

**2008 National Summary Report On
Utility Collections Data
Prepared by the NARUC Consumer Affairs
Subcommittee**

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Executive Summary

The 2008 National Association of Regulatory Utility Commissioners (NARUC) Collections Report can be used to develop a national picture of payment problems experienced by consumers. NARUC has completed four previous reports using the same survey data. This report will help policy makers and elected officials to more accurately assess the effects of energy prices and economic conditions on consumers and utilities. Unpaid bills affect utilities' financial health and disconnections have a direct effect on public health and safety. The national collection data will allow policymakers to determine the level of consumer need that is so critical in establishing the level of funding for State assistance and the Low Income Home Energy Assistance Program (LIHEAP), particularly LIHEAP emergency appropriations.

The collections data obtained through the 2008 national collections survey can be used as a representative sample of consumer payment problems occurring throughout the United States. Using this data we can make national estimates on consumer payment problems. The following collections data synopses highlight the key indicators of consumer payment problems for 2008.

Table 1
Summary Results (1)

Measure	Electric Industry Millions	Gas Industry Millions	Total
Number of Residential Customers	120.8	59.6	180.4
Number of Past Due Accounts 5/1/08	26.6	12.4	39.0
Dollars in Debt – 5/1/08	\$4,000	\$4,500	\$8,700
Terminations – 2007	5.8	3.0	8.8
Not Reconnected – 2007	1.9	1.7	3.6

1. US census data for 2005 indicates that there are 120.8 million residential electricity customers. Census data for 2004 indicates 59.6 million residential gas customers. The 41 States in the 2008 NARUC reported data on 43.4 million electric customers, 25.9 million gas customers and 24.8 million customers having both electric and gas service. No census data is available for combination utilities so national estimates are not available

Customers in Debt and Average Arrearages

Customer debt is affected by many factors, including customer income level and ability to pay, company collection practices, and the size of customer bills. The percent of customers in debt is calculated by dividing the number of customers in debt by the total number of residential customers. Average arrearage is calculated by dividing the total dollars in debt by the number of customers in debt. The consumer must pay or make arrangement to pay the debt or face termination. Larger average arrearages may take more time for customers to pay. A company with a low percent of its residential customers in debt will experience better cash flow than one with a high percent of its residential customers in debt. High average arrearages pose more of an uncollectible risk than smaller average arrearages. National data finds:

- 22% of all electric customers were overdue. (5/1/08) This represents over 26.6 million consumers nationally. These consumers owed an average

arrears of \$157. This would indicate that consumers owed their utility approximately 4.2 billion dollars for unpaid electric service.

-20.8% of all gas consumers came out of winter (5/1/08) overdue in their bills. This would represent approximately 12.4 million consumers. This is an increase from the 19.2% customers' reported overdue 10/1/07. The average arrears at winter's end was \$362 as compared to \$261 on 10/01/07. That would mean that almost 4.5 billion dollars were overdue following winter 2007/08.

Termination and Reconnection of Service

Termination of utility service is the most serious consequence of customer nonpayment. Termination of utility service is a utility's last resort when customers fail to meet their payment obligations. Termination of service is of particular concern because it poses serious health and safety issues not only for the individuals that are impacted, but for the surrounding community. The termination rate is calculated by dividing the number of terminations by the number of customers. Reconnection of service occurs when a customer either pays his/her debt in full or makes a significant upfront payment. Report data finds the following:

-Nationally over 5.8 million electric households had their service terminated in 2007. This amounts to 4.8 % of all electric customers or almost 1 in 20. Of those terminated, 33% or over 1.9 million customers did not have their service restored in the reporting year.

-3 million gas customers had their service terminated in 2007. This amounted to 5.1% of all gas customers or 1 in 20 of all gas customers. Of those terminated 56% or almost 1.7 million households were not able to have service restored.

- The 2007 gas customer termination rate of 5.1% is significantly higher than the 2001 rate of 2.5%. Over twice as many consumers were terminated in 2007 than in 2001. Electric termination rates have been stable over the same time period.

-The termination rate in 2007 was 4.0% for customers who had both electric and gas service with the same utility. Of those terminated 33% were not able to have service restored.

Percentage of Gross Residential Billings Written Off as Uncollectible

The percentage of residential billings written off as uncollectible is the most commonly used long-term measure of collections system performance. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential billings. The measure offers an equitable basis for comparison of what exposure the company has and what consumers fail to pay. For individual consumers it generally reflects defaults where a consumer has not had service restored and the written off dollars will be pursued through the collections process.

-Electric companies wrote off 1.3% of their revenue in 2007. Write offs remained stable from 2005 to 2007.

-Nationally gas companies were forced to write off 4.4% of their revenue in 2007. This was a significant increase over 2005 when 2.65% of revenue was written off.

- Customers having both services with one utility had the highest level of uncollectibles at 5.7%. This level of uncollectibles was many times higher than the 1.1% experienced by customers in 2005.

Summary Introduction

The National Association of Regulatory Utility Commissioners (NARUC) recognizes the importance of gathering comparable aggregate residential billing and arrearage data. To facilitate gathering the necessary data, NARUC passed a Resolution at the Winter Meeting on February 15, 2006, titled A Resolution Supporting the Gathering of Data for Electric and Natural Gas Distribution Companies by Individual State Utility Commissions.

NARUC has completed four previous surveys. The most recent were surveys in 2002, 2004, and 2006. Results have been compiled and reported by the NARUC Consumer Affairs Staff Subcommittee. Participation has steadily increased from 21 States in 2002 to 41 States submitting useable data in the last survey. State responses from the 2008 survey (including the District of Columbia) found that a total of 41 States submitted data.

Various consumer groups interested in utility and low-income issues are seeking this information as they work to develop State and national policies to address safe, reliable and adequate utility services for all American households. An accurate, comprehensive database of collections statistics could have far reaching value. For example, nationally, this data will allow Congress and other policy makers to more accurately assess the effects of energy prices and economic conditions on consumers and utilities. Arrearages affect utilities' financial health and disconnections have a direct effect on public health and safety. The national collection data will allow policymakers to determine the level of consumer need that is so critical in establishing the level of funding for LIHEAP and LIHEAP emergency appropriations. Such information is particularly valuable in times of unprecedented high natural gas costs, governmental budgetary constraints, depressed economic conditions and extreme weather conditions. This past winter began with a combination of high oil and natural gas prices. Oil and gas price predictions on the futures markets indicate that prices will remain high. All of these together impact the need for increased LIHEAP appropriations. This is particularly important when advocating for the release of emergency LIHEAP funds.

Specific Uses for Report

1. National collection data can provide information critical to the formulation of State and national policies to assure affordable utility service for residential customers. These programs and policies are necessary to help protect the health, safety and welfare of Americans.
2. One critical program for which the data can provide support is the federal low-income assistance programs, known as LIHEAP. Data can help in evaluating whether LIHEAP funding is adequate to meet utility-related emergencies due to increases in energy prices and/or weather related emergencies. NARUC should now be able to better quantify the need for increased funding by the federal government and lay out the case in human terms for the need of additional LIHEAP funding.
3. It also benefits the State policymakers in evaluating the need for additional targeted financial-assistance and energy-management programs, as well as the need for review of State commission policies and practices to protect seniors and low-income customers to

evaluate the impact affordability of essential electric and natural gas service has on customers.

Summary for the 2008 and Past Surveys

The Subcommittee has completed four surveys to date. The first survey was completed in 2002 and aggregated State data for October 1, 2001 and April 1, 2002. A total of 21 States responded. The second survey was completed by 16 States in 2005 and looked at data from 2004. The 2006 survey of 2005 data was completed by 31 States. The last survey was for 2007 with snapshots of 10/1/07 and 5/1/08. A total of 41 States responded with data being useful for 39 States.

For the purposes of these surveys, precise definitions were used for accounts in arrears and disconnections/terminations. States that were unable to produce the data according to the definitions were asked to still submit the data, but indicate the definition they used when compiling it. Summary tables footnoted the differences.

The analysis that follows focuses first on the 2008 survey data. The results of the 2008 survey are presented in two ways. Table 1 summarizes the raw State data by industry and Table 2 provides calculated variables based on the raw data. Historical data is also presented below from past surveys. The tables present summary data for the electric industry, gas industry and the combination industry. The combination industry is for utilities that have residential customers for both gas and electric. A total of 41 States submitted data for some or all of the questions. Thirty-four States submitted data for the electric industry, 36 States did the same for the gas industry and 23 for the combination industry. It should be noted that a number of problems with the data collection exist. In many instances, the States did not collect the data and had to rely on the utility companies to furnish the data. In some instances, the participating States were not able to collect data from all of the energy companies within the State. Finally a number of States did not participated in each of the surveys. These problems limit the policy analysis that is possible.

Analysis of 2008 Survey

Table 2
State Calculated Variable Results

Measure	Electric Industry	Gas Industry	Combo Industry
Percent of Overdue Accts – 10/1/07	22.32%	19.15%	19.81%
Percent of Overdue Accts – 5/1/08	21.99%	20.79%	21.24%
Percent of Billings in Debt – 2007	3.8%	6.1%	5.6%
Average Arrearage 10/1/07	\$161.95	\$261.27	\$255.01
Average Arrearage 5/1/08	\$157.24	\$362.24	\$312.95
Gross Write-offs – 2007	1.3%	4.4%	5.7%
Termination Rate – 2007	4.8%	5.1%	4.0%
Reconnections as a % of Terminations	67.17%	44.43%	66.63%
LIHEAP Reconnections as a % of LIHEAP Terminations	60.57%	54.74%	57.28%
LIHEAP Cash Grants as a % of Residential Accounts – 5/1/08	2.57%	4.77%	1.75%

Comparisons of National Data from Past Surveys: 2002, 2005, 2006, 2008

Below are the definitions of the calculated variables shown in the table above. Where possible, the data from past surveys submitted by States who keep accurate statistics is also presented. Where comparative data appear to be adequate, comparisons over time have been made comparing relevant data and revealing a number of trends. The lack of accurate data has at times limited the number of comparisons possible.

Percent of Overdue Accounts

The percentage of customers in debt is calculated by dividing the number of customers in debt by the total number of residential customers. The data reflects both the difficulty of consumers paying utility bills and the subsequent effects on companies. Consumers with unpaid bills can face terminations, while companies with a high percentage of their residential customers in debt will experience diminished cash flow.

Table 3

Industry	4/1/2002	3/31/2004	5/1/2006	5/1/2008
Electric	21.48	16.25	19.81	22.0
Gas	18.85	23.88	22.79	20.8
Combo	24.73	15.96	16.69	21.2

Percentage of Billings in Debt

The percentage of billings in debt is calculated by dividing the total annual billings by the total monthly average dollars in debt. This calculated variable provides another way to measure the extent of customer debt -- the higher the percentage, the greater the potential collections risk. The most recent survey presents accurate data for the first time.

Table 4

Industry	2007
Electric	3.8
Gas	6.1
Combo	5.6

Average Arrearage

Average arrearage is calculated by dividing the total dollars in debt by the number of customers in debt. Larger average arrearages may take more time for customers to pay off and, as such, pose more of an uncollectible risk than smaller arrearages.

Table 5

Industry	4/1/2002	3/31/2004	5/1/2006	5/1/2008
Electric	\$116.86	\$245.22	\$192.88	\$157.24
Gas	\$411.82	\$161.60	\$514.13	\$362.24
Combo	\$94.42	\$181.14	\$264.34	\$312.95

Gross Write-offs Ratio

The gross residential write-off ratio is the percentage of billings written off as uncollectible. The percentage of residential billings written off as uncollectible is the most commonly used long-term measure of collections system performance. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential billings. This measure offers an equitable basis for comparison.

Table 6

Industry	2005	2007
Electric	0.013	0.013
Gas	0.026	0.044
Combo	0.011	0.057

Termination Rate

The termination rate is calculated by dividing the number of terminations by the number of customers. This measure indicates the result of non-payment on consumers and the subsequent loss of service.

Table 7

Industry	2001	2002	2004	2005	2007
Electric	0.048	0.047	0.050	0.049	0.048
Gas	0.025	0.032	0.045	0.050	0.051
Combo	0.031	0.038	0.037	0.050	0.040

Reconnections as a Percent of Terminations

Reconnections as a percent of terminations are calculated by dividing the number of reconnections by the number of terminations. This measure reflects the degree that consumers are successful in their attempts to restore service.

Table 8

Industry	2005	2007
Electric	67.91	67.17
Gas	51.89	44.43
Combo	73.32	66.63

Subcommittee Report Conclusions and Recommendations

The Subcommittee remains convinced that it is critical to continue the effort to gather national residential collections data. The justifications initially developed to allow the Resolution to be endorsed by NARUC in 2005, are just as solid today as they were then. In fact, the justifications will likely grow stronger as utility costs continue to rise and consumers' ability-to-pay problems worsen. The major change that needs to be made by NARUC members is to begin a statewide effort to aggregate utility data using a uniform data dictionary where possible. Therefore, the Subcommittee recommends that:

1. NARUC continue its support for conducting surveys to gather comparable, periodic billing and arrearage data for residential energy utility customers;
2. The Staff Subcommittee on Consumer Affairs and interested stakeholders continue work on a data dictionary of terms used in the survey to aid respondents in collecting uniform data;
3. NARUC urge each State commission or energy office to participate in future surveys;
4. The Staff Subcommittee on Consumer Affairs and interested stakeholders develop a strategy for how to use the data effectively to support State and federal low-income energy assistance programs and document the impact affordability of essential natural gas and electric service has on customers.

**2008 Individual State Report
by the NARUC
Consumer Affairs Subcommittee
On Collections Data Gathering**

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**Approved on 11/17/2008
By the NARUC Consumer Affairs Committee**

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Introduction

The National Association of Regulatory Utility Commissioners (NARUC) recognizes the importance of gathering comparable aggregate residential billing and arrearage data. This data aggregation is critical in order to quantify the extent of customer indebtedness to utilities and to determine the financial impact of customer indebtedness on utilities. This type of data also provides critical assistance in the formulation of State and national policies to assure affordable electric and natural gas service for residential customers. Such data also provides support for those programs necessary to the health, safety and welfare of American households. A lack of wide-ranging billing and arrearage data has made it more difficult for many consumer groups, legislative offices and commissions to measure the magnitude of the problem of non-payment as it affects consumers. To facilitate gathering the necessary data, NARUC passed a Resolution at the Winter Meeting on February 15, 2006, titled A Resolution Supporting the Gathering of Data for Electric and Natural Gas Distribution Companies by Individual State Utility Commissions (Appendix A), it urged each individual State to gather relevant utility billing and arrearage data from all electric and gas utilities within its State commission jurisdiction. The resolution recommended a collections survey as the tool to gather the data. This report includes the data results from the completed surveys as well as a comparison of the data with data from previous surveys. The conclusion of the Subcommittee is that the data collection project merits continuation because the data generated is critical to support State and federal low-income assistance programs, such as LIHEAP, and to evaluate the impact affordability of essential electric and natural gas service has on customers.

Background

NARUC has completed 3 previous surveys. The most recent were surveys in 2002, 2004, and 2006. Results have been compiled and reported by the NARUC Consumer Affairs Staff Subcommittee. Participation has steadily increased from 21 States in 2002 to 41 States submitting useable data in the last survey. State responses from the 2008 survey (including the District of Columbia) found a total of 41 States submitted data while 7 States responded data was not available and 3 States did not respond at all. However, the Subcommittee has found that more work is needed to assure that data is more comparable and inclusive and covers the entire nation. The compilation of comparable, periodic, billing and arrearage data for residential customers over time benefits State and federal policymakers in evaluating the impact of market conditions, higher energy prices, and weather conditions. It also benefits the policymakers in evaluating the need for additional targeted financial-assistance and energy-management programs, as well as the need for review of State commission policies and practices to protect seniors and low-income customers. The data compiled provides State and federal policymakers with the tools needed to evaluate and ensure that federal energy assistance funds, such as LIHEAP, are adequate to meet utility-related emergencies due to increases in energy prices and/or weather related emergencies. The NARUC resolution was supported by the National Association of State Utility Consumer Advocates (NASUCA),

National Energy Assistance Directors Association (NEADA), Consumers Union, Consumer Federation of America, National Consumer Law Center (NCLC), National Low Income Energy Consortium (NLIEC), and the AARP (formerly the American Association of Retired Persons).

As directed by the resolution, the Staff Subcommittee on Consumer Affairs formed a collaborative workgroup in 2007 with interested stakeholders to design a survey template and a data dictionary of terms. Each State was urged to use and distribute the data dictionary and survey to all the utility companies within its State. NARUC requested each State commission or energy office to direct utility companies to forward all questions about the project to its Commission contact, who in turn, would then forward the questions to the Staff Subcommittee on Consumer Affairs, or its designee, in order to ensure the consistency of data collection. NARUC requested each State commission or energy office to aggregate the company-level data into appropriate industry, summary-level data and submit it to the Staff Subcommittee on Consumer Affairs or its designee for analysis. NARUC urged each State commission or energy office contact to document all variations and exceptions in the data and submit it for analysis. Finally, the affected stakeholders were allowed the opportunity to review the data analysis and derived conclusions prior to publication of this report in order to provide clarification and ensure consistency.

Justification for NARUC Resolution and Report

A critical component of NARUC's mission is to collect data from its member States for use in recommending national policies to Congress that will promote the public interest. The Resolution regarding the billing and collection data of electric and natural gas distribution companies urges all States to gather uniform statistics about the social and business impact of high energy bills and extreme weather by collecting data that would evaluate the magnitude of residential customer debt to the electric and gas distribution companies within each State. The billing and collection data called for in the Resolution provides for aggregate information about the financial impact of residential customer debt on utilities and offer a glimpse into the social consequences of energy pricing.

Each year, NARUC passes a resolution calling for adequate funding of LIHEAP. LIHEAP is a safety net for low-income consumers in helping to pay for home energy costs. Never has there been a greater need for increased LIHEAP funding. Other than passing a resolution, members of NARUC believed additional steps should be taken to lay out the case in human terms for the need of additional LIHEAP funding. NARUC should be able to better quantify the need for increased funding by the federal government.

Various consumer groups interested in utility and low-income issues are seeking this information as they work to develop State and national policies to address safe, reliable and adequate utility services for all American households. An accurate,

comprehensive database of collection statistics could have far reaching value. For example, nationally, this data will allow Congress and other policy makers to more accurately assess the effects of energy prices and economic conditions on consumers and utilities. Arrearages affect utilities' financial health and disconnections have a direct effect on public health and safety. The national collection data will allow policymakers to determine the level of consumer need that is so critical in establishing the level of funding for LIHEAP and LIHEAP emergency appropriations. Such information is particularly valuable in times of unprecedented high natural gas costs, governmental budgetary constraints, depressed economic conditions and extreme weather conditions. This past winter began with a combination of high oil and natural gas prices. Oil and gas price predictions on the futures markets indicate that prices will remain high. All of these together impact the need for increased LIHEAP appropriations. This is particularly important when advocating for the release of emergency LIHEAP funds. Some industry groups have also found the compilation of this data collected by the Staff Subcommittee useful. The amount and quality of data collected in the past by the Staff Subcommittee on this subject has continued to improve from having less than 20 States participating to 40 States this survey. Continued efforts to achieve greater participation by the States will increase the impact of the data.

Although many States already gather some collection data, not all these States collect the data in the same manner. In addition, many States do not have any of this information available but can gather it when requested to. As a result, the data that is available cannot be easily aggregated for use on a national level. This report attempts to provide reliable national statistics and useful comparisons and analysis for the first time.

In order to continue to produce meaningful statistics, it is very important that each State attempt to gather uniform data. To achieve this result, each State and the companies within each State should attempt to use standard terms and methods to gather the relevant statistics. If uniformity is not possible, the differences should be noted. Finally, a single State agency should oversee the gathering and aggregation of the collection data for NARUC in order to assure the statistics are either uniform or the differences are noted.

Analysis of Survey Responses

Highlights of the Subcommittee analysis of the responses to the 2008 collections survey appear below. First a brief Subcommittee summary is completed for the 2008 and past surveys.

Analysis of 2008 Survey

The Subcommittee has completed four surveys to date. The first survey was completed in 2002 and aggregated State data for October 1, 2001 and April 1, 2002. A total of 21 States responded. The second survey was completed by 16 States in 2005 and looked at data for 2004. The 2006 survey of 2005 data was completed by 31 States. The last survey was for 2007 with snapshots of 10/1/07 and 5/1/08. A total of 41 States responded with data being useful for 39 States.

For the purposes of these surveys, precise definitions were used for accounts in arrears and disconnections/terminations. States that were unable to produce the data according to the definitions were asked to still submit the data, but indicate the definition they used when compiling it. Summary tables footnoted the differences.

The analysis that follows focuses first on the 2008 survey data. The results of the 2008 survey are presented in two ways. Table 1 summarizes the raw State data by industry and Table 2 provides calculated variables based on the raw data. Definitions and suggested uses for the data are also included. Historical data is also presented from past surveys on pages 7 to 9.

Appendix A and B include summary data for the electric industry, gas industry and the combination industry. The combination industry is for utilities that have residential customers for both gas and electric. A total of 41 States submitted data for some or all of the questions, 34 States submitted data for the electric industry, 36 States did the same for the gas industry and 23 for the combination industry. It should be noted that a number of problems with the data collection exist. In many instances, the States did not collect the data and had to rely on the utility companies to furnish the data. In some instances, the participating States were not able to collect data from all of the energy companies within the State. These problems limit the policy analysis that is possible.

The following data is a summary of data from Appendix A.

Table 1
State Summary Results

Measure	Electric Industry	Gas Industry	Combination Utilities	Total
Number of Residential Customers 10/1/07	43,434,409	25,905,106	24,831,827	94,171,342
Number of Past Due Accounts 10/1/07	9,694,829	4,960,038	4,919,698	19,574,565
Number of Residential Customers 5/1/08	42,903,447	26,012,300	24,315,361	93,231,108
Number of Past Due Accounts 5/1/08	9,433,280	5,407,460	5,163,547	20,004,287
Dollars in Debt – 10/1/07	\$1,570,061,654	\$1,295,915,444	\$1,254,561,308	\$4,120,538,406
Dollars in Debt – 5/1/08	\$1,483,305,562	\$1,958,785,239	\$1,615,908,942	\$5,057,999,743
Terminations – 2007	2,071,143	1,314,992	987,264	4,373,399
Reconnections – 2007	1,391,269	584,195	657,838	2,633,302
Billings – 2007	\$41,190,946,595	\$21,355,892,598	\$22,240,976,374	\$84,787,815,567
Gross Write-Offs – 2007	\$529,837,579	\$938,296,739	\$1,274,822,310	\$2,742,956,628
Number of LIHEAP Cash Grants	1,103,194	1,241,012	425,317	2,769,523
Number of LIHEAP CRISIS Grants	190,540	218,978	57,704	467,222
LIHEAP Terminations	91,414	55,529	38,186	185,129
LIHEAP Reconnections	55,374	30,399	21,874	107,647

Table 2
State Calculated Variable Results

Measure	Electric Industry	Gas Industry	Combo Industry
Percent of Overdue Accts – 10/1/07	22.32%	19.15%	19.81%
Percent of Overdue Accts – 5/1/08	21.99%	20.79%	21.24%
Percent of Billings in Debt – 2007	3.8%	6.1%	5.6%
Average Arrearage 10/1/07	\$161.95	\$261.27	\$255.01
Average Arrearage 5/1/08	\$157.24	\$362.24	\$312.95
Gross Write-offs – 2007	1.3%	4.4%	5.7%
Termination Rate – 2007	4.8%	5.1%	4.0%
Reconnections as a % of Terminations	67.17%	44.43%	66.63%
LIHEAP Reconnections as a % of LIHEAP Terminations	60.57%	54.74%	57.28%
LIHEAP Cash Grants as a % of Residential Accounts – 5/1/08	2.57%	4.77%	1.75%

Comparisons of National Data From Past Surveys: 2002, 2005, 2006, 2008

Below are the definitions of the calculated variables shown in the table above. The data is also presented where possible from past surveys submitted by States who keep accurate statistics. Where comparative data appear to be adequate, time series comparisons have been made comparing relevant data, revealing a number of trends. The lack of accurate data has at times limited the number of comparisons possible.

Percent of Overdue Accounts

The percentage of customers in debt is calculated by dividing the number of customers in debt by the total number of residential customers. The data reflects both the difficulty of consumers paying utility bills and the subsequent effects on companies. Consumers with unpaid bills can face terminations, while companies with a high percentage of its residential customers in debt will experience diminished cash flow.

Industry	4/1/2002	3/31/2004	5/1/2006	5/1/2008
Electric	21.48	16.25	19.81	22.0
Gas	18.85	23.88	22.79	20.8
Combo	24.73	15.96	16.69	21.2

Percentage of Billings in Debt

The percentage of billings in debt is calculated by dividing the total annual billings by the total monthly average dollars in debt. This calculated variable provides another way to measure the extent of customer debt -- the higher the percentage, the greater the potential collections risk. The most recent survey presents accurate data for the first time.

Industry	2007
Electric	3.8
Gas	6.1
Combo	5.6

Average Arrearage

Average arrearage is calculated by dividing the total dollars in debt by the number of customers in debt. Larger average arrearages may take more time for customers to pay off and, as such, pose more of an uncollectible risk than smaller arrearages.

Industry	4/1/2002	3/31/2004	5/1/2006	5/1/2008
Electric	\$116.86	\$245.22	\$192.88	\$157.24
Gas	\$411.82	\$161.60	\$514.13	\$362.24
Combo	\$94.42	\$181.14	\$264.34	\$312.95

Gross Write-offs Ratio

The gross residential write-off ratio is the percentage of billings written off as uncollectible. The percentage of residential billings written off as uncollectible is the most commonly used long-term measure of collections system performance. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential billings. This measure offers an equitable basis for comparison.

Industry	2005	2007
Electric	0.013	0.013
Gas	0.026	0.044
Combo	0.011	0.057

Termination Rate

The termination rate is calculated by dividing the number of terminations by the number of customers. This measure indicates the result of nonpayment on consumers and the subsequent loss of service.

Industry	2001	2002	2004	2005	2007
Electric	0.048	0.047	0.050	0.049	0.048
Gas	0.025	0.032	0.045	0.050	0.051
Combo	0.031	0.038	0.037	0.050	0.040

Reconnections as a Percent of Terminations

Reconnections as a percent of terminations is calculated by dividing the number of reconnections by the number of terminations. This measure reflects the degree that consumers are successful in their attempts to restore service.

Industry	2005	2007
Electric	67.91	67.17
Gas	51.89	44.43
Combo	73.32	66.63

LIHEAP Reconnections as a Percent of LIHEAP Terminations

LIHEAP reconnections as a percent of LIHEAP terminations is calculated by dividing the number LIHEAP reconnections by the number of LIHEAP terminations.

Industry	2005	2007
Electric	54.41	60.57
Gas	N/A	54.74
Combo	69.53	57.28

Subcommittee Report Conclusions and Recommendations

The Subcommittee remains convinced that it is critical to continue the effort to gather national residential collections data. The justifications initially developed to allow the Resolution to be endorsed by NARUC in 2005 are just as solid today as they were then. In fact, the justifications will likely grow stronger as utility costs continue to rise and consumers' ability-to-pay problems worsen. The past three surveys were an administrative challenge and took significant resources. However, experience with these surveys has led to a better understanding of what it will take to overcome these challenges for future surveys. The major change that needs to be made by NARUC members is to begin a statewide effort to aggregate utility data using a uniform data dictionary where possible. Therefore, the Subcommittee recommends that:

1. NARUC continue its support for conducting surveys to gather comparable, periodic billing and arrearage data for residential energy utility customers;
2. The Staff Subcommittee on Consumer Affairs and interested stakeholders continue work on a data dictionary of terms used in the survey to aid respondents in collecting uniform data;
3. NARUC urge each State commission or energy office to participate in future surveys;
4. The Staff Subcommittee on Consumer Affairs and interested stakeholders develop a strategy for how to use the data effectively to support State and federal low-income energy assistance programs and document the impact affordability of essential natural gas and electric service has on customers; and
5. The Staff Subcommittee on Consumer Affairs and interested stakeholders evaluate the survey instrument periodically and consider recommendations on how to improve data collection.

Appendix A

Aggregate Statistics Across Surveys

Number of Residential Accounts (In Millions)

Date/Utility	Electric	Gas	Combination
10/1/2001	32.02	18.12	10.86
4/1/2002	32.16	18.51	10.56
3/31/2004	24.99	15.80	14.77
10/1/2005	31.33	22.76	25.89
5/1/2006	30.62	22.49	25.68
10/1/2007	43.43	25.91	24.83
5/1/2008	42.90	26.01	24.32

Number of Residential Accounts Past Due (In Millions)

Date/Utility	Electric	Gas	Combination
10/1/2001	4.25	1.88	2.07
4/1/2002	4.10	1.20	1.98
3/31/2004	4.06	3.77	1.96
10/1/2005	4.78	4.19	3.14
5/1/2006	4.72	4.53	3.58
10/1/2007	9.69	4.96	4.92
5/1/2008	9.43	5.41	5.16

Dollars in Debt (In Millions)

Date/Utility	Electric	Gas	Combination
10/1/2001	546.8	506.3	316.3
4/1/2002	545.7	565.2	286.2
3/31/2004	995.9	609.7	587.3
10/1/2005	904.6	1024.7	623.1
5/1/2006	936.5	1,457.9	1,015.9
10/1/2007	1,570.1	1,295.9	1,254.6
5/1/2008	1,483.3	1,958.8	1,615.9

Number of Terminations (In Millions)

Date/Utility	Electric	Gas	Combination
2001	1.46	0.45	0.33
2002	1.46	0.59	0.40
2004	1.25	0.70	0.60
2005	1.40	1.10	0.93
2007	2.07	1.31	0.99

Total Residential Billings (In Billions of Dollars)

Date/Utility	Electric	Gas	Combination
2005	23.39	16.21	20.87
2007	41.19	21.36	22.24

Gross Write-Offs (In Millions of Dollars)

Date/Utility	Electric	Gas	Combination
2005	321.1	897.3	258.9
2007	529.8	938.3	1,274.8

Number of Reconnections (In Millions)

Date/Utility	Electric	Gas	Combination
2005	0.80	0.38	0.41
2007	1.39	0.58	0.66

Appendix B

Survey Responses – Raw Data

Electric, Gas and Combo Industries

Electric Utilities

Number of Residential Accounts - Electric

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Alabama	1,136,076	1,143,363					
Alaska	230,000	233,000		246,000			
Arkansas				1,010,837	1,015,085	994,536	996,812
California	3,920,776	3,943,344	3,970,000	4,061,285	4,107,625	4,200,000	3,900,000
Colorado			78,021	79,138	79,138	342,180	343,533
Connecticut	1,326,430	1,327,840	1,351,574	1,370,386	1,375,226	291,404	292,038
Delaware			61,549	66,276	67,972		
District Of Columbia						214,005	216,379
Florida	858,043	869,665	4,619,840				
Georgia	1,808,156	1,829,519		1,820,986	1,844,366	2,020,476	2,035,118
Hawaii						431,188	425,587
Idaho	365,441	369,612		415,285	424,501	440,387	443,597
Illinois	3,229,491	3,250,967	3,550,035			4,038,479	4,194,047
Indiana			414,345				
Iowa				951,838	959,274	970,129	973,150
Kansas				768,961	775,566	871,783	875,280
Maine	641,508		635,558	673,517		691,928	
Maryland						861,076	860,893
Massachusetts						1,328,681	1,291,546
Michigan	3,888,421	3,918,572		2,267,905	2,271,015	3,742,029	3,746,097
Missouri			1,820,323	351,074	351,074		
Montana						18,292	18,309
Nevada							722,000
New Hampshire				510,402	508,003	518,415	515,898
New Jersey	1,948,063	2,068,370		1,476,616	1,486,969	1,503,317	1,507,418
New Mexico						734,069	738,633
North Carolina	2,422,410	2,452,486		2,549,838	2,573,291	2,778,897	2,900,488
North Dakota				45,012	45,503		
Ohio	3,076,632	3,541,372	3,648,142	3,668,433	3,685,853	3,690,176	3,708,055
Oklahoma				1,052,163	1,031,813	1,113,439	1,117,404
Oregon	1,080,892	1,085,680		1,143,284	1,158,483	1,305,233	1,314,500
Pennsylvania	4,750,908	4,772,732	4,844,680	4,864,508	4,896,970	4,915,209	4,942,224
Rhode Island				421,091	423,289		
South Carolina						586,920	591,406
South Dakota	172,352	173,069				175,103	
Tennessee	39,803	39,863		40,192	40,302		
Utah				648,568	660,711	684,058	689,868
Virginia						3,011,721	3,047,277
Washington	354,154	357,176				101,244	101,283
West Virginia	775,407	780,662		830,209	835,275	860,035	863,057
TOTAL	32,024,963	32,157,292	24,994,067	31,333,804	30,617,304	43,434,409	42,903,447

Number of Residential Accounts Past Due - Electric

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Arkansas				185,419	172,708	179,358	172,002
California	1,432,677	1,422,410	612,691	893,716	768,708	705,774	680,679
Colorado			25,040	14,619	13,033	87,591	85,634
Connecticut	292,125	289,773	304,835	365,132	583,173	77,205	75,492
Delaware			6,719	6,805	5,152		
District Of Columbia						51,762	50,059
Florida	101,091	89,674	416,193				
Georgia	444,541	325,319				493,140	406,693
Hawaii						36,509	41,117
Idaho	49,439	54,461		80,207	82,402	86,587	86,228
Illinois			683,196			1,989,558	2,217,648
Indiana			90,427				
Iowa				122,647	119,023	121,899	119,425
Kansas				124,220	119,076	124,190	117,545
Maine	110,308		118,073	120,124		141,194	
Maryland						219,260	222,359
Massachusetts						358,930	365,525
Michigan				409,071	391,946	644,410	634,481
Missouri			409,637				
Nevada						205,029	
New Hampshire						16,074	16,285
New Jersey						340,340	314,423
New Mexico							
North Carolina						513,707	667,401
Ohio	206,177	279,121	418,831	325,402	313,776	303,286	275,338
Oklahoma				343,657	312,030	251,028	238,211
Oregon	334,405	350,285		312,849	320,376	324,124	332,108
Pennsylvania	953,057	971,248	975,779	846,973	891,050	926,827	937,973
Rhode Island				101,037	110,494		
South Carolina						122,956	129,050
South Dakota	41,332	43,013					
Tennessee	8,541	7,151		8,647	9,094		
Utah				158,158	138,573	176,395	151,318
Virginia						425,279	325,648
Washington	61,211	62,857				22,160	24,643
West Virginia	212,895	205,615		368,944	366,662	286,293	283,639
TOTAL	4,247,799	4,100,927	4,061,421	4,787,627	4,717,276	9,694,829	9,433,280

Dollars in Debt - Electric

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Arkansas				\$28,950,233	\$21,598,374	\$27,904,574	\$21,234,786
California			\$98,900,000	\$147,063,793	\$105,334,114	\$120,850,452	\$82,974,505
Colorado			\$1,371,145	\$1,962,433	\$1,816,261	\$11,848,308	\$11,876,318
Connecticut	\$42,786,060	\$48,679,027	\$89,615,492	\$103,666,083	\$122,052,558	\$34,220,839	\$32,925,115
Delaware			\$969,716	\$1,467,051	\$1,256,765		
District Of Columbia						\$9,114,000	\$9,355,000
Florida	\$8,936,557	\$6,842,410	\$43,895,061				
Georgia	\$47,966,247	\$24,571,308					
Hawaii						\$5,856,712	\$5,770,062
Idaho	\$5,920,531	\$7,084,048		\$4,914,913	\$6,287,112	\$5,518,434	\$7,049,133
Illinois			\$68,298,394			\$158,157,554	\$155,780,370
Indiana			\$10,580,617				
Iowa				\$15,414,845	\$13,608,460	\$14,823,383	\$12,191,667
Kansas				\$29,342,441	\$13,465,639	\$16,285,069	\$13,521,856
Maine	\$13,443,213		\$27,348,120	\$21,204,116		\$36,571,573	
Maryland						\$47,891,109	\$54,962,261
Massachusetts						\$89,666,525	\$131,755,316
Michigan				\$123,266,550	\$126,053,245	\$99,236,474	\$89,427,663
Missouri			\$40,335,454				
Montana						\$289,959	\$234,338
Nevada						\$53,000,000	
New Hampshire				\$16,270,761	\$22,258,942	19,102,366	25,188,745
New Jersey	\$72,363,982	\$66,452,068				\$94,112,047	\$72,659,210
New Mexico						\$8,946,630	\$10,435,681
North Carolina					\$64,574,557	\$87,420,283	\$76,154,014
Ohio	\$25,199,729	\$46,640,079	\$332,160,000	\$55,080,318	\$57,393,166	\$53,760,365	\$61,679,971
Oklahoma				\$36,716,843		\$22,014,743	\$13,634,906
Oregon	\$22,585,189	\$39,515,525		\$23,565,068	\$28,561,196	\$25,164,551	\$38,801,429
Pennsylvania	\$277,395,562	\$269,276,902	\$282,453,613	\$235,491,267	\$287,464,990	\$366,636,866	\$400,750,170
Rhode Island				\$18,791,565	\$25,349,971		
South Carolina						\$19,358,324	\$18,951,396
South Dakota	\$5,007,267	\$4,938,333					
Tennessee	\$548,822	\$675,664		\$700,875	\$882,638		
Utah				\$14,944,550	\$10,488,012	\$21,252,211	\$14,299,917
Virginia						\$94,064,793	\$88,955,172
Washington	\$6,662,435	\$11,375,914				\$2,497,764	\$4,115,706
West Virginia	\$18,000,100	\$19,620,364		\$25,756,632	\$28,071,651	\$23,156,180	\$26,707,730
Wyoming						\$1,339,566	\$1,506,197
TOTAL	\$546,815,694	\$545,671,642	\$995,927,612	\$904,570,337	\$936,517,651	\$1,570,061,654	\$1,483,305,562

Number of Terminations - Electric

State	4/1/00-3/31/01	4/1/01-3/31/02	2003	4/1/03-3/31/04	2005	2007
Arkansas					111,816	136,006
California	381,772	358,401	292,352	216,651	314,469	255,184
Colorado			3,941	3,541	3,944	12,943
Connecticut	35,170	33,821	38,174	39,813	24,362	30,572
Delaware			3,561	3,526	4,054	
District Of Columbia						5,812
Florida	118,795	144,651	519,810	497,857		
Georgia	224,977	247,482				
Hawaii						12,379
Idaho	15,284	17,439			18,539	23,182
Illinois	121,764	58,412	69,064	70,593		17,421
Indiana			43,490	43,396		
Iowa					30,651	33,936
Kansas					45,605	44,898
Maine	18,776	18,118	20,485	20,410	22,275	24,215
Maryland						32,597
Massachusetts						53,124
Michigan	97,383	78,027			75,483	81,824
Missouri			114,843	117,052	9,678	
Nevada						88,961
New Hampshire						24,064
New Jersey	6,944	19,468			19,403	22,182
New Mexico						20,411
North Carolina	217,832	217,492			161,917	253,977
North Dakota					415	
Ohio	93,546	117,244	156,362	158,135	172,098	234,918
Oklahoma					134,410	156,755
Oregon	32,396	37,679			48,554	76,207
Pennsylvania	61,860	69,213	80,378	79,379	143,780	158,006
Rhode Island					7,003	
South Carolina						71,298
South Dakota	5,550	5,784				
Tennessee	1,054	1,700			1,798	
Utah					24,785	22,137
Virginia						140,430
Washington	10,515	18,223				6,078
West Virginia	18,931	20,200			22,235	29,607
Wyoming						2,019
TOTAL	1,462,549	1,463,354	1,342,460	1,250,353	1,397,274	2,071,143

**Total Residential Billings - Electric
(In Dollars)**

State	2005	2007
Arkansas	\$1,108,852,836	\$1,233,889,452
California	\$3,645,991,865	\$4,100,000,000
Colorado	\$62,291,296	\$874,543,537
Connecticut		\$483,846,964
Delaware	\$83,507,639	
District Of Columbia		\$216,874,773
Georgia	\$1,908,445,406	
Hawaii		\$480,456,438
Idaho	\$315,927,443	\$345,302,003
Illinois		\$3,114,686,950
Iowa	\$859,138,840	
Kansas	\$892,440,318	\$756,503,158
Maine	\$311,715,987	\$316,425,499
Massachusetts		\$1,535,637,504
Michigan	\$1,712,432,679	\$3,549,792,803
Montana		\$11,661,380
Nevada		\$1,102,400,000
New Hampshire	\$538,164,446	\$581,770,570
New Jersey		\$4,150,723,844
New Mexico		\$580,727,511
North Carolina	\$2,874,852,173	\$3,255,462,263
North Dakota	\$124,000,000	
Oklahoma	\$1,049,076,759	\$1,098,952,694
Oregon	\$942,535,858	\$1,278,185,188
Pennsylvania	\$5,411,389,566	6,018,316,547
Rhode Island	\$402,150,876	
South Carolina		\$702,541,943
Tennessee	\$36,945,669	
Utah	\$422,810,241	\$539,202,469
Virginia		\$3,903,234,371
Washington		\$97,150,398
West Virginia	\$688,268,620	\$779,367,331
Wyoming		\$83,291,005
TOTAL	\$23,390,938,517	\$41,190,946,595

**Gross Write-Offs – Electric
(In Dollars)**

State	2005	2007
Arkansas	\$16,931,111	\$46,739,317
California	\$11,000,000	\$18,100,000
Colorado	\$1,025,352	\$5,589,178
Connecticut	\$24,249,149	\$15,855,884
District Of Columbia		\$2,459,000
Hawaii		\$1,775,150
Idaho	\$2,533,510	\$3,224,023
Illinois		\$62,951,977
Kansas	\$4,891,761	\$9,754,625
Maine	\$6,298,804	\$5,005,019
Massachusetts		\$45,950,848
Michigan	\$35,161,848	\$22,008,889
Missouri	\$5,153,474	
Nevada		\$15,351,502
New Hampshire	\$3,088,280	\$5,625,789
New Jersey		\$45,580,722
New Mexico		\$5,493,930
North Carolina		\$24,255,847
Ohio	\$68,034,731	\$7,013,263
Oklahoma	\$9,790,262	\$12,276,279
Oregon	\$6,768,730	\$12,500,194
Pennsylvania	\$105,326,340	\$112,554,126
Rhode Island	\$7,263,000	
South Carolina		\$5,729,172
Tennessee	\$176,898	
Utah	\$5,019,343	\$4,333,897
Virginia		\$27,758,031
Washington		\$1,691,911
West Virginia	\$8,387,965	\$9,465,867
Wyoming		\$793,139
TOTAL	\$321,100,558	\$529,837,579

Number of Reconnections - Electric

State	2005	2007
Arkansas	73,962	103,784
California	261,009	209,093
Colorado	1,776	8,673
Connecticut	19,722	24,123
Delaware	2,423	
District Of Columbia		3,236
Hawaii		8,571
Idaho	13,315	17,681
Illinois		7,528
Iowa	21,466	23,144
Kansas	37,153	32,411
Maine	9,132	14,194
Maryland		23,005
Massachusetts		36,539
Michigan	32,282	19,311
Nevada		66,056
New Hampshire		17,673
New Jersey		11,152
New Mexico		12,383
North Carolina		167,189
North Dakota	390	
Ohio	105,388	153,291
Oklahoma	95,412	105,171
Oregon	14,336	49,350
Pennsylvania	93,436	111,966
Rhode Island	5,872	
South Carolina		53,954
Tennessee	1,075	
Utah	15,962	15,258
Virginia		82,963
Washington		3,020
West Virginia		9,393
Wyoming		1,157
TOTAL	798,239	1,391,269

Number of LIHEAP Terminations – Electric

State	2005	2007
Arkansas		1,283
California	4,784	6,357
Colorado	36	224
Idaho	1,204	13
Kansas	6,120	3,396
Massachusetts		7,135
Michigan	416	505
Missouri	154	
New Hampshire		7
New Jersey		1,991
New Mexico		956
Ohio	37,930	51,380
Oklahoma		12,280
Oregon		1,072
Tennessee	42	
Utah	1,667	597
Virginia		2,054
Washington		263
West Virginia		1,901
TOTAL	52,353	91,414

Number of LIHEAP Reconnections - Electric

State	2005	2007
Arkansas		927
California	3,177	2,630
Colorado		175
Connecticut	2,151	
Idaho	937	10
Kansas	3,782	2,476
Massachusetts		5,155
Michigan	397	
Missouri	14,515	
New Hampshire		4
New Jersey		1,805
New Mexico		508
Ohio	18,861	28,896
Oklahoma	4,128	9,826
Oregon		
Tennessee	39	
Utah	1,190	359
Virginia		1,064
Washington		117
West Virginia		1,422
TOTAL	49,177	55,374

Number of LIHEAP Cash Grants - Electric

State	2005	2007
Arkansas		25,703
California	11,304	49,188
Colorado	967	2,318
Connecticut	18,722	
Delaware	579	
District Of Columbia		8,387
Georgia		25,393
Hawaii		5,437
Idaho	11,366	11,599
Illinois		218,481
Indiana		39,948
Iowa	51,223	329
Kansas	12,508	15,697
Kentucky		56,120
Maine	39,965	22,023
Maryland		33,591
Massachusetts		3,375
Michigan	9,547	8,528
Minnesota		29,195
Missouri	8,268	
Nevada		7,707
New Hampshire	2,903	2,982
New Jersey		18,389
New Mexico		12,886
Ohio		65,426
Oklahoma	49,377	41,230
Oregon		38,113
Pennsylvania	96,823	77,039
South Dakota		3,536
Tennessee	1,071	
Utah	23,047	20,926
Virginia		46,710
Washington		48,926
West Virginia	20,185	33,018
Wyoming		1,944
TOTAL	357,855	1,103,194

Number of LIHEAP Crisis Grants - Electric

State	2005	2007
Arkansas		9,853
California	4,717	
Delaware	157	
District Of Columbia		2,083
Georgia		9,086
Hawaii		125
Idaho		217
Indiana		6,880
Iowa		302
Kentucky		29,530
Michigan	11,171	23,619
Minnesota		8,508
Missouri	1,558	
Nevada		1
New Hampshire	87	78
New Jersey		458
New Mexico		354
Ohio		34,996
Oklahoma	2,284	1,182
Oregon		2,738
Pennsylvania	46,372	25,083
South Dakota		115
Tennessee	141	
Utah	414	492
Virginia		11,965
Washington		9,160
West Virginia	8,432	13,715
TOTAL	75,333	190,540

Gas Utilities Number of Residential Accounts

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Alabama	503,809	527,875					
Alaska	104,000	108,000		120,000			
Arkansas				520,329	520,695	373,945	381,919
California	4,859,420	4,909,247	5,044,640	5,135,219	5,169,570		
Colorado			208,747	223,838	227,023	547,928	550,867
Connecticut	439,836	451,278	465,311	309,167	316,899	293,321	300,845
Delaware			24,687	27,672	30,038	32,833	35,132
District Of Columbia						153,044	140,701
Florida	284,025	296,935					
Georgia				949,104	985,358	1,395,126	1,447,109
Hawaii							
Idaho	199,331	207,628		241,366	252,917	261,273	273,320
Illinois	2,482,082	2,529,576	2,622,689			2,881,279	2,916,069
Indiana			760,059				
Iowa				807,024	819,976	825,410	831,220
Kansas						834,354	844,231
Maine	18,073		18,069	17,915		18,607	
Maryland						425,155	432,021
Massachusetts						1,038,858	1,104,285
Michigan	2,590,055	2,589,456		1,475,920	1,478,113	2,911,257	2,922,357
Missouri			1,266,962	1,092,767	1,092,767		
Montana						93,054	94,049
Nevada			539,796			616,883	621,359
New Hampshire				90,262	94,238	89,557	94,818
New Jersey	1,143,833	1,156,341		966,343	977,952	996,042	1,001,850
New Mexico				19,899	21,433	477,464	484,300
New York				1,978,148	1,517,791	1,469,786	1,506,612
North Carolina	780,558	828,632		902,088	959,008	981,523	1,014,175
North Dakota				10,382	10,467		
Ohio	1,931,041	2,064,088	3,020,085	2,739,065	2,770,857	2,742,930	2,761,329
Oklahoma				831,254	849,429	838,403	858,001
Oregon	546,529	569,713		678,349	695,383	680,165	678,923
Pennsylvania	1,482,874	1,494,888	1,530,131	2,001,428	2,029,735	2,045,869	2,069,647
Rhode Island				219,922	223,580		
South Carolina						112,995	116,579
South Dakota						164,254	
Tennessee	271,183	280,850	295,708	329,881	339,732	252,055	258,832
Utah				723,743	751,970	776,611	794,182
Virginia						986,715	992,134
Washington	166,480	175,539				247,890	252,754
West Virginia	312,900	318,659		346,067	353,279	340,520	347,817
TOTAL	18,116,029	18,508,705	15,796,884	22,757,152	22,488,210	25,905,106	26,012,300

Number of Residential Accounts Past Due - Gas

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Alabama	98,528	120,610					
Arkansas				169,091	217,485	60,915	85,226
California			1,733,163	1,757,169	1,577,684		
Colorado			20,534	6,621	11,974	65,515	74,399
Connecticut	120,456	137,239	151,675			46,216	57,753
Delaware			3,134	2,512	4,933	5,223	6,275
District Of Columbia						23,867	29,844
Florida	76,847	47,407					
Georgia				86,040	114,774	250,763	297,509
Idaho	2,661	22,000		25,518	33,885	28,436	33,854
Illinois			560,764			489,028	550,184
Indiana			141,906				
Iowa				97,526	101,669	97,565	103,993
Kansas						132,885	139,365
Maine			2,456	9,302		6,180	
Maryland						39,087	58,027
Massachusetts						545,015	533,167
Michigan	772,541			370,856	432,794	501,408	475,158
Missouri			209,802				
Montana						3,938	4,160
Nevada			121,129			73,904	78,320
New Hampshire				46,741	49,715	16,544	21,294
New Jersey						277,490	289,110
New Mexico				558	745	21,411	28,029
New York				198,571	210,668	235,795	222,332
North Carolina				105,613	250,245	299,818	397,208
Ohio	410,766	382,132	519,581	552,645	597,886	628,664	619,863
Oklahoma				83,662	119,288	198,875	204,801
Oregon	10,634	67,477		62,464	99,820	81,328	119,730
Pennsylvania	286,973	240,834	270,201	418,334	395,298	362,852	382,729
South Carolina						1,442	13,171
Tennessee	12,497	32,749	38,688	21,614	27,234	19,056	32,318
Utah				81,686	97,449	91,392	105,924
Virginia						107,916	127,307
Washington	3,611	18,610				40,196	54,077
West Virginia	85,585	135,089		94,101	184,862	95,761	158,925
TOTAL	1,881,099	1,204,147	3,773,033	4,190,624	4,528,408	4,960,038	5,407,460

Dollars in Debt - Gas

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Alabama	\$16,897,880	\$20,083,875					
Arkansas				\$7,163,520	\$17,643,046	\$3,187,699	\$15,679,938
California	\$19,713,352	\$35,725,206	\$52,280,444				
Colorado			\$941,626	\$1,616,493	\$5,167,968	\$6,945,070	\$14,337,055
Connecticut	\$40,592,259	\$67,407,900	\$97,348,423	\$28,465,969	\$50,835,153	\$42,790,868	\$80,206,940
Delaware			\$490,285	\$63,434	\$675,380	\$356,715	\$758,032
District Of Columbia						\$4,694,079	\$13,910,595
Florida	\$1,467,675	\$1,439,787					
Georgia				\$29,250,191	\$81,050,959	\$26,800,576	\$57,537,868
Idaho	\$206,210	\$3,717,232		\$819,620	\$4,722,876	\$901,017	\$3,525,269
Illinois			\$194,367,329			\$120,858,745	\$242,530,279
Indiana			\$38,755,087				
Iowa				\$5,917,693	\$6,239,650	\$4,099,853	\$18,320,579
Kansas						\$15,007,079	\$32,808,579
Maine			\$588,460	\$1,428,973		\$1,148,986	
Maryland						\$4,678,608	\$16,036,614
Massachusetts						\$110,372,575	\$209,842,254
Michigan				\$158,450,336	\$276,655,484	\$95,606,680	\$81,846,693
Missouri			\$37,307,910				
Montana						\$540,336	\$1,915,776
Nevada			\$13,315,358			\$3,052,117	\$5,799,604
New Hampshire				\$6,874,570	\$14,500,159	\$5,629,816	\$9,585,924
New Jersey	\$21,323,239	\$33,617,294				\$28,939,104	\$62,026,888
New Mexico				\$35,189	\$282,192	\$1,025,700	\$3,994,278
New York				\$65,187,827	\$89,081,453	\$80,248,375	\$99,192,465
North Carolina				\$75,370,668		\$7,897,252	\$27,563,386
Ohio	\$250,743,935	\$263,582,668	\$45,130,258	\$407,194,308	\$579,617,989	\$522,785,211	\$657,730,122
Oklahoma				\$9,282,955	\$20,284,277	\$12,209,362	\$23,306,013
Oregon	\$3,071,680	\$5,617,501		\$1,311,395	\$7,557,257	\$4,799,049	\$17,971,838
Pennsylvania	\$140,817,197	\$112,066,211	\$123,245,643	\$201,317,231	\$223,482,190	\$166,690,631	\$189,271,489
Rhode Island				\$9,856,439	\$21,697,395		
South Carolina						\$963,737	\$3,104,438
Tennessee	\$2,578,347	\$7,944,411	\$5,938,397	\$965,734	\$6,172,159	\$838,058	\$3,795,197
Utah				\$4,660,610	\$19,078,276	\$4,395,195	\$14,706,841
Virginia						\$9,086,551	\$27,803,412
Washington	\$376,397	\$2,037,629				\$1,489,133	\$5,116,425
West Virginia	\$8,513,173	\$11,995,401		\$9,448,251	\$33,134,090	\$7,810,261	\$20,436,514
Wyoming						\$67,006	\$264,635
TOTAL	\$506,301,344	\$565,235,115	\$609,709,220	\$1,024,681,406	\$1,457,877,954	\$1,295,915,444	\$1,958,785,239

Number of Terminations – Gas

State	4/1/00- 3/31/01	4/1/01- 3/31/02	2003	4/1/03- 3/31/04	2005	2007
Alabama	26,565	47,045				
Arkansas					63,032	48,813
California	87,973	100,176	51,732	51,378	154,145	
Colorado		11,598	8,134	8,472	9,006	16,432
Connecticut	10,961		14,179	14,647	9,970	24,926
Delaware			1,061	1,091	1,777	2,983
District Of Columbia						6,627
Florida	20,470	19,081				
Georgia					52,520	177,057
Idaho	6,953	10,746			12,022	12,910
Illinois	50,409	78,655	111,126	109,080		100,761
Indiana			64,218	67,380		
Iowa					14,690	17,020
Kansas						57,602
Maine	588	692	890	899	738	733
Maryland						20,201
Massachusetts						50,948
Michigan	65,190	60,138			65,063	89,221
Missouri			61,725	61,135	102,475	
Montana						803
Nevada			42,632	40,317		57,429
New Hampshire					3,100	3,088
New Jersey	13,993	19,732			20,202	20,316
New Mexico					1,224	8,053
New York					47,147	66,535
North Carolina	37,250	63,959				87,924
North Dakota					123	
Ohio	56,308	84,896	161,559	290,533	147,903	151,820
Oklahoma					168,156	94,763
Oregon	20,892	24,669			27,029	7,111
Pennsylvania	29,608	36,457	44,449	44,843	111,614	86,937
Rhode Island					15,145	
South Carolina						9,075
Tennessee	14,877	16,774	21,206	14,135	16,484	11,546
Utah					35,874	18,645
Virginia						38,891
Washington	5,947	6,831				10,366
West Virginia		10,140			16,120	15,456
TOTAL	447,984	591,589	582,911	703,910	1,095,559	1,314,992

**Total Residential Billings - Gas
(In Dollars)**

State	2005	2007
Arkansas	\$413,835,843	\$292,309,567
California	\$2,787,130,447	
Colorado	\$250,301,546	\$1,021,501,493
Connecticut	\$470,196,031	\$452,710,654
Delaware	\$32,436,000	\$38,530,000
District Of Columbia		\$145,688,706
Georgia	\$665,892,975	\$1,498,093,075
Idaho	\$147,768,128	\$211,650,188
Illinois		\$2,871,234,129
Iowa	\$793,968,081	
Kansas		\$798,123,940
Maine	\$17,803,442	\$16,238,387
Massachusetts		\$1,510,566,708
Michigan	\$1,808,364,412	\$1,274,376,215
Montana		\$62,651,339
Nevada		\$421,438,719
New Hampshire		\$166,371,159
New Jersey		\$2,587,772,744
New Mexico	\$13,794,180	\$356,178,957
New York	\$3,017,310,532	\$208,730,838
North Carolina	\$1,056,092,261	\$854,205,467
North Dakota	\$45,000,000	
Oklahoma		\$680,263,751
Oregon	\$556,170,489	\$627,005,767
Pennsylvania	\$2,541,798,587	\$2,430,912,082
Rhode Island	\$282,351,550	
South Carolina		\$97,446,725
Tennessee	\$298,352,256	\$218,006,751
Utah	\$585,186,373	\$878,944,281
Virginia		\$953,031,736
Washington		\$206,341,158
West Virginia	\$423,398,848	\$453,065,298
Wyoming		\$22,502,764
TOTAL	\$16,207,171,981	\$21,355,892,598

**Gross Write-Offs - Gas
(In Dollars)**

State	2005	2007
Arkansas	\$7,184,749	\$3,728,115
California	\$11,497,918	
Colorado	\$1,480,519	\$4,756,828
Connecticut	\$13,703,092	\$36,024,276
Delaware	\$123,189	\$161,608
District Of Columbia		\$4,850,145
Georgia	\$18,379,406	\$13,740,002
Idaho	\$2,158,680	\$2,165,027
Illinois		\$105,421,477
Kansas		\$18,955,891
Maine	\$745,752	\$642,990
Massachusetts		\$67,917,359
Michigan	\$57,404,442	\$27,505,260
Missouri	\$12,661,641	
Montana		\$201,205
Nevada		\$3,807,904
New Hampshire	\$5,163,624	\$5,651,950
New Jersey		\$40,745,794
New Mexico	\$101,992	\$4,499,319
New York	\$70,569,051	\$48,185,293
North Carolina	\$21,803,321	\$28,209,280
Ohio	\$484,780,216	\$358,901,440
Oklahoma		\$14,198,859
Oregon	\$4,081,090	\$5,304,872
Pennsylvania	\$151,996,417	\$109,526,380
Rhode Island	\$11,037,948	
South Carolina		\$1,550,557
Tennessee	\$1,699,745	\$784,330
Utah	\$9,965,586	\$6,277,536
Virginia		\$9,478,100
Washington		\$1,949,476
West Virginia	\$10,800,745	\$13,155,466
TOTAL	\$897,339,123	\$938,296,739

Number of Reconnections - Gas

State	2005	2007
Arkansas	4,082	20,413
California	110,363	
Colorado	4,442	10,508
Connecticut		13,191
Delaware	1,405	
District Of Columbia		4,177
Georgia	15,772	
Idaho	5,534	7,308
Illinois		71,751
Iowa	9,247	8,196
Kansas		33,538
Maine	381	380
Maryland		12,635
Massachusetts		27,928
Michigan	27,244	9,329
Montana		683
Nevada		37,863
New Hampshire	1,484	1,465
New Jersey		10,211
New Mexico	482	3,869
North Carolina		40,906
North Dakota	104	
Ohio	96,865	97,927
Oklahoma		50,548
Oregon	12,797	
Pennsylvania	67,672	61,641
South Carolina		3,674
Tennessee	9,312	6,536
Utah	4,527	11,618
Virginia		30,153
Washington		6,170
West Virginia		1,577
TOTAL	376,851	584,195

Number of LIHEAP Terminations - Gas

State	2005	2007
California	4,423	
Colorado	742	1,000
District Of Columbia		2,218
Georgia	1,577	1,216
Idaho	1,501	1,259
Illinois		19,621
Kansas		4,485
Massachusetts		9,812
Michigan	3,487	665
Missouri	11,874	
New Hampshire	916	183
New Jersey		752
New Mexico		762
Ohio	16,930	9,033
Oregon		1,547
Rhode Island	3,249	
Tennessee	229	149
Utah	2,965	2,091
Virginia		423
Washington		70
West Virginia		243
TOTAL	47,893	55,529

Number of LIHEAP Reconnections - Gas

State	2005	2007
California	2,598	
Colorado	478	604
District Of Columbia		1,723
Georgia	467	493
Idaho	746	513
Illinois		15,044
Kansas		2,827
Massachusetts		5,576
Michigan	1,341	
Missouri	18,304	
New Hampshire	59	95
New Jersey		709
New Mexico		591
Ohio	33,403	
Oregon		498
Tennessee	141	101
Utah	1,190	1,387
Virginia		
Washington		33
West Virginia		205
TOTAL	58,439	30,399

Number of LIHEAP Cash Grants - Gas

State	2005-06 Winter	2007-08 Winter
Arkansas		30,412
California	9,041	
Colorado	14,731	25,948
Delaware	1,150	913
District Of Columbia		10,972
Georgia	18,145	26,991
Idaho	8,774	9,215
Illinois		141,413
Indiana		95,954
Iowa	66,603	258
Kansas		29,049
Kentucky		21,862
Maryland		41,325
Massachusetts		42,705
Michigan	17,375	59,854
Minnesota		42,359
Missouri	48,033	
Montana		1,132
Nevada		5,874
New Hampshire	7,114	7,596
New Jersey		105,082
New Mexico		9,430
Ohio		229,023
Oklahoma	155,586	31,835
Oregon		11,772
Pennsylvania	194,821	167,996
South Dakota		7,907
Tennessee	1,125	
Utah	22,656	22,372
Virginia		12,295
Washington		12,499
West Virginia	11,606	15,376
Wyoming		8,422
TOTAL	576,760	1,241,012

Number of LIHEAP Crisis Grants - Gas

State	2005-06 Winter	2007-08 Winter
Delaware	350	62
Georgia	18,145	6,528
Idaho		192
Illinois		10,828
Indiana		40,438
Iowa		701
Kentucky		12,854
Michigan	17,785	2,775
Minnesota		7,026
Missouri	6,566	
New Hampshire	214	47
New Jersey		8,853
New Mexico	995	158
Ohio		74,210
Oklahoma	14,424	2,307
Oregon		542
Pennsylvania	47,458	42,530
South Dakota		379
Tennessee	1,108	
Utah	1,026	682
Virginia		1,441
Washington		2,489
West Virginia	7,670	3,936
TOTAL	115,741	218,978

Combination Utilities

Number of Residential Accounts

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
California	5,851,035	5,983,892	5,547,584	5,982,963	5,750,530	6,566,018	6,732,280
Colorado			1,334,702	1,635,948	1,644,522	883,650	886,168
Delaware			361,548	368,249	371,723	274,443	274,935
Idaho	97,458	99,159		109,309	110,124	114,175	115,302
Illinois	1,341,870	1,332,992	1,833,804			1,275,741	1,272,644
Indiana			75,555				
Iowa	1,317,983	1,336,663	1,397,986				
Kansas				92,357	95,121		
Maryland						1,701,135	1,710,990
Massachusetts						1,224,997	1,243,713
Michigan				2,611,722	2,635,246		
Missouri				1,404,804	1,404,804		
Montana			270,340	505,527	511,398	13,136	13,197
Nevada			876,564	434,456	438,394	450,000	453,000
New Jersey	1,193,613	1,214,144		2,057,640	2,069,114	2,090,064	2,093,570
New Mexico				808,182	869,602		
New York				6,235,050	6,106,912	6,377,836	6,402,607
North Dakota				25,904	26,306		
Ohio	1,058,396	588,860	595,519	598,820	602,464	610,654	610,514
South Carolina						835,211	844,921
Washington				216,773	219,594	1,822,958	1,843,336
Wisconsin			2,477,224	2,799,154	2,820,173	440,359	442,834
TOTAL	10,860,355	10,555,710	14,770,826	25,886,858	25,676,027	24,831,827	24,315,361

Number of Residential Accounts Past Due - Combo

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
California	1,751,851	1,778,474	1,014,225	1,179,595	1,410,967	1,189,099	1,318,479
Colorado			316,427	294,550	301,919	307,366	309,537
Delaware			26,564	30,663	29,655	38,004	38,351
Idaho	20,165	25,676			25,361	13,827	16,520
Illinois			274,053			432,129	426,872
Indiana			13,431				
Iowa	165,871	138,155	152,709				
Kansas				22,156	29,186		
Maryland						148,208	128,726
Massachusetts						263,682	271,734
Michigan				570,357	543,296	143,770	198,659
Montana			96,740	59,225	67,070		
Nevada			22,751	15,328	22,579	54,089	
New Jersey						243,515	266,383
New Mexico				14,067	11,595	58,350	67,506
New York				574,826	686,924	726,218	733,750
Ohio	137,112	38,429	45,459	37,501	50,664	62,662	62,027
South Carolina						64,522	64,180
Washington					57,696	306,986	384,795
Wisconsin				338,195	346,786	64,075	63,531
Wyoming						32,507	31,756
TOTAL	2,074,999	1,980,734	1,962,359	3,136,463	3,583,698	4,919,698	5,163,547

Dollars in Debt - Combo

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
California	\$157,271,022	\$162,847,015	\$161,331,248	\$97,869,708	\$199,694,288	168,568,280	202,645,313
Colorado			\$76,920,579	\$58,490,426	\$82,437,349	\$77,941,541	\$104,364,415
Delaware			\$10,869,000	\$18,149,588	\$22,676,419	\$16,650,000	\$20,674,000
Idaho	\$1,493,492	\$3,771,454		\$1,100,099	\$3,489,448	\$1,112,142	\$2,807,482
Illinois			\$45,729,209			\$83,269,564	\$98,000,229
Indiana			\$5,963,237				
Iowa	\$22,690,441	\$7,081,439	\$26,960,258				
Kansas				\$1,623,236	\$3,244,159	\$697,051	\$1,192,379
Maryland						\$62,128,974	\$85,220,469
Massachusetts						\$86,407,696	\$114,691,251
Michigan				\$49,429,003	\$83,904,204	\$87,257,277	\$196,015,634
Montana			\$9,048,600	\$10,304,433	\$15,604,263		
Nevada			\$2,673,340	\$663,285	\$1,075,995	\$7,500,000	
New Jersey	\$84,664,000	\$99,173,000				\$153,400,000	\$193,197,000
New Mexico				\$1,009,049	\$731,596	\$6,832,710	\$14,467,497
New York				\$159,573,985	\$343,229,088	\$420,517,337	\$444,686,693
Ohio	\$50,203,596	\$13,311,546	\$15,965,171	\$10,422,840	\$16,682,315	\$23,462,029	\$30,418,754
South Carolina						\$15,106,070	\$13,101,446
Washington				\$2,690,275	\$9,675,883	\$29,348,756	\$68,660,093
Wisconsin			\$231,818,455	\$211,800,000	\$233,400,000	\$14,361,881	\$23,761,663
TOTAL	\$316,322,551	\$286,184,454	\$587,279,097	\$623,125,927	\$1,015,845,007	\$1,254,561,308	\$1,615,908,942

Number of Terminations - Combo

State	4/1/00-3/31/01	4/1/01-3/31/02	2003	4/1/03-3/31/04	2005	2007
California	120,104	139,364	110,941	145,542	235,160	246,029
Colorado			42,385	43,955	32,147	30,804
Delaware			8,683	8,594	7,679	14,769
Idaho	3,086	3,904			4,698	6,478
Illinois	58,873	79,449	99,284	90,072		15,877
Indiana			52,436			
Iowa	36,234	41,642	48,639	47,988		
Kansas					5,399	
Maryland						22,898
Massachusetts						19,950
Michigan					110,398	
Missouri			2,227	2,150	38,080	
Montana				4,302	7,988	
Nevada			74,424	87,370	32,006	24,587
New Jersey	78,008	85,605			118,873	153,399
New Mexico					54,967	25,089
New York					222,759	193,346
North Dakota					812	
Ohio	35,464	47,371	40,259	33,277	49,550	39,656
Rhode Island						30,144
South Carolina						93,051
South Dakota	1,328	991				
Washington					12,041	59,747
West Virginia						
Wisconsin				78,527		11,000
Wyoming						440
TOTAL	333,097	398,326	479,278	596,724	932,557	987,264

**Total Residential Billings - Combo
(In Dollars)**

State	2005	2007
California	\$7,255,941,227	\$8,361,842,331
Colorado	\$1,646,329,262	
Delaware	\$386,483,395	\$533,137,224
Idaho	\$118,859,381	\$136,150,491
Illinois		\$935,681,199
Kansas	\$77,183,536	
Massachusetts		\$1,414,639,435
Michigan	\$2,763,434,268	\$2,790,559,397
Nevada	\$239,599,317	\$448,500,000
New Jersey		\$3,216,691,546
New Mexico	\$529,866,706	
New York	\$7,598,022,260	\$705,784,643
South Carolina		\$789,110,643
Washington	\$255,928,603	\$2,298,332,893
Wisconsin		\$610,546,572
TOTAL	\$20,871,647,956	\$22,240,976,374

**Gross Write-Offs - Combo
(In Dollars)**

State	2005	2007
California	\$27,585,514	\$59,633,972
Colorado	\$19,665,527	\$20,939,182
Delaware	\$6,903,163	\$8,891,000
Idaho	\$1,074,631	\$1,096,675
Illinois		\$21,194,081
Kansas	\$1,119,000	
Massachusetts		\$35,834,703
Michigan	\$23,695,034	\$109,705,840
Missouri	\$13,161,764	
Nevada	\$1,500,000	\$3,232,409
New Jersey		\$63,269,600
New Mexico	\$5,842,362	
New York	\$133,470,249	\$143,135,261
North Dakota	\$59,635	
Ohio	\$22,844,011	\$2,513,404
South Carolina		\$3,231,289
Washington	\$1,988,734	\$308,852,185
Wisconsin		\$7,460,348
Wyoming		\$485,832,361
TOTAL	\$258,909,624	\$1,274,822,310

Number of Reconnections - Combo

State	2005	2007
California	198,965	195,582
Colorado	25,500	22,488
Delaware	7,478	6,056
Idaho	3,983	4,237
Illinois		5,504
Kansas	1,809	
Maryland		16,509
Massachusetts		15,681
Michigan	71,727	80,282
Montana	2,981	
Nevada	27,883	23,510
New Jersey		98,268
New Mexico	23,501	15,205
North Dakota	765	
Ohio	29,815	23,677
Rhode Island		21,527
South Carolina		72,514
Washington	10,949	45,898
Wisconsin		10,900
TOTAL	405,356	657,838

Number of LIHEAP Terminations - Combo

State/Date	2005	2007
California	1,431	1,586
Colorado		3,083
Delaware	118	763
Idaho	712	824
Maryland		518
Massachusetts		4,741
Missouri	401	
Montana	923	
New Jersey		11,198
New Mexico	3,834	2,346
Ohio	6,532	5,313
Washington	1,328	7,814
TOTAL	15,279	38,186

Number of LIHEAP Reconnections - Combo

State/Date	2005	2007
California	1,250	
Colorado		2,314
Delaware	110	375
Idaho	649	717
Massachusetts		2,823
Missouri	22,076	
Montana	421	
New Jersey		10,354
New Mexico	2,836	2,076
Ohio	3,826	3,215
Washington	1,253	
TOTAL	32,421	21,874

LIHEAP Cash Grants - Combo

State/Date	2005-06 Winter	2007-08 Winter
California		81,929
Colorado	64,871	37,697
Delaware	5,685	7,309
Idaho	4,913	5,199
Illinois		76,208
Iowa		953
Massachusetts		17,556
Michigan	81,076	
Minnesota		53,610
Missouri	25,145	
Montana	10,048	
Nevada	6,119	5,262
New Mexico	35,539	17,054
Ohio		27,825
Utah		6,989
Washington	15,420	
Wisconsin		23,546
TOTAL	248,816	425,317

LIHEAP Crisis Grants - Combo

State	2005-06 Winter	2007-08 Winter
California		3,562
Delaware	1,751	295
Idaho		177
Illinois		3,801
Iowa		2,618
Michigan	74,971	
Minnesota		17,559
Missouri	12,351	
Nevada	10	5
New Jersey		13,566
Ohio		12,551
Utah		426
Wisconsin		3,144
TOTAL	89,083	57,704

Appendix C

**Calculated Statistics: State-By-State,
Aggregate And Comparative**

Electric, Gas and Combo Industries

Electric Utilities

Percentage of Residential Accounts Past Due

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Arkansas				18.34	17.01	18.0	17.3
California	36.54	36.07	15.43	22.01	18.71	16.8	17.5
Colorado			32.09	18.47	16.47	25.6	24.9
Connecticut	22.02	21.82	22.55	26.64	42.41	26.5	25.9
Delaware			10.92	10.27	7.58		
District Of Columbia						24.2	23.1
Florida	11.78	10.31	9.01				
Georgia	24.59	17.78				24.4	20.0
Hawaii						8.5	9.7
Idaho	13.53	14.73		19.31	19.41	19.7	19.4
Illinois			19.24			49.3	52.9
Indiana			21.82				
Iowa				12.89	12.41	12.6	12.3
Kansas				16.15	15.35	14.3	13.4
Maine	17.20		18.58	17.84		20.4	
Maryland						25.5	25.8
Massachusetts						27.0	28.3
Michigan				18.04	17.26	17.2	16.9
Missouri			22.50				
New Hampshire						16.4	16.5
New Jersey						22.6	20.9
North Carolina						18.5	23.0
Ohio	6.70	7.88	11.48	8.87	8.51	8.2	7.4
Oklahoma				32.66	30.24	22.6	21.3
Oregon	30.94	32.26		27.36	27.65	24.8	25.3
Pennsylvania	20.06	20.35	20.14	17.41	18.20	18.9	19.0
Rhode Island				23.99	26.10		
South Carolina						21.0	21.8
South Dakota	23.98	24.85					
Tennessee	21.46	17.94		21.51	22.56		
Utah				24.39	20.97	25.8	21.9
Virginia						14.1	10.7
Washington	17.28	17.60				21.9	24.3
West Virginia	27.46	26.34		44.44	43.90	33.3	32.9
Weighted Average	22.16	21.48	16.25	19.67	19.81	22.3	22.0
Unweighted Average	21.04	20.66	18.53	21.14	21.46		
Median	21.46	19.14	18.53	18.89	18.71		

**Average Arrearage - Electric
(In Dollars)**

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Arkansas				\$156.13	\$125.06	\$155.58	\$123.46
California			\$161.42	\$164.55	\$137.03	\$171.23	\$121.90
Colorado			\$54.76	\$134.24	\$139.36	\$135.27	\$138.69
Connecticut	\$146.46	\$167.99	\$293.98	\$283.91	\$209.29	\$443.25	\$436.14
Delaware			\$144.32	\$215.58	\$243.94		
District Of Columbia						\$176.08	\$186.88
Florida	\$88.40	\$76.30	\$105.47				
Georgia	\$107.90	\$75.53					
Hawaii						\$160.42	\$140.33
Idaho	\$119.75	\$130.08		\$61.28	\$76.30	\$63.73	\$81.75
Illinois			\$99.97			\$79.49	\$70.25
Indiana			\$117.01				
Iowa				\$125.68	\$114.33	\$121.60	\$102.09
Kansas				\$236.21	\$113.08	\$131.13	\$115.04
Maine	\$121.87		\$231.62	\$176.52		\$259.02	
Maryland						\$218.42	\$247.18
Massachusetts						\$249.82	\$360.46
Michigan				\$301.33	\$321.61	\$154.00	\$140.95
Missouri			\$98.47				
Nevada						\$258.50	
New Hampshire						\$144.92	\$219.76
New Jersey						\$276.52	\$231.09
North Carolina						\$170.18	\$114.11
Ohio	\$122.22	\$167.10		\$169.27	\$182.91	\$177.26	\$224.02
Oklahoma				\$106.84		\$87.70	\$57.24
Oregon	\$67.54	\$112.81		\$75.32	\$89.15	\$77.64	\$116.83
Pennsylvania	\$291.06	\$277.25	\$289.46	\$278.04	\$322.61	\$395.58	\$427.25
Rhode Island				\$185.99	\$229.42		
South Carolina							\$146.85
South Dakota	\$121.15	\$114.81					
Tennessee	\$64.26	\$94.49		\$81.05	\$97.06		
Utah				\$94.49	\$75.69	\$120.48	\$94.50
Virginia						\$221.18	\$273.16
Washington	\$108.84	\$180.98				\$112.71	\$167.01
West Virginia	\$84.55	\$95.42		\$69.81	\$76.56	\$80.88	\$94.16
Weighted Average	\$111.69	\$116.86	\$245.22	\$185.54	\$192.88	\$161.95	\$157.24
Unweighted Average	\$120.33	\$135.70	\$159.65	\$162.01	\$159.59		
Median	\$114.30	\$114.81	\$130.67	\$160.34	\$131.04		

Percent of Billings in Debt – 2007 - Electric

State	2007
Arkansas	2.3
California	2.9
Colorado	1.4
Connecticut	7.1
District Of Columbia	4.2
Hawaii	1.2
Idaho	1.6
Illinois	5.1
Kansas	2.2
Maine	11.6
Massachusetts	5.8
Michigan	2.8
Nevada	4.8
New Hampshire	3.3
New Jersey	2.3
New Mexico	1.5
North Carolina	2.7
Oklahoma	2.0
Oregon	2.0
Pennsylvania	6.1
Utah	3.9
Virginia	2.4
Washington	2.6
West Virginia	3.0
Wyoming	1.6
Weighted Average	3.8
Unweighted Average	
Median	

Terminations as a Proportion of Total Residential Accounts - Electric

State	2001	2002	2004	2005	2007
Arkansas				0.111	0.137
California	0.097	0.091	0.055	0.077	0.061
Colorado			0.045	0.050	0.038
Connecticut	0.027	0.025	0.029	0.018	0.105
Delaware			0.057	0.061	
District Of Columbia					0.027
Florida	0.138	0.166	0.108		
Georgia	0.124	0.135			
Hawaii					0.029
Idaho	0.042	0.047		0.045	0.053
Illinois	0.038	0.018	0.020		0.004
Indiana			0.105		
Iowa				0.032	0.035
Kansas				0.059	0.052
Maine	0.029		0.032	0.033	0.035
Maryland					0.038
Massachusetts					0.040
Michigan	0.025	0.020		0.033	0.022
Missouri			0.064	0.028	
New Hampshire					0.046
New Jersey	0.004	0.009		0.013	0.015
New Mexico					0.028
North Carolina	0.090	0.089		0.064	0.091
North Dakota				0.009	
Ohio	0.030	0.033	0.043	0.047	0.064
Oklahoma				0.128	0.141
Oregon	0.030	0.035		0.042	0.058
Pennsylvania	0.013	0.015	0.016	0.030	0.032
Rhode Island				0.017	
South Carolina					0.121
South Dakota	0.032	0.033			
Tennessee	0.026	0.043		0.045	
Utah				0.038	0.032
Virginia					0.047
Washington	0.030	0.051			0.060
West Virginia	0.024	0.026		0.027	0.034
Weighted Average	0.048	0.047	0.050	0.049	0.048
Unweighted Average	0.047	0.052	0.052	0.046	
Median	0.030	0.034	0.045	0.040	

Gross Write-Offs as a Proportion of Residential Billings - Electric

State	2005	2007
Arkansas	0.015	0.038
California	0.003	0.004
Colorado	0.016	0.006
Connecticut		0.033
District Of Columbia		0.011
Hawaii		0.004
Idaho	0.008	0.009
Illinois		0.020
Kansas	0.005	0.013
Maine	0.020	0.016
Massachusetts		0.030
Michigan	0.021	0.006
Nevada		0.014
New Hampshire	0.006	0.010
New Jersey		0.011
New Mexico		0.009
North Carolina		0.007
Oklahoma	0.009	0.011
Oregon	0.007	0.010
Pennsylvania	0.019	0.019
Rhode Island	0.018	
South Carolina		0.008
Tennessee	0.005	
Utah	0.012	0.008
Virginia		0.007
Washington		0.017
West Virginia	0.012	0.012
Wyoming		0.010
Weighted Average	0.013	0.013
Unweighted Average	0.012	
Median	0.012	

Reconnections as a Percentage of Terminations - Electric

State	2005	2007
Arkansas	66.15	76.31
California	83.00	81.94
Colorado	45.03	67.01
Connecticut	80.95	78.91
Delaware	59.77	
District Of Columbia		55.68
Hawaii		69.24
Idaho	71.82	76.27
Illinois		43.21
Iowa	70.03	68.20
Kansas	81.47	72.19
Maine	41.00	58.62
Maryland		70.57
Massachusetts		68.78
Michigan	42.77	23.60
Nevada		74.25
New Hampshire		73.44
New Jersey		50.27
New Mexico		60.67
North Carolina		65.83
North Dakota	93.98	
Ohio	61.24	65.25
Oklahoma	70.99	67.09
Oregon	29.53	64.76
Pennsylvania	64.99	70.86
Rhode Island	83.85	
South Carolina		75.67
Tennessee	59.79	
Utah	64.40	68.93
Virginia		59.08
Washington		49.69
West Virginia		31.73
Wyoming		57.31
Weighted Average	67.91	67.17
Unweighted Average	65.04	
Median	65.57	

LIHEAP Reconnections as a Percentage of Terminations - Electric

State	2005	2007
Arkansas		72.25
California	66.41	41.37
Colorado		78.13
Idaho	77.82	76.92
Kansas	61.80	72.91
Massachusetts		72.25
Michigan	95.43	
New Hampshire		57.14
New Jersey		90.66
New Mexico		53.14
Ohio	49.73	56.24
Oklahoma		80.02
Oregon		
Tennessee	92.86	
Utah	71.39	60.13
Virginia		51.80
Washington		44.49
West Virginia		74.80
Weighted Average	54.41	60.57
Unweighted Average	73.63	
Mainedian	71.39	

**LIHEAP Cash Grants as a Percentage of
Total Residential Accounts - Electric**

State	5/1/2006	5/1/2008
Arkansas		2.58
California	0.28	1.26
Colorado	1.22	0.67
Connecticut	1.36	
Delaware	0.85	
District Of Columbia		3.88
Georgia		1.25
Hawaii		1.28
Idaho	2.68	2.61
Illinois		5.21
Iowa	5.34	0.03
Kansas	1.61	1.79
Maryland		3.90
Massachusetts		0.26
Michigan	0.42	0.23
Missouri	2.36	
Nevada		1.07
New Hampshire	0.57	0.58
New Jersey		1.22
New Mexico		1.74
Ohio		1.76
Oklahoma	4.79	3.69
Oregon		2.90
Pennsylvania	1.98	1.56
Tennessee	2.66	
Utah	3.49	3.03
Virginia		1.53
Washington		48.31
West Virginia	2.42	3.83
Weighted Average	1.95	2.57
Unweighted Average	2.13	
Median	1.98	

Gas Utilities

Percentage of Residential Accounts Past Due

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Alabama	19.56	22.85					
Arkansas				32.50	41.77	16.3	22.3
California			34.36	34.22	30.52		
Colorado			9.84	2.96	5.27	12.0	13.5
Connecticut	27.39	30.41	32.60			15.8	19.2
Delaware			12.69	9.08	16.42	15.9	17.9
District Of Columbia						15.6	21.2
Florida	27.06	15.97					
Georgia				9.07	11.65	18.0	20.6
Idaho	1.33	10.60		10.57	13.40	10.9	12.4
Illinois			21.38			17.0	18.9
Indiana			18.67				
Iowa				12.08	12.40	11.8	12.5
Kansas						15.9	16.5
Maine			13.59	51.92		33.2	
Maryland						9.2	13.4
Massachusetts						52.5	48.3
Michigan	29.83			25.13	29.28	17.2	16.3
Missouri			16.56				
Montana						4.2	4.4
Nevada			22.44			12.0	12.6
New Hampshire				51.78	52.75	18.5	22.5
New Jersey						27.9	28.9
New Mexico				2.80	3.48	4.5	5.8
New York				10.04	13.88	16.0	14.8
North Carolina				11.71	26.09	30.6	39.2
Ohio	21.27	18.51	17.20	20.18	21.58	22.9	22.5
Oklahoma				10.06	14.04	23.7	23.9
Oregon	1.95	11.84		9.21	14.35	12.0	17.6
Pennsylvania	19.35	16.11	17.66	20.90	19.48	17.7	18.5
South Carolina						1.3	11.3
Tennessee	4.61	11.66	13.08	6.55	8.02	7.6	12.5
Utah				11.29	12.96	11.8	13.3
Virginia						10.9	12.8
Washington	2.17	10.60				16.22	21.40
West Virginia	27.35	42.39		27.19	52.33	28.1	45.7
Wyoming						21.5	20.4
Weighted Average	21.55	18.85	23.88	20.91	22.79	19.2	20.8
Unweighted Average	16.53	19.09	19.17	18.46	21.04		
Median	19.56	16.04	17.43	11.50	14.35		

**Average Arrearage - Gas
(In Dollars)**

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
Alabama	\$171.50	\$166.52					
Arkansas				\$42.36	\$81.12	\$52.33	\$183.98
California			\$30.16				
Colorado			\$45.86	\$244.15	\$431.60	\$106.01	\$192.70
Connecticut	\$336.99		\$641.82			\$925.89	\$1,388.79
Delaware			\$156.44	\$25.25	\$136.91	\$68.30	\$120.80
District Of Columbia	\$491.17					\$196.68	\$466.11
Florida	\$19.10	\$30.37					
Georgia				\$339.96	\$706.18	\$106.88	\$193.40
Idaho	\$77.49	\$168.97		\$32.12	\$139.38	\$31.69	\$104.13
Illinois			\$346.61			\$247.14	\$440.82
Indiana			\$273.10				
Iowa				\$60.68	\$61.37	\$42.02	\$176.17
Kansas						\$112.93	\$235.41
Maine			\$239.60	\$153.62		\$185.92	
Maryland						\$119.70	\$276.36
Massachusetts						\$202.51	\$393.58
Michigan				\$427.26	\$639.23	\$190.68	\$172.25
Missouri			\$177.82				
Montana						\$137.21	\$460.52
Nevada			\$109.93			\$41.30	\$74.05
New Hampshire				\$147.08	\$291.79	\$340.29	\$450.17
New Jersey						\$104.29	\$214.54
New Mexico				\$63.06	\$378.78	\$47.91	\$142.51
New York				\$328.28	\$422.85	\$340.33	\$446.15
North Carolina				\$713.65		\$26.34	\$69.39
Ohio	\$610.43	\$689.77	\$86.86	\$736.81	\$969.45	\$831.58	\$1,061.09
Oklahoma				\$110.96	\$170.04	\$61.39	\$113.80
Oregon	\$288.85	\$83.25		\$20.99	\$75.71	\$59.01	\$150.10
Pennsylvania	\$490.70	\$465.33	\$456.13	\$481.24	\$565.35	\$459.39	\$494.53
South Carolina							\$235.70
Tennessee	\$206.32	\$242.58	\$153.49	\$44.68	\$226.63	\$43.98	\$117.43
Utah				\$57.06	\$195.78	\$48.09	\$138.84
Virginia						\$84.20	\$218.40
Washington	\$104.24	\$109.49				\$37.05	\$94.61
West Virginia	\$99.47	\$88.80		\$100.41	\$179.24	\$81.56	\$128.59
Weighted Average	\$419.70	\$411.82	\$161.60	\$406.52	\$514.13	\$261.27	\$362.24
Unweighted Average	\$263.30	\$227.23	\$226.49	\$217.35	\$333.61		
Median	\$206.32	\$166.52	\$167.13	\$110.96	\$226.63		

Percent of Billings in Debt – 2007 - Gas

State	2007
Arkansas	1.1
Colorado	0.7
Connecticut	9.5
Delaware	0.9
District Of Columbia	3.2
Georgia	1.8
Idaho	0.4
Illinois	4.2
Kansas	1.9
Maine	7.1
Massachusetts	7.3
Michigan	7.5
Montana	0.9
Nevada	0.7
New Hampshire	3.4
New Jersey	1.1
New Mexico	0.3
North Carolina	0.9
Oklahoma	1.8
Oregon	0.8
Pennsylvania	6.9
Tennessee	0.4
Utah	0.5
Virginia	1.0
Washington	0.7
West Virginia	1.7
Wyoming	0.3
Weighted Average	6.1
Unweighted Average	
Median	

Terminations as a Proportion of Total Residential Accounts - Gas

State	2001	2002	2004	2005	2007
Alabama	0.053	0.089			
Arkansas				0.121	0.131
California	0.018	0.020	0.010	0.030	
Colorado			0.041	0.040	0.030
Connecticut	0.025		0.031	0.032	0.085
Delaware			0.044	0.064	0.091
District Of Columbia					0.043
Florida	0.072	0.064			
Georgia				0.055	0.127
Idaho	0.035	0.052		0.050	0.049
Illinois	0.020	0.031	0.042		0.035
Indiana			0.089		
Iowa				0.018	0.021
Kansas					0.069
Maine	0.033		0.050	0.041	0.039
Maryland					0.048
Massachusetts					0.049
Michigan	0.025	0.023		0.044	0.031
Missouri			0.048	0.094	
Montana					0.009
Nevada			0.075		0.093
New Hampshire				0.034	0.034
New Jersey	0.012	0.017		0.021	0.020
New Mexico				0.062	0.017
New York				0.024	0.045
North Carolina	0.048	0.077			0.090
North Dakota				0.012	
Ohio	0.029	0.041	0.096	0.054	0.055
Oklahoma				0.202	0.113
Oregon	0.038	0.043		0.040	0.010
Pennsylvania	0.020	0.024	0.029	0.056	0.042
Rhode Island				0.069	
South Carolina					0.080
Tennessee	0.055	0.060	0.048	0.050	0.046
Utah				0.050	0.024
Virginia					0.039
Washington	0.036	0.039			0.042
West Virginia	0.000	0.032		0.047	0.045
Wyoming					0.003
Weighted Average	0.025	0.032	0.045	0.050	0.051
Unweighted Average	0.035	0.044	0.050	0.055	
Median	0.033	0.040	0.046	0.048	

Gross Write-Offs as a Proportion of Residential Billings - Gas

State	2005	2007
Arkansas	0.017	0.013
California	0.004	
Colorado	0.006	0.005
Connecticut		0.080
Delaware	0.004	0.004
District Of Columbia		0.033
Georgia	0.028	0.009
Idaho	0.015	0.010
Illinois		0.037
Kansas		0.024
Maine	0.042	0.040
Massachusetts		0.045
Michigan	0.032	0.022
Montana		0.003
Nevada		0.009
New Hampshire		0.034
New Jersey		0.016
New Mexico	0.007	0.013
New York	0.023	0.231
North Carolina	0.021	0.033
Oklahoma		0.021
Oregon	0.007	0.008
Pennsylvania	0.060	0.045
Rhode Island	0.039	
South Carolina		0.016
Tennessee	0.006	0.004
Utah	0.017	0.007
Virginia		0.010
Washington		0.009
West Virginia	0.026	0.029
Weighted Average	0.026	0.044
Unweighted Average	0.021	
Median	0.017	

Reconnections as a Percentage of Terminations - Gas

State	2005	2007
Arkansas	6.48	41.82
California	71.60	
Colorado	49.32	63.95
Connecticut	51.53	52.92
Delaware	79.07	
District Of Columbia		63.03
Georgia	30.03	
Idaho	46.03	56.61
Illinois		71.21
Iowa	62.95	48.16
Kansas		58.22
Maine	51.63	51.84
Maryland		62.55
Massachusetts		54.82
Michigan	41.87	10.46
Montana		85.06
Nevada		65.93
New Hampshire	47.87	47.44
New Jersey		50.26
New Mexico	39.38	48.04
North Carolina		46.52
North Dakota	84.55	
Ohio	65.49	64.50
Oklahoma		53.34
Oregon	47.35	
Pennsylvania	60.63	70.90
South Carolina		40.48
Tennessee	56.49	56.61
Utah	12.62	62.31
Virginia		77.53
Washington		59.52
West Virginia		10.20
Weighted Average	51.89	44.43
Unweighted Average	50.20	
Median	49.32	

LIHEAP Reconnections as a Percentage of Terminations - Gas

State	2005	2007
California	58.74	
Colorado	64.42	60.40
District Of Columbia		77.68
Georgia	29.61	40.54
Idaho	49.70	40.75
Illinois		76.67
Kansas		63.03
Massachusetts		56.83
Michigan	38.46	
Missouri	154.15	
New Hampshire	6.44	51.91
New Jersey		94.28
New Mexico		77.56
Ohio	197.30	
Oregon		32.19
Tennessee	61.57	67.79
Utah	30.42	66.33
Virginia		
Washington		47.14
West Virginia		84.36
Weighted Average	130.90	54.74
Unweighted Average	69.08	
Median	53.22	

**LIHEAP Cash Grants as a Percentage of
Total Residential Accounts - Gas**

State	5/1/2006	5/1/2008
Arkansas		7.96
California	0.17	
Colorado	6.49	4.71
Delaware	3.83	2.60
District Of Columbia		7.80
Georgia	1.84	1.87
Idaho	3.47	3.37
Illinois		4.85
Iowa	8.12	0.03
Kansas		3.44
Maryland		9.57
Massachusetts		3.87
Michigan	1.18	2.05
Missouri	4.40	
Montana		1.20
Nevada		0.95
New Hampshire	7.55	8.01
New Jersey		10.49
New Mexico		1.95
Ohio		8.29
Oklahoma	18.32	3.71
Oregon		1.73
Pennsylvania	9.60	8.12
Tennessee	0.33	
Utah	3.01	2.82
Virginia		1.24
Washington		4.95
West Virginia	3.29	4.42
Weighted Average	3.98	4.77
Unweighted Average	5.11	
Median	3.65	

Combination Utilities

Percentage of Residential Accounts Past Due

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
California	29.94	29.72	18.28	19.72	24.54	18.1	19.6
Colorado			23.71	18.00	18.36	34.8	34.9
Delaware			7.35	8.33	7.98	13.9	14.0
Idaho	20.69	25.89			23.03	12.1	14.3
Illinois			14.94			33.9	33.5
Indiana			17.78				
Iowa	12.59	10.34	10.92				
Kansas				23.99	30.68		
Maryland						8.7	7.5
Massachusetts						21.5	21.9
Michigan				21.84	20.62		
Montana			35.78	11.72	13.12		
Nevada			2.60	3.53	5.15	12.0	
New Jersey						11.7	12.7
New Mexico				1.74	1.33		
New York				9.22	11.25	11.4	11.5
Ohio	12.95	6.53	7.63	6.26	8.41	10.3	10.2
South Carolina						7.7	7.6
Washington					26.27	16.84	20.87
Wisconsin				12.08	12.30	14.6	14.4
Wyoming						21.5	20.4
Weighted Average	24.93	24.73	15.96	14.89	16.69	19.8	21.2
Unweighted Average	19.04	18.12	15.44	12.40	15.62		
Median	16.82	18.11	14.94	11.72	13.12		

**Average Arrearage - Combo
(In Dollars)**

State	10/1/2001	4/1/2002	3/31/2004	10/1/2005	5/1/2006	10/1/2007	5/1/2008
California	\$89.77	\$91.57	\$159.07	\$82.97	\$141.53	\$141.76	\$153.70
Colorado			\$243.09	\$198.58	\$273.04	\$253.58	\$337.16
Delaware			\$409.16	\$591.91	\$764.67	\$438.11	\$539.07
Idaho	\$74.06	\$146.89			\$137.59	\$80.43	\$169.94
Illinois			\$166.86			\$192.70	\$229.58
Indiana			\$443.99				
Iowa	\$136.80	\$51.26	\$176.55				
Kansas				\$73.26	\$111.15		
Maryland						\$419.20	\$662.03
Massachusetts						\$327.70	\$422.07
Michigan				\$86.66	\$154.44	\$606.92	\$986.69
Montana			\$93.54	\$173.99	\$232.66		
Nevada			\$117.50	\$43.27	\$47.65	\$138.66	
New Jersey						\$629.94	\$725.26
New Mexico				\$71.73	\$63.10	\$117.10	\$214.31
New York				\$277.60	\$499.66	\$579.05	\$606.05
Ohio	\$366.15	\$346.39	\$351.20	\$277.93	\$329.27	\$374.42	\$490.41
South Carolina							\$204.14
Washington					\$167.70	\$95.60	\$178.43
Wisconsin				\$626.27	\$673.04	\$224.14	\$374.02
Weighted Average	\$111.64	\$94.42	\$181.14	\$186.69	\$264.34	\$255.01	\$312.95
Unweighted Average	\$166.70	\$159.03	\$240.11	\$227.65	\$276.58		
Median	\$113.28	\$119.23	\$176.56	\$173.99	\$167.70		

Percent of Billings in Debt – 2007 - Combo

State	2007
California	2.0
Delaware	3.1
Idaho	0.8
Illinois	8.9
Massachusetts	6.1
Michigan	3.1
Nevada	1.7
New Jersey	4.8
Washington	1.3
Wisconsin	2.4
Weighted Average	5.6
Unweighted Average	
Median	

Terminations as a Proportion of Total Residential Accounts - Combo

State	2001	2002	2004	2005	2007
California	0.021	0.023	0.026	0.039	0.037
Colorado			0.033	0.020	0.035
Delaware			0.024	0.021	0.054
Idaho	0.032	0.039		0.043	0.057
Illinois	0.044	0.060	0.049		0.012
Iowa	0.027	0.031	0.034		
Kansas				0.058	
Maryland					0.013
Massachusetts					0.016
Michigan				0.042	
Missouri				0.027	
Montana			0.016	0.016	
Nevada			0.100	0.074	0.055
New Jersey	0.065	0.071		0.058	0.073
New Mexico				0.068	
New York				0.036	0.030
North Dakota				0.031	
Ohio	0.034	0.080	0.056	0.083	0.065
South Carolina					0.111
Washington				0.056	0.033
Wisconsin			0.032		0.025
Wyoming					0.003
Weighted Average	0.031	0.038	0.037	0.050	0.040
Unweighted Average	0.037	0.051	0.041	0.045	
Median	0.033	0.049	0.033	0.042	

Gross Write-Offs as a Proportion of Residential Billings - Combo

State	2005	2007
California	0.004	0.007
Colorado	0.012	
Delaware	0.018	0.017
Idaho	0.009	0.008
Illinois		0.023
Kansas	0.014	
Massachusetts		0.025
Michigan	0.009	0.039
Nevada	0.006	0.007
New Jersey		0.020
New Mexico	0.011	
New York	0.018	0.203
Washington	0.008	0.134
Wisconsin		0.012
Weighted Average	0.011	0.057
Unweighted Average	0.011	
Median	0.010	

Reconnections as a Percentage of Terminations - Combo

State	2005	2007
California	84.61	79.50
Colorado	79.32	73.00
Delaware	97.38	41.00
Idaho	84.78	65.41
Illinois		34.67
Kansas	33.51	
Maryland		72.10
Massachusetts		78.60
Michigan	64.97	
Montana	37.32	
Nevada	87.12	95.62
New Jersey		64.06
New Mexico		60.60
New Mexico	42.75	
North Dakota	94.21	
Ohio	60.17	59.71
Rhode Island		71.41
South Carolina		77.93
Washington	90.93	76.82
Wisconsin		99.09
Weighted Average	73.32	66.63
Unweighted Average	71.42	
Median	81.97	

LIHEAP Reconnections as a Percentage of Terminations - Combo

State	2005	2007
California	87.35	
Colorado		75.06
Delaware	93.22	49.15
Idaho	91.15	87.01
Massachusetts		59.54
Montana	45.61	
New Jersey		92.46
New Mexico	73.97	88.49
Ohio	58.57	60.51
Washington	94.35	
Weighted Average	69.53	57.28
Unweighted Average	77.75	
Median	87.35	

**LIHEAP Cash Grants as a Percentage
of Total Residential Accounts - Combo**

State	5/1/2006	5/1/2008
California		1.22
Colorado	3.94	4.25
Delaware	1.53	2.66
Idaho	4.46	4.51
Illinois		5.99
Massachusetts		1.41
Michigan	3.08	
Missouri	1.79	
Montana	1.96	
Nevada	1.40	1.16
New Mexico	4.09	
Ohio		4.56
Washington	7.02	
Wisconsin		5.32
Weighted Average	3.03	1.75
Unweighted Average	3.25	
Median	3.08	

Appendix D

NARUC

Resolution

Resolution Supporting the Gathering of Data for Electric and Natural Gas Distribution Companies by Individual State Utility Commissions or Energy Offices

WHEREAS, The National Association of Regulatory Utility Commissioners (NARUC) recognizes the importance of gathering comparable aggregate residential billing and arrearage data to quantify the extent of customer indebtedness to utilities and the financial impact of customer indebtedness on utilities; to support State and federal low-income assistance programs, such as LIHEAP; and to evaluate the impact on customer affordability of essential electric and natural gas service; *and*

WHEREAS, The lack of wide-ranging billing and arrearage data has made it more difficult for many consumer groups, legislative offices and commissions to quantify the magnitude of the problem of non-payment for consumers; *and*

WHEREAS, The wide-ranging data compiled would be of great assistance to formulate State and national policies to assure affordable electric and natural gas service for residential customers, and to support programs which are necessary to the health, safety and welfare of American households; *and*

WHEREAS, The data compiled would provide State and federal policymakers with the tools needed to evaluate and ensure that federal energy assistance funds, such as LIHEAP, are adequate to meet utility-related emergencies due to increases in energy prices and/or weather related emergencies; *and*

WHEREAS, Based on survey data compiled by the NRRI/NARUC Staff Subcommittee on Consumer Affairs in 2002 and 2004, although there are at least eighteen States that are known to collect and report such data, it is necessary to have more comparable and inclusive data for the entire nation; *and*

WHEREAS, The compilation of comparable, periodic billing and arrearage data for residential customers over time would be very beneficial to State and federal policymakers to evaluate the impact of market conditions, higher energy prices, and weather conditions; evaluate the need for additional targeted financial assistance and energy management programs, as well as the need for review of State commission policies and practices to protect seniors and low-income customers; *and*

WHEREAS, NARUC recognizes that the National Association of State Utility Consumer Advocates (NASUCA), National Energy Assistance Directors Association (NEADA), Consumers Union, Consumer Federation of America, National Consumer Law Center (NCLC), National Low Income Energy Consortium (NLIEC), and the AARP (formerly the American Association of Retired Persons) support this resolution; *now therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners (NARUC), convened in its February 2006 Winter Meetings in Washington, D.C., urges each individual State to gather relevant utility billing and arrearage data from all electric and gas utilities within its State commission jurisdiction and encourages other providers of electric and gas to work cooperatively with their State commission to provide necessary aggregate data; *and be it further*

RESOLVED, That NARUC directs the Staff Subcommittee on Consumer Affairs to form a collaborative workgroup with all interested stakeholders to design a survey template and a data dictionary of terms, and to urge each State to use and distribute the data dictionary and survey to all the utility companies within its State; *and be it further*

RESOLVED, That NARUC urges each State commission or energy office to generate a list of commission or energy office contacts for this project; *and be it further*

RESOLVED, That NARUC urges each State commission or energy office to direct utility companies to forward all questions about the project to its Commission contact, who in turn, will then forward the questions to the Staff Subcommittee on Consumer Affairs or its designee in order to ensure the consistency of data collection; *and be it further*

RESOLVED, That NARUC urges each State commission or energy office to aggregate the company level data into appropriate industry summary level data and submit it to the Staff Subcommittee on Consumer Affairs or its designee for analysis; and urges each State commission or energy office contact to document all variations and exceptions in the data and submit it for analysis; *and be it further*

RESOLVED, That affected stakeholders be allowed an opportunity to review the data analysis and derived conclusions prior to publication in order to provide clarification and ensure consistency.

Sponsored by the Consumer Affairs Committee

Adopted by the NARUC Board of Directors February 15, 2006

Appendix E

Definitions of Calculated Variables

Percent of Overdue Accounts

The percentage of customers in debt is calculated by dividing the number of customers in debt by the total number of residential customers. A company with a low percentage of its residential customers in debt will experience better cash flow than one with a higher percentage of its residential customers in debt.

Percentage of Billings in Debt

The percentage of billings in debt is calculated by dividing the total annual billings by the total monthly average dollars in debt. This calculated variable provides another way to measure the extent of customer debt -- the higher the percentage, the greater the potential collections risk.

Average Arrearage

Average arrearage is calculated by dividing the total dollars in debt by the number of customers in debt. Larger average arrearages may take more time for customers to pay off and, as such, pose more of an uncollectible risk than smaller arrearages.

Gross Write-offs Ratio

The gross residential write-off ratio is the percentage of billings written off as uncollectible. The percentage of residential billings written off as uncollectible is the most commonly used long-term measure of collections system performance. This measure is calculated by dividing the annual total gross dollars written off for residential accounts by the annual total dollars of residential billings. This measure offers an equitable basis for comparison.

Termination Rate

The termination rate is calculated by dividing the number of terminations by the number of customers.

Reconnections as a Percent of Terminations

Reconnections as a percent of terminations is calculated by dividing the number of reconnections by the number of terminations.

LIHEAP Reconnections as a Percent of LIHEAP Terminations

LIHEAP reconnections as a percent of LIHEAP terminations is calculated by dividing the number LIHEAP reconnections by the number of LIHEAP terminations.

LIHEAP Cash Grants as a Percent of Residential Accounts – 5/1/08

LIHEAP cash grants as a percent of residential accounts is calculated by dividing the number of cash grants by the number of customers.