than

¹ Case 14-M-0565, Proceeding on the Motion Regarding Energy Affordability, Order Adopting Energy Affordability Policy Modifications and Directing Utility Filings (issued August 12, 2021).

² Case 14-M-0565, *supra*, Order Adopting Low Income Modifications and Directing Utility Filings (issued May 20, 2016).

³ Case 14-M-0565, *supra*, Order Approving Implementation Plans with Modifications (issued February 17, 2017).

⁴ Case 14-M-0565, *supra*, Order Granting in Part and Denying in Part Requests for Reconsideration and Petitions for Rehearing (issued February 17, 2017).

\$1.17 billion in arrears for over 830,000 utility customers served by the Joint Utilities⁵ (JU) and Public Service Electric and Gas Long Island (PSEG-LI), and substantially reduced economic hardship in New York communities still struggling to recover from the pandemic.

WORKING GROUP PARTICIPANTS

All interested stakeholders participated in the advisement of the utilities' Energy Affordability Programs (EAP). To date, participation has included multiple state agencies, utilities, and business (both small and large enterprises), community, municipal and not-for-profit stakeholder groups interested in energy affordability. Participants include NYS Department of Public Service Staff (Staff); NYS Department of State Utility Intervention Unit (UIU); NYSEERDA; NYS Office of Temporary Disability Assistance (OTDA); the JU and its consultant, Concentric Energy Advisors (CEA); PSEG-LI; Long Island Power Authority (LIPA); Long Island Progressive Coalition; Public Utility Law Project (PULP); the City of New York (City); Association for Energy Affordability (AEA); CMC Energy Services; New York Municipal Power Agency; AARP New York; Alliance for a Green Economy (AGREE); NY Energy Democracy Alliance; WE ACT for Environmental Justice; Citizens for Local Power (CLP); Oracle; and Green and Healthy Homes Initiative (GHHI).

STATUS REPORT

The Working Group continues to meet biweekly to address several priorities and objectives for potential improvements to the statewide Energy Affordability Policy and EAPs, which can be found in Attachment A to this Status Report.⁶ The Working Group continues to

⁵ The JU are Central Hudson Gas and Electric Corporation (Central Hudson); Consolidated Edison Company of New York, Inc. (Con Edison); National Fuel Gas Distribution Corporation (NFG); The Brooklyn Union Gas Company d/b/a National Grid NY (KEDNY); Keyspan Gas East Corporation d/b/a National Grid (KEDLI) and Niagara Power Corporation d/b/a National Grid (NMPC) (collectively, NMPC KEDNY and KEDLI are referred to as National Grid); New York State Electric and Gas Corporation (NYSEG) and Rochester Gas and Electric Corporation (RG&E) (together, NYSEG/RG&E); and, Orange & Rockland Utilities, Inc. (O&R).

⁶ Attachment A was developed collaboratively in the EAP Working Group and does not necessarily reflect the consensus of the entire Working Group. Instead, this list includes priorities identified by multiple Working Group participants.

use a SharePoint site where members can collaborate and share documents. Meeting agendas are housed in the SharePoint site along with presentations, utility plans and proposals, and working documents.

Over the last six months, the Working Group's priorities were: (1) monitoring Phases 1 and 2 of Public Service Commission's (Commission) arrears relief programs; (2) reviewing ways to identify low-income customers and have them enroll into EAP; (3) reviewing utility and stakeholder EAP Outreach and Education (O&E) plans; (4) measuring the energy burden for EAP participants in the last program year; (5) monitoring a Low-Income Energy Bill and Usage Study being conducted by NYSERDA; and (6) beginning work on the 2023-2024 New York State Budget appropriation of \$200 million designated to provide prompt utility bill relief.

COVID-19 JU and PSEG-LI Arrears Relief Programs – Phases 1 and 2

Prior to the start of the COVID-19 pandemic in early 2020, New York State residential and non-residential utility arrears greater than 60 days totaled \$677 million and \$117 million, respectively. By April 2022, residential and non-residential utility arrears greater than 60 days had ballooned to \$1.696 billion and \$647 million, an increase of 150 percent and 453 percent, respectively. To address this unprecedented increase in arrears Commission approved a two-phase Utility Arrears Relief Program (UARP) to be implemented by utilities across the State in 2022 and 2023. As we report in this section, Phases 1 and 2 of the UARP are now complete, having eliminated more than \$1.17 billion in arrears for over 830,000 utility customers and substantially reduced economic hardship in New York communities still struggling to recover from the pandemic.

Phase 1 of the UARP addressed COVID-19 period arrears held by residential customers participating in the utilities' EAP. The utilities and other Working Group members coordinated on a comprehensive outreach and education campaign to increase EAP enrollment and maximize the number of customers benefitting from Phase 1, including holding in-person events in partnership with service organizations to raise awareness about the UARP and importance of enrolling in the EAP to receive bill credits. The cost of Phase 1 arrears assistance was funded by a \$250 million appropriation from the State's fiscal year 2022-2023 budget, and by utility recovery of program costs, including contributions by utility shareholders and a

balance of approximately \$181 million to be recovered through a monthly surcharge adding approximately 0.5% to ratepayer bills over periods of up to 10 years.

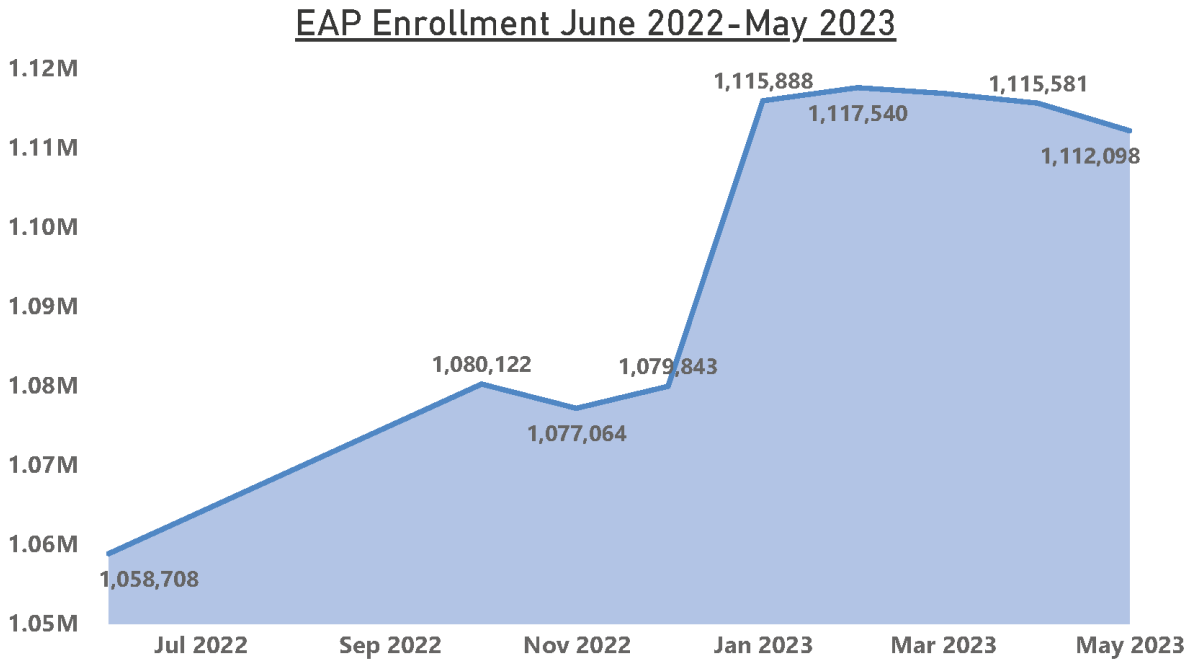
Phase 2 of the UARP was designed to provide an arrears solution for any remaining residential and small commercial customers with arrears accrued during the COVID-19 period (i.e., through May 1, 2022) who did not receive assistance under Phase 1.⁷ Phase 2 bill credits were automatically provided to all qualifying residential and small commercial customers, with credit amounts subject to an “up to” cap for each utility, which was designed to eliminate COVID-19 period arrears for at least 75% of eligible customers. Additionally, residential customers who previously had their service terminated in 2022 for non-payment were allowed to reinstate their account through June 30, 2023, so that their eligible arrears might be resolved. Customers had to contact their utility to re-activate their service to receive a Phase 2 bill credit for eligible arrears by satisfying necessary requirements under the utilities’ procedures and the Home Energy Fair Practices Act. The utilities also agreed to suspend residential terminations of service for non-payment while Phase 2 credits were being applied to accounts. The cost of Phase 2 arrears assistance was funded by utility recovery of program costs, with approximately 12% to be borne by shareholders and the remaining 88% again to be recovered by a monthly surcharge applied over periods of up to 10 years.

Program Results

Attachment B to this report presents a series of charts that illustrate the total amount of bill relief provided to New Yorkers across both phases of the UARP, from June 2022 to May 2023. As noted above, Phase 1 and Phase 2 of the UARP benefitted over 830,000 customers with \$1.17 billion in arrears relief during a challenging economic time. Attachment C contains charts showing residential (including low-income) and non-residential arrears, terminations, and deferred payment agreements statewide.

⁷ Case 14-M-0565, et al., Energy Affordability Policy Proceeding, Order Authorizing Phase 2 Arrears Reduction Program (issued January 19, 2023).

The UARP outreach efforts also contributed to a substantial increase from June 2022 to May 2023 in the number of customers who receive monthly discounts on their utility bills statewide as part of the EAPs, as shown in the chart below.⁸



Identifying Low-Income Customers

AARP Letter

On November 23, 2022, AARP sent a letter to Commission Chair Christian recommending the Commission to add Elderly Pharmaceutical Insurance Coverage Program (EPIC) and Emergency Rental Assistance Program (ERAP) to the list of qualifying public benefit programs that customers can self-enroll into EAPs. The Working Group has briefly discussed AARP presenting its EPIC and ERAP proposal, but because of competing priorities, AARP has not yet presented its proposal and implementation strategy to the Working Group.

⁸ The estimated bill impacts are contained in Attachment C and Attachment F of the Working Group reports filed with the Secretary of the Commission under Case 14-M-0565 on May 23, 2022 and December 23, 2022, respectively.

Exploring Utility Practices

One of the Working Group’s top priorities is the identification of customers for EAP program enrollment. The Working Group members identified three areas to explore: (1) the opportunity for customers to self-identify their eligibility in the EAP during outbound collection calls and inbound calls from customers expressing difficulties paying their bill; (2) proactive outreach to encourage continued enrollment by providing documentation to customers who were previously enrolled in the EAP through a “utility guarantee” or “direct voucher” that is set to expire; and (3) proactive outreach to customers not on public assistance for whom the local department of social services provide a “Notice of Utility Related Action” soliciting other documentations of assistance that would make them eligible for EAP enrollment. To facilitate the discussion of the three identified areas, the Working Group developed a matrix that the utilities completed that identifies the practices and procedures related to these areas. The JU completed the matrix and identified its practices. The Working Group reviewed the matrix and will work to determine if there are process improvements in these areas to increase enrollment in EAPs.

Identifying the Universe of EAP Customers

Because the matching process is predominantly Home Energy Assistance Program (HEAP) driven, the Working Group endeavored to determine how many HEAP recipients there were statewide and if the EAP enrollment was greater than that number. The Working Group examined Table 26 of the September 2022 Temporary and Disability Statistics Report from OTDA⁹ to determine the number of HEAP recipients in New York. However, OTDA advised that the HEAP – Non-Emergency Table contains the number of benefits, not households, which can result in one household receiving multiple benefits. Additionally, not all renters are direct utility customers. These factors make the number of benefits reported in Table 26 inaccurate for the purpose of determining the total number of utility customers eligible for the utility’s EAP, which is not what this table was intended to provide. OTDA recommended using HHS data.¹⁰ Based on the HHS website, there are 1,032,772 individual HEAP recipients in New York State as of the HEAP fiscal year twelve months ended September 2021 (the most current

⁹ <https://otda.ny.gov/resources/caseload/2022/2022-09-stats.pdf>

¹⁰ <https://liheappm.acf.hhs.gov/datawarehouse>

data posted) and EAP enrollment as of May 2023 was 1,112,098. While HEAP is the predominate qualifier for the EAP, there are a number of other programs that would make a customer eligible for EAP and the Working Group plans to review those programs to determine the number of additional customers that are eligible for EAP.

Matching Subgroup

The Matching Subgroup met with New York City Human Resources Administration (HRA) to identify barriers, regulations, and laws that stopped legacy Medicaid participants from being included in the utility Energy Affordability Program matching process. Upon review of the Federal Medicaid Law,¹¹ New York State Social Services Law,¹² and HIPPA,¹³ the Matching Subgroup found that New York State Department of Health (DOH) interprets the restriction to the use and disclosure of Medicaid data to “purposes directly connected to administration of medical assistance.”¹⁴ Due to the federal law, DOH does not consider automatic enrollment in the EAP as a service that is directly connected to the administration of medical assistance and, therefore, Medicaid recipients are not included in the HRA filing matching process.

EAP Outreach and Education

The utilities, PULP, and CLP each presented their outreach efforts aimed at increasing EAP enrollment. CLP suggested that direct outreach by Staff to social service agencies about EAP issues could be useful to improve communication across the board and support customers in need of assistance. The Working Group continues to evaluate effective outreach methods for expanding enrollment in the utilities’ Energy Affordability Programs.

The Working Group began a process to review the EAP-related sections of the utilities’ annual Outreach and Education Plans filed under Case 17-M-0475. Stakeholders are reviewing the plans and will provide feedback to identify gaps and develop best practices.

¹¹ 42 CFR § 431.302

¹² Social Services Law (SSL) §369(4)

¹³ 45 C.F.R. §164.506(c)(1) and 45 C.F.R. §164.512

¹⁴ SSL §369(4), 42 CFR §431.302(c)

Measuring Success of the EAPs

In an effort to refine existing programs and maximize affordability for low-income utility customers in New York State, Staff, in collaboration with the Working Group, has taken measures to better assess the efficacy of the EAPs. The first, and most basic measure is monitoring participation and enrollment trends in EAP across the State. Staff notes the JU and PSEG-LI have enrolled approximately 53,000 additional customers since June 2022, bringing Statewide enrollment in EAP to 1,112,098 in May 2023. Staff attributes the increase in enrollment to recent efforts by the EAP Working Group to improve consumer awareness of EAP through enhanced Outreach and Education.

Additionally, Staff, the JU, and PSEG-LI have started a lookback analysis on EAP discounts as they relate to a realized energy burden in the prior program year. Staff believes this exercise will provide valuable insights to further refine the existing EAP as well as future expansions. The findings of this analysis will be discussed at a future Working Group meeting and provided to the Commission.

NYSERDA Study Update

NYSERDA's presentation at the Working Group meeting on March 28, 2023 discussed the scope, data consideration, and timeline of the Low-Income Energy Bill and Usage Study. This study was directed by the Commission in its August 2021 EAP Order, and it consists of four phases. Phase one will characterize New York State's low-income population in terms of personal demographics and energy metrics (including energy burden) and examine this population's participation rates in energy assistance and energy efficiency/weatherization programs. Phase two will examine how energy use and energy burden change due to participation in energy benefit and energy efficiency/weatherization programs. Phase three will project how energy use and energy burden of low-income participants in energy assistance and energy efficiency/weatherization programs will change due to future program investments. Phase four will produce recommendations for energy assistance programs. This study will utilize data from public sources, OTDA, participating utilities, and NYSERDA. The final report is expected in mid-2024.

2023-2024 Budget Appropriation

The New York State Budget for 2023-2024 included an appropriation of \$200 million designated to provide prompt utility bill relief.¹⁵ The EAP Working Group is determining the best method to allocate the funds among utility customers. An additional \$200 million appropriation will be used to provide an energy affordability guarantee to residential customers participating in NYSEERDA’s EmPower Plus Program. Staff is developing the methodology to guarantee a level of energy burden based on customer income.

CONCLUSION

The Working Group was established to identify areas where the utility low-income energy affordability programs can be improved on a statewide basis and overcome barriers to facilitate those improvements. The Working Group’s immediate focus in the next six months will be to address the 2023-2024 New York State Budget appropriation of \$200 million designated to provide prompt utility bill relief and develop a report for Commission consideration. As time permits, the Working Group will continue to develop solutions for identifying additional customers for enrollment in utility EAPs. To that end, the Working Group will coordinate with AARP so that it can present its EPIC and ERAP proposal and will work to determine if there are utility process improvements and outreach and education gaps and best practices to increase enrollment in EAPs. The Working Group will also continue its work to determine the universe of customers that are served on public assistance programs that are eligible for EAP.

¹⁵ “Energy Affordability Program,” Chapter 53 of the Laws of 2023, pages 1190-1191.

EAP Working Group

Attachment A: List of Priorities and Objectives

Completed items are signified with **green** highlight.

In progress items are signified with **yellow** highlight.

Identifying Low-Income Customers

1. File Matching Process

- i. Automate a file matching process that includes other public assistance programs, costs, timeframe to implement. Also, inclusion of account numbers in the OTDA EIS platform.

2. File Matching Data

3. Assistance Programs Used

4. Self-Certification

- i. As part of their door-to-door activities now underway to inform past-due customers of their arrears, make them aware of the new HEAP Regular Benefit, and negotiate payment plans to resolve arrears, each utility should provide such customers with the opportunity to self-identify their eligibility for enrollment in their EAP.

ii. Building upon the work of Con Edison resulting from the 2019 rate case, a common platform should be developed that would permit customers to self-identify their eligibility for their utility's EAP through use of a cloud-based application accessible through a computer-based portal, an installable phone app, and other appropriate devices. As part of such a framework, customers should be able to submit all documentation to verify their eligibility. To avoid duplication of efforts, this project should be developed generically so that utilities would simply receive notices for customers who successfully verify their eligibility. The stakeholders should, to the extent appropriate and allocable within the EAP admin budgets of the individual utilities, request a budget from the Commission for such a project.

iii. During all outbound collection calls, and inbound calls from customers expressing difficulty paying their bills, utility customer service representatives should provide

- such customers with the opportunity to self-identify their eligibility to be enrolled in their EAP.
- iv. Energy efficiency programs, whether utility NYS HCR WAP or NYSERDA administered, should offer all utility customers in dwellings benefitting from such measures with the opportunity to self-identify their eligibility to be enrolled in their EAP, whether such customers are owners or renters.
 - v. Utilities should automatically enroll customers in their energy assistance programs for whom a “Notice of Utility-Related Action (“NOURA”) is received from county departments of social services/NYC HRA (“DSS”) indicating that such customers are public assistance (“PA”) or supplemental security income (“SSI”) recipients who will have emergency assistance (arrear payments or “one-shots”) applied to their accounts and whose accounts will either be guaranteed or paid directly by DSS. Upon the expiration of guarantee/direct payment periods, utilities should conduct proactive outreach to such customers, soliciting from them documentation of any other forms of assistance that would make them eligible for continued participation in their utility EAPs. No customer should be dropped from their EAP until it is determined that they are not eligible for continued participation.
 - vi. Utilities should conduct proactive outreach to Non-PA/SSI customers for whom a NOURA is received from DSS indicating that arrear payments or “one-shots” will be applied to their accounts, soliciting documentation of any forms of assistance that would make such customers eligible for participation in their utility EAPs.
 - vii. Utilities should proactively and publicly inform customers of the arrears program through press releases to local media outlets and post on social media (Facebook, etc.) on the model of PSG LI, which issued a news release.
 - viii. Verification process with OTDA that confirms eligibility of self-identified customers.

Bill Discount Methodology

1. Income Assumptions
 - i. Use of ACS data
 - ii. OTDA provided data
2. HEAP Benefit Assumptions

- i. JU analysis of HEAP benefits for more targeted discounts.
 - Regular and renter benefits amounts
 - Emergency HEAP benefits impact on energy burden
 - Cost/benefit analysis to further stratify tiers
3. Average Bill Assumptions
 - i. JU Electric average bill analysis
 - ii. NYSEDA – low-income average bill and usage analysis
 - Development of scope and objectives – filed to Secretary by February 8, 2022.
 - Scope should include impact of EE and low usage customers that contemplates the establishment of a minimum bill amount.
 - iii. NYSEDA analysis of stratification of low-income tiers

EAP Budget Cap

Reporting

- i. Quarterly reports standardization. Monthly reporting on a quarterly basis.
- ii. Annual report template that includes the following:
 - Number of customers not matched and who self-certified;
 - Estimate of HEAP recipients in service territory;
 - Estimate of LMI households by utility territory, based on census data, compared with numbers of HEAP recipients and APPs;
 - Budget billing information;
 - EmPower referral information; and
 - Collections data based on zip codes.
- iii. How do we measure EAP program success?
- iv. Universe of low-income customers?
- v. How many HEAP customers are served by OTDA?
- vi. How many customers are enrolled in EAP?
- vii. Actual income data to compare actual bills?

Budget Billing

- i. KeySpan process – Budget billing opt out requirement and treatment of those in arrears.
- i. How do we measure success of auto enroll?
- ii. O&E sufficient to avoid confusion
- iii. Do transient low-income customers accrue large balances due to auto enroll?

Energy Efficiency

COVID Issues

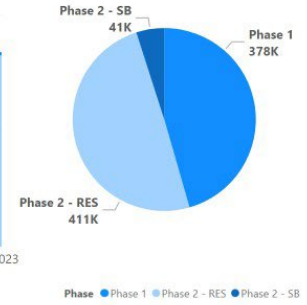
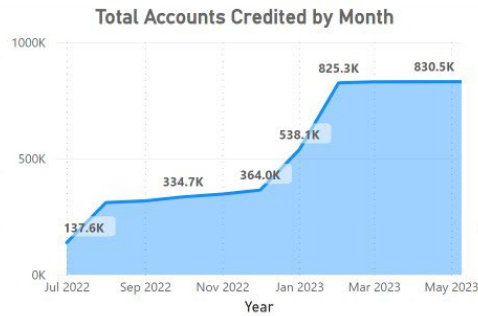
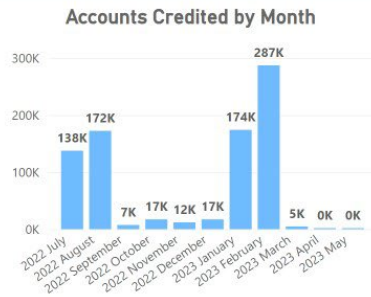
- 1. Arrears Management Plans
 - ii. Historical Arrear Levels
 - iii. Current Arrear Levels
 - iv. Incremental COVID Arrears
 - v. Funds to reduce Electric and Gas Arrears
 - i. What percentage of arrears can be covered by federal funds and shareholder dollars?
 - ii. Implementation of Emergency Rental Assistance Program (ERAP).
 - iii. Implementation of Regulatory Arrears Supplement (RAS)
 - vi. Utility barriers/feasibility/costs
- 2. Creation and implementation of Percentage of Income Payment Plan (PIPP)
- 3. Treatment of reconnection fee waivers
- 4. Restrictions on late and nonpayment reporting to credit bureaus

JU Arrears Relief - Phase 1 & Phase 2

Utility: All

Phase: All

831K
Total Accounts
830,514



\$1.2bn
Total Arrears Relieved
\$1,173,128,467.76

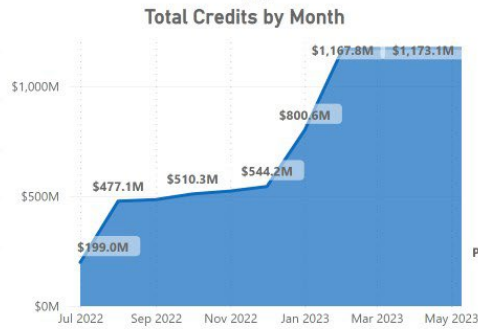


Table 1
Phase 1 Arrears Relief

Utility	<u>Phase 1 Projected Relief</u>	<u>#Accts</u>	<u>Phase 1 Actual Relief</u>
Central Hudson	\$5,854,259.00	6,065	\$7,616,581.00
Con Edison	\$338,593,064.00	180,478	\$293,082,984.00
NMPC	\$100,104,055.00	68,278	\$105,704,534.00
KEDNY	\$41,567,113.00	45,284	\$50,116,397.00
KEDLI	\$3,186,736.00	4,234	\$5,268,610.00
NFG	\$13,569,215.00	19,108	\$13,697,764.00
NYSEG	\$21,797,472.00	21,979	\$25,623,845.24
ORU	\$3,838,706.00	2,410	\$4,906,161.65
RGE	\$28,746,220.00	18,299	\$33,014,938.62
PSEG-LI	\$28,298,817.00	12,153	\$27,747,922.03
TOTAL	\$585,555,657.00	378,288	\$566,779,737.54

Table 2
Phase 2 Arrears Relief

Utility	<u>Phase 2 Projected Relief</u>	<u>#Accts</u>	<u>Phase 2 Actual Relief</u>
Central Hudson	\$30,133,922.00	21,754	\$22,424,079.28
Con Edison	\$388,704,391.00	191,159	\$327,629,872.58
NMPC	\$87,994,480.00	50,758	\$73,217,087.00
KEDNY	\$91,603,726.00	62,301	\$82,206,422.00
KEDLI	\$21,028,972.00	21,901	\$17,019,475.00
NFG	\$11,927,630.00	14,465	\$9,798,101.00
NYSEG	\$18,414,185.00	30,827	\$18,255,581.64
ORU	\$2,945,429.00	1,755	\$2,055,435.91
RGE	\$13,562,151.00	17,733	\$15,790,066.11
PSEG-LI	\$38,000,000.00	39,578	\$37,969,351.00
TOTAL	\$704,314,886.00	452,231	\$606,365,471.52

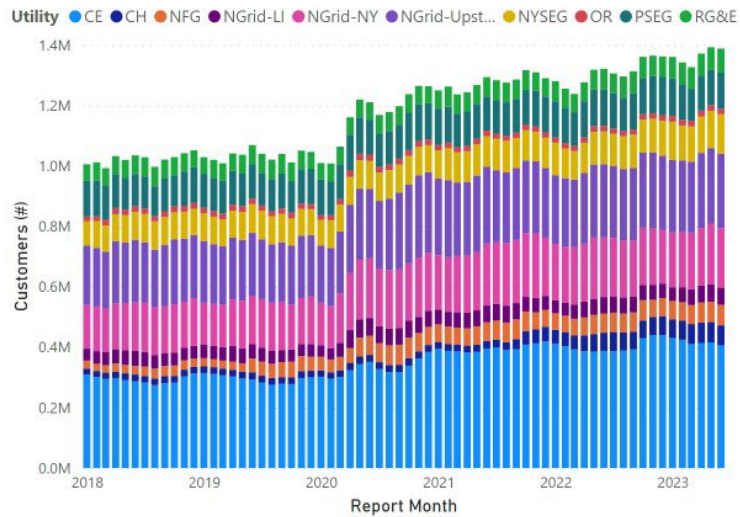
Table 3
Impact to Ratepayers

	<u>Phase 1</u>	<u>Phase 2</u>
Actual Program Costs 5/31/23 (Millions)	\$ 567.00	\$ 606.00
Appropriations	\$ (250.00)	\$ -
Economic Development Deferral Offsets		\$ (11.00)
Other Deferral / Surcharge Offsets ¹	\$ (25.00)	\$ (72.00)
Projected Recovery from Utility Customers²	\$ 292.00	\$ 523.00
Shareholder Contributions³	\$ 33.34	\$ 101.58

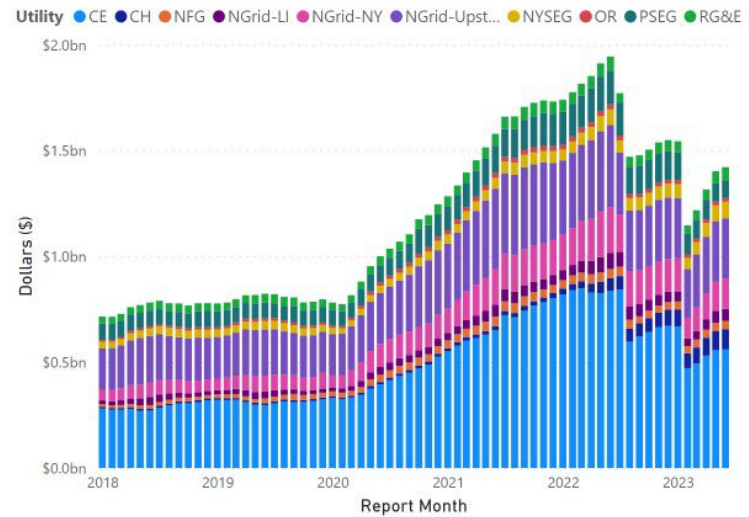
1. Includes National Grid's \$59M overcollection of uncollectible expense. These have not yet been factored into surcharge recovery, pending PSC approval.
2. Excludes carrying charges.
3. Shareholder contributions are not a direct offset to the regulatory asset(s) created for the purpose of recovering ARP program costs from customers. The shareholder contributions financially benefit customers through utilities' agreement to forego future collections of incurred financing costs. Phase 2 amount may change based on PSC determination of pending National Fuel uncollectible reconciliation mechanism.

June 2023 Data Reported by Utilities in Case 91-M-0744

Residential Arrears > 60 Days (# Customers)



Residential Arrears > 60 Days (\$)



Jun 2023

Utility	Residential Customers	Residential Arrears
OR	18,326	\$17,508,151
NGrid-LI	56,283	\$56,552,045
CH	66,239	\$96,217,607
NFG	68,166	\$38,837,113
RG&E	78,112	\$61,828,560
PSEG	120,900	\$84,428,751
NYSEG	130,637	\$79,292,128
NGrid-NY	197,399	\$143,194,232
NGrid-Upstate	245,947	\$284,322,382
CE	406,002	\$560,245,292
Total	1,388,011	\$1,422,426,262

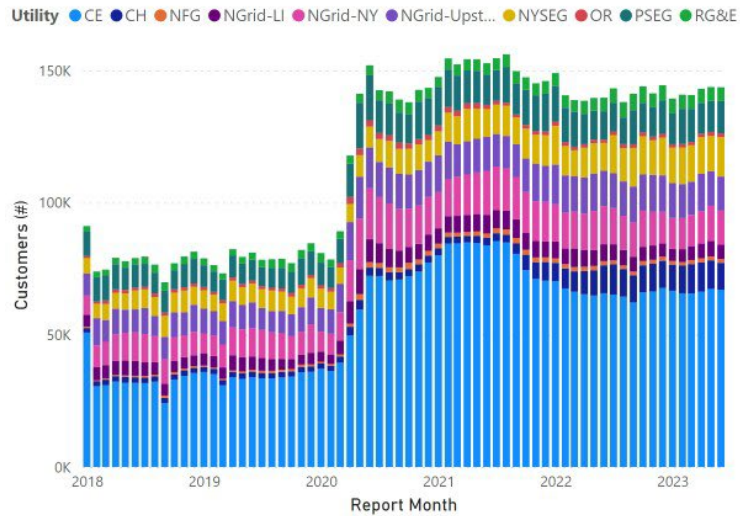
Select Utility

All

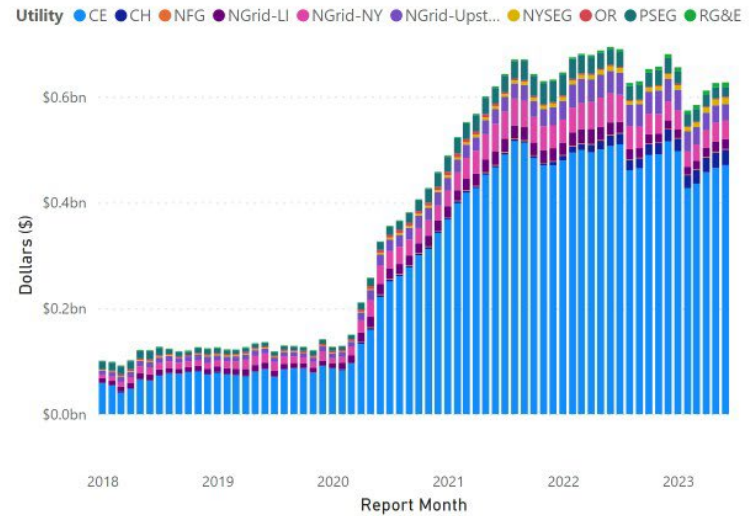


June 2023 Data Reported by Utilities in Case 91-M-0744

Nonresidential Arrears > 60 Days (# Customers)



Nonresidential Arrears > 60 Days (\$)



Jun 2023

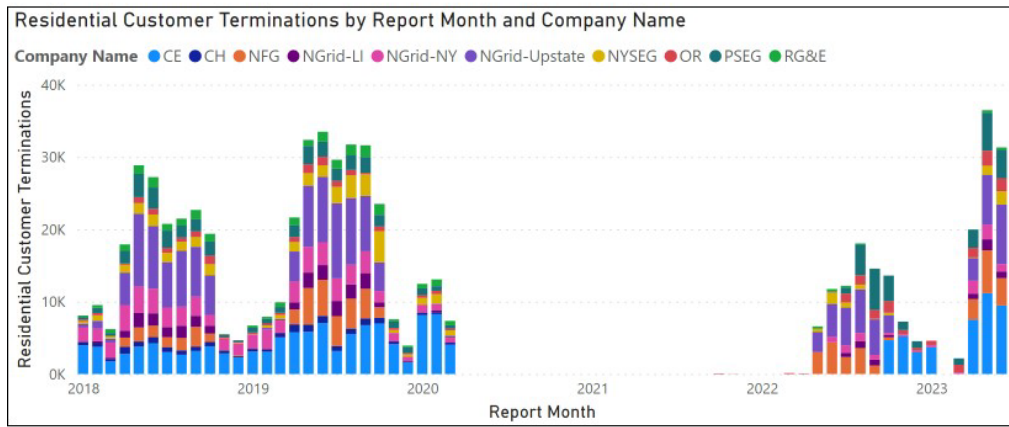
Utility	Nonresidential Customers	Nonresidential Arrears
CE	66,953	\$470,783,336
CH	10,273	\$29,180,927
NFG	1,410	\$1,472,416
NGrid-LI	5,510	\$18,601,855
NGrid-NY	12,787	\$34,673,480
NGrid-Upstate	12,931	\$31,492,806
NYSEG	14,874	\$11,725,330
OR	1,478	\$2,540,153
PSEG	12,155	\$18,410,653
RG&E	5,269	\$8,509,540
Total	143,640	\$627,390,497

Select Utility

All

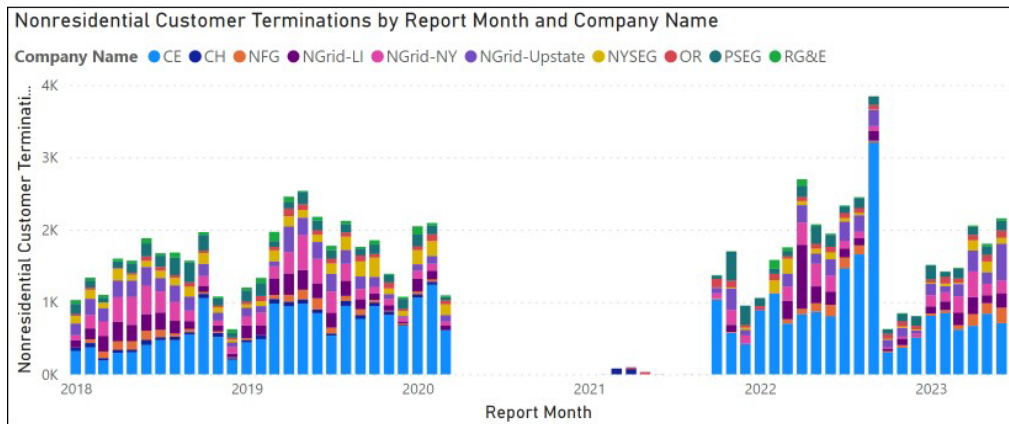


June 2023 Data Reported by Utilities in Case 91-M-0744



Jun 2023

Company Name	Residential	Nonresidential
CE	9468	706
CH	0	2
NFG	3796	214
NGrid-LI	874	199
NGrid-NY	1064	176
NGrid-Upstate	8234	510
NYSEG	1823	80
OR	1796	101
PSEG	3918	135
RG&E	346	34
Total	31319	2157

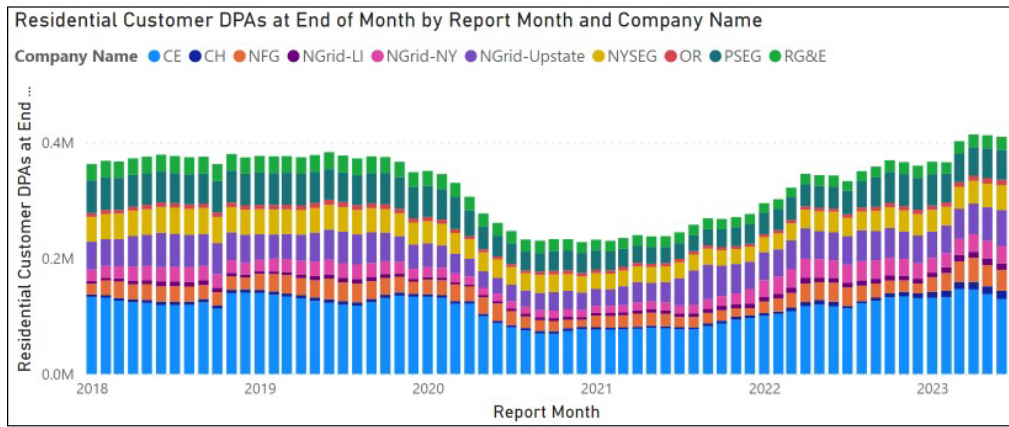


Select Utility

All

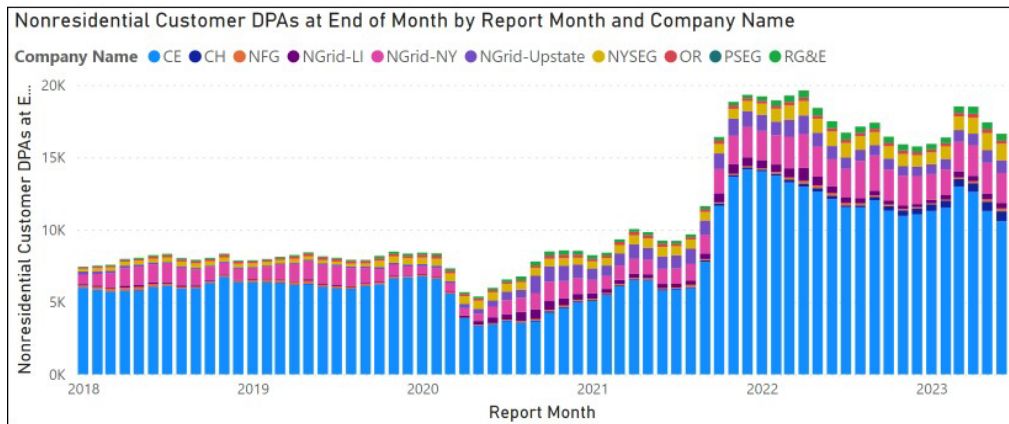


June 2023 Data Reported by Utilities in Case 91-M-0744



Jun 2023

Company Name	Residential	Nonresidential
CE	129,633	10,589
CH	14,285	680
NFG	36,003	195
NGrid-LI	10,905	383
NGrid-NY	30,448	2,071
NGrid-Upstate	62,124	871
NYSEG	42,603	1,146
OR	9,733	228
PSEG	51,121	0
RG&E	23,070	465
Total	409,925	16,628



Select Utility

All



June 2023 Data Reported by Utilities in Case 91-M-0744

Residential Arrears

Company Name	1. Arrears > 60 Days (cust.)	1. Arrears > 60 Days	8. Sales (cust.)	8. Sales	8. Sales YTD	2. FTNs	4a. Terminations	6f. Active DPAs	7a. Uncollectables
CE	406,002	\$560,245,292	3,077,730	\$96,313,026	\$2,261,312,306	\$82,360,361	\$15,848,250	\$132,215,554	\$6,171,526
CH	66,239	\$96,217,607	273,898	\$43,124,991	\$355,632,012	\$0	\$0	\$22,457,917	\$1,613,424
NFG	68,166	\$38,837,113	510,948	\$18,550,689	\$353,834,010	\$15,857,635	\$4,345,755	\$25,434,832	\$3,114,285
NGrid-LI	56,283	\$56,552,045	544,704	\$41,357,983	\$594,588,800	\$11,248,750	\$1,640,531	\$13,293,756	\$715,553
NGrid-NY	197,399	\$143,194,232	1,159,532	\$68,386,078	\$965,346,115	\$95,820,155	\$2,223,184	\$36,050,804	\$1,351,406
NGrid-Upstate	245,947	\$284,322,382	1,511,869	\$177,175,554	\$1,388,606,613	\$46,774,194	\$17,910,053	\$80,562,051	\$3,650,946
NYSEG	130,637	\$79,292,128	1,033,939	\$79,022,356	\$703,227,149	\$31,527,450	\$4,123,260	\$35,142,472	\$1,494,138
OR	18,326	\$17,508,151	210,092	\$37,095,112	\$333,704,771	\$9,334,177	\$3,151,850	\$14,043,322	\$378,194
PSEG	120,900	\$84,428,751	1,063,801	\$151,979,413	\$810,624,611	\$14,513,249	\$6,133,241	\$82,607,982	\$2,547,360
RG&E	78,112	\$61,828,560	650,191	\$42,070,130	\$380,086,922	\$26,078,159	\$1,118,650	\$20,305,052	\$1,289,364
Total	1,388,011	\$1,422,426,262	10,036,704	\$755,075,332	\$8,146,963,306	\$333,514,130	\$56,494,774	\$462,113,742	\$22,326,198

Nonresidential Arrears

Company Name	1. Arrears > 60 Days (cust.)	1. Arrears > 60 Days	8. Sales (cust.)	8. Sales	7a. Uncollectable
CE	66,953	\$470,783,336	656,948	\$619,930,412	\$7,599,458
CH	10,273	\$29,180,927	50,208	\$19,403,620	\$99,892
NFG	1,410	\$1,472,416	32,705	\$3,748,326	\$133,343
NGrid-LI	5,510	\$18,601,855	62,843	\$18,400,798	\$291,985
NGrid-NY	12,787	\$34,673,480	43,226	\$26,334,231	\$947,407
NGrid-Upstate	12,931	\$31,492,806	203,334	\$96,862,629	\$656,783
NYSEG	14,874	\$11,725,330	158,235	\$41,122,952	\$174,674
OR	1,478	\$2,540,153	36,470	\$24,776,009	\$69,395
PSEG	12,155	\$18,410,653	138,665	\$143,310,439	\$664,452
RG&E	5,269	\$8,509,540	64,737	\$25,440,516	\$199,961
Total	143,640	\$627,390,497	1,447,371	\$1,019,329,931	\$10,837,349

Year, Month

- ∨ ○ 2010
- ∨ ○ 2011
- ∨ ○ 2012
- ∨ ○ 2013
- ∨ ○ 2014
- ∨ ○ 2015
- ∨ ○ 2016
- ∨ ○ 2017
- ∨ ○ 2018
- ∨ ○ 2019
- ∨ ○ 2020
- ∨ ○ 2021
- ∧ ○ 2022
- January
- February
- March
- ∧ . . .