

Public Service Commission of Maryland

Report on
Residential Customer
Terminations, Arrearages and
Reconnections in Maryland
(January 2006 – March 2008)

June 2008

Prepared for the
Senate Finance Committee and
the House Economic Matters Committee
of the Maryland General Assembly

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EXECUTIVE SUMMARY

This is the second residential customer termination and arrearage report that the Public Service Commission (the Commission) is providing to the General Assembly.¹ The Commission analyzed the following data that Maryland utilities are required by statute to file²:

- the number of residential utility termination notices issued in Maryland;
- the number of residential customer terminations in Maryland;³
- the number of residential reconnections established in Maryland; and
- the gross amount of residential customer arrearages⁴ for each class of customer in Maryland.⁵

¹ As required by law, the Maryland Public Service Commission is reporting the impact of rising fuel prices on residential customers. *See* Public Service Commission - Electric Industry Restructuring, 2006 (Special Session) Md. Laws 94, 130 (requiring the Commission to report on the impact of the costs of rising fuel prices on residential consumers). The first report, submitted to the General Assembly on October 1, 2006, reported data for the period January 2006 to August 2006.

² Combined gas and electric companies were asked to report data separately for gas and electricity, if possible. BGE, the only major utility in Maryland that is a combined gas and electric utility, stated that it is not able to report gas and electricity data separately.

³ In its Notice of Proceeding in Case No. 9074, the Commission specified that the number of customer terminations reported by each utility should be for those customers whose service is terminated for non-payment of bills.

⁴ For arrearage data in this report, the Commission adopted the definition of arrearage (bills that are past due by 21 days or more) used by the Office of Home Energy Programs of the Department of Human Resources, which administers energy assistance programs for low-income households. However, a slightly longer period (30/31 days) was accepted in cases where data was more easily accessible using that period. Baltimore Gas and Electric (BGE), Potomac Electric Power Company, Delmarva Power and Light Company, Choptank Electric Cooperative, Southern Maryland Electric Cooperative, Inc., Chesapeake Utilities Corporation, Columbia Gas of Maryland, Inc., and Washington Gas Light Company have indicated that their internal systems permit the identification of utility bills that are past due by 30 or more days.

⁵ The Commission directed the utilities to also report the number of residential accounts with arrearages.

Executive Summary
Report on Residential Customer Terminations, Arrearages, and Reconnections

Following this executive summary, the report analyzes the aggregated data for all Maryland utilities (referred to as “Combined Electric and Gas Industry”). This is followed by an analysis of Baltimore Gas & Electric (BGE), the largest combined gas and electric utility in Maryland, which serves approximately half the residential customers in the State. Next is an analysis of the aggregated electric-only utility data, followed by the aggregated gas-only utility data. Readers interested in data on the major electric-only utilities, including Potomac Electric Power Company (Pepco), Delmarva Power & Light Company (Delmarva or DPL), and The Potomac Edison Company doing business as Allegheny Power (Allegheny Power or AP), and the sole major gas-only utility, Washington Gas Light Company (WGL), will find this information later in the report. Data tables on each Maryland utility, as well as summary tables, are included at the end of this report.

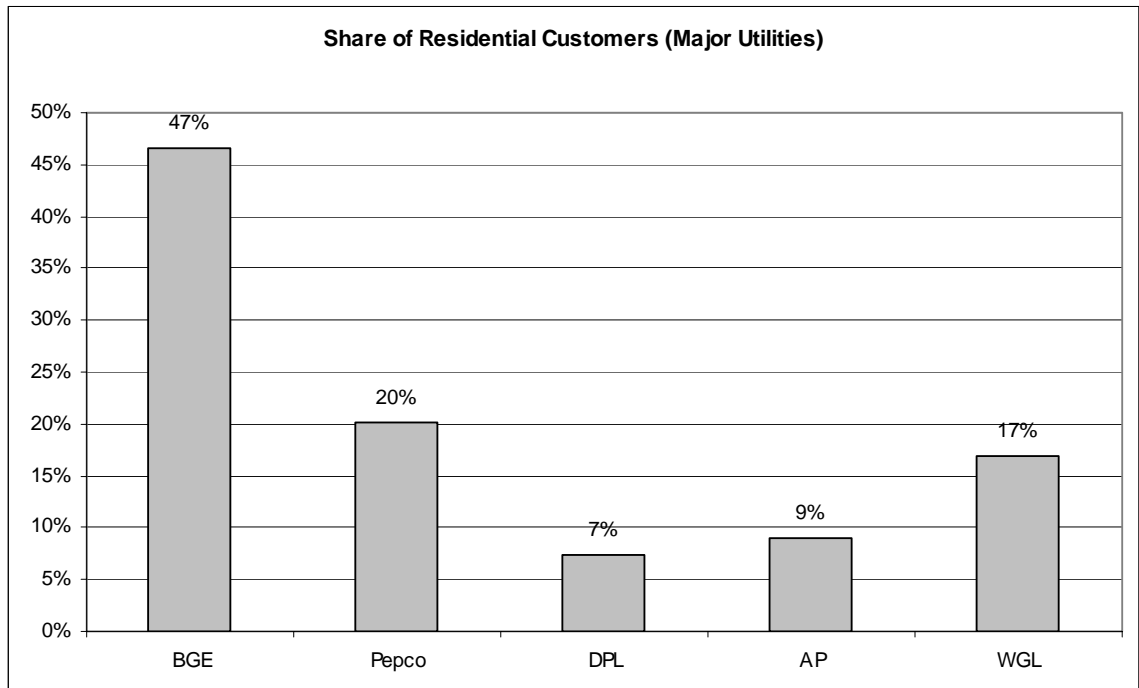
This report generally compares termination and arrearage data for 2006, 2007, and the first quarter of 2008.⁶ For the purpose of this report, the major utilities include BGE, Pepco, Delmarva, AP, and WGL.⁷

The following chart illustrates the market share of each of the major utilities in Maryland. Approximately half of the residential customers in the State are served by BGE, which is a combined gas and electric utility.

⁶ Data are therefore included for the 2006 cooling season, the 2006-2007 heating season, the 2007 cooling season, and the 2007-2008 heating season. Heating seasons run from November 1 through March 31 and cooling seasons run from April 1 through October 31.

⁷ For billing purposes, BGE does not distinguish between its gas and electric services. This means that a customer receives a combined bill for both electricity and gas and is either current or in arrears on both services.

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Energy bills are driven by two factors, the level of energy usage and the price of energy. The level of energy usage, at least in the short run, is highly dependent on weather. Electricity usage is highest in the summer due to air conditioning, while natural gas usage is highest in the winter due to heating. Temperatures in 2007 were warmer than normal and warmer than in 2006. High temperatures suggest increased electricity and decreased gas consumption.

The second factor in energy bills is the price of energy. For electricity, the price in 2007 across Maryland generally increased from 2006, which in turn was higher than it historically had been. Ratepayers across the State were affected by these higher prices, though none so much as those in Baltimore, where retail price caps expired in mid-2007. Not only did the price of electricity increase, though. So too did consumption, due to warmer temperatures during the summer cooling season.

Essentially, in 2007 Maryland's ratepayers were hit with a double-whammy of higher temperatures necessitating more electricity use for air conditioning, while the price of electricity rose dramatically.

Meanwhile, in the winter, as demand for natural gas fell due to a warmer than normal winter, so too did the price of natural gas (the average commodity gas price during the 2007 heating season was more than 20% lower than during the 2006 heating season). This was not enough, however, to offset the financial stress imposed on residential customers from the increased electricity costs. This is

particularly so for BGE customers because BGE is a combined electric and gas company which bills for the two services in a consolidated bill.

The simultaneous occurrence of hot weather and higher electricity prices combined to put significant financial pressure on residential customers. This pressure manifests itself through arrearages, notices of termination, and ultimately termination. These metrics are described generically in the following paragraphs, and are subsequently applied to data submitted to the Commission over the past two years.

- **Arrearages.** Arrearage balances are calculated (i) in the aggregate by each utility (referred to as “gross arrearage”, or the cumulative amount of money that is owed to the utility and unpaid by the due date), and (ii) on an average basis among customers with an arrearage (counting customers with no arrearage would make the average arrearage appear lower than it actually is). An increase in a utility’s gross arrearage results from some combination of more customers falling into arrears or the same number of customers accumulating larger arrearages.
- **Termination notices issued.** Termination notices are significant because they are often the first visible sign of increased customer distress. Service is not permitted to be terminated unless the utility sends the customer a notice of termination at least 14 days before the date on or after which termination will occur. The Commission’s regulations (COMAR 20.31.03.01) also require termination notices to contain, among other information, the following: a statement that it is the responsibility of the customer to notify the utility that the customer, or an occupant of the premises, is elderly, handicapped, has a serious illness, or relies upon life-support equipment; a brief explanation of the special provisions regarding elderly, handicapped, or persons seriously ill or relying on life-support equipment; and an explanation of notification procedures.⁸

⁸ Notices of termination are also required to contain the following: (1) the name and account number of the customer whose service is to be terminated; (2) the address of the premises where service is to be terminated; (3) a statement of the reasons for the proposed termination; (4) the date on or after which the proposed termination will occur; (5) the charges for reconnection of service, if any; (6) a statement of the total amount due, if applicable; (7) a statement of the customer’s rights and remedies, which shall include a summary of the dispute procedures, the office address of the utility, and the telephone numbers at which the utility representatives who handle customer complaints may be reached; (8) a statement that it is the responsibility of the customer to notify the utility if the customer is

- Terminations. Terminations, which are a last resort, are highest between April 1 and October 31 because of restrictions on terminations which apply during winter months, as described more fully below. The Commission has extensive regulations governing termination of service.⁹ The following is not a comprehensive overview of all regulations pertaining to terminations, but rather is a summary of restrictions on terminations.

- Restrictions for Serious Illness and Life Support Equipment: Electric or gas service, or both, may not be terminated for an initial period of up to 30 days beyond the scheduled date of service termination when the termination will aggravate an existing serious illness or prevent the use of life-support equipment of any occupant of the premises. The Commission's regulations contain procedures for certifying eligibility for this restriction, which require certification to the utility by a licensed physician and agreement by the customer to a payment plan. Among other requirements, before service is to be terminated the utility is required to attempt to make personal contact with the customer on at least two separate occasions, either by telephone or by visiting the premises and leaving a copy of the notice of termination. If personal contact is made, the utility shall inform the customer of possible sources of financial assistance and of the availability of alternate payment plans offered by the utility. *See* COMAR 20.31.03.01.

- Restrictions for Elderly Persons or Persons With Disabilities: Upon receiving notice from the customer that the customer or an occupant of the premises to which the service is going to be terminated is an elderly person or a person with a disability, a utility may terminate service to that premises only after the utility has, at a minimum, attempted to make personal contact with the customer on two separate occasions by telephone or by visiting the premises and leaving a copy of the notice of termination. If personal contact is made, the utility shall inform the customer of possible sources of financial assistance and of the availability of alternate payment plans offered by the utility. *See* COMAR 20.31.03.02.

unable to pay for service in accordance with the requirements of the utility's billing practices; and (9) notice of the availability of alternate payment plans offered by the utility and the Utility Service Protection Program.

⁹ *See* COMAR 20.31.02 *et seq.* (establishing insufficient reasons for terminations, terminations requiring notice, termination without notice, termination with 7 days notice, termination procedures, and text of notice of termination).

- Winter Restrictions: A utility is not permitted to terminate service to any customer in the utility's designated weather station area in which the forecasted temperature made at 6 a.m. is not expected to exceed 32 degrees Fahrenheit for the next 24 hours. The Commission's regulations also provide that neither electric nor gas service may be terminated for non-payment of bills from November 1 through and including March 31 of the succeeding year unless the utility first certifies to the Commission by an affidavit filed at least 24 hours before termination that the termination does not constitute a threat to the life or health of the residential occupants. The utility is required to attempt personal contact at least twice, either by telephone or by visiting the premises and leaving a copy of the notice of termination and either a Customer's Rights Pamphlet or a pamphlet which explains the customer winter termination rights, including the Universal Service Protection Program. The customer must be notified both in writing and by personal contact, if made, of the customer's rights and remedies, and must be informed of possible sources of financial assistance and the availability of alternate payment plans and the Utility Service Protection Program. The arrearage for which termination is sought must be greater than \$200 for a single service utility or \$300 for a dual service utility, and the total amount due must be greater than the amount of the customer's deposit with the utility. *See* COMAR 20.31.03.03.

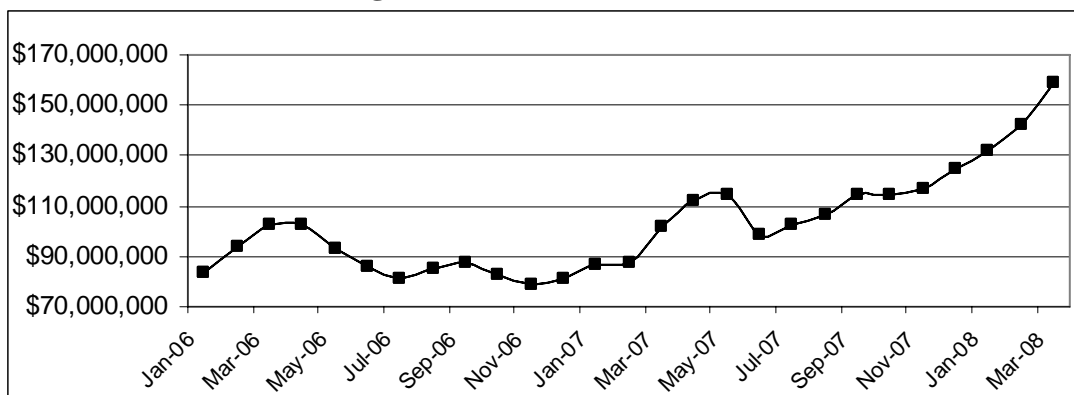
The period studied saw an increase in the price of electricity, as will be more fully discussed below. While the data analyzed in this report is extensive, and numerous conclusions may be drawn, the following are some overviews of the data collected. More complete analysis of the industry and of each utility is provided in the body of this report.

Arrearages

Gross Residential Customer Arrearage

The following graph illustrates the significant increase in the cumulative gross residential arrearage among all of Maryland's utilities. The gross arrearage is increasing rapidly. The utilities are financing this amount until it is repaid by the customers who owe the money or collected through distribution rates by all customers. In either event, the amount of money owed, with interest, is increasing dramatically.

Gross Residential Arrearage



The following table reports the gross arrearage data broken down by major utility and, for purposes of comparison, the Statewide average (which includes arrearages for all of the State’s utilities; therefore the Statewide figure is greater than the sum of each of the major utilities). Each of the numbers below, including the figures for January 2008 through March 2008, are average gross arrearages for the timeframes specified in the column to the left.

Average Gross Residential Arrearage

	Statewide	BGE	Pepco	DPL	AP	WGL
2006 average	\$88,259,033	\$45,234,757	\$13,118,963	\$7,808,932	\$4,003,646	\$11,313,070
2007 average	\$106,836,195	\$54,976,049	\$19,225,488	\$10,223,741	\$4,729,066	\$9,559,876
2008 average (through March)	\$144,345,341	\$81,282,314	\$24,510,785	\$11,362,950	\$6,184,812	\$9,327,485

Although the 2008 data cover only the first three months, the Statewide 2008 average through March is significantly higher than both the earlier full-year averages and the same-period averages for each previous year. This is clear evidence that the gross arrearage is increasing dramatically and, unless energy prices fall or incomes increase, perhaps sustainably. Detailed data and analysis for the industry and each utility is contained in the body of this report.

Percentage of Residential Customers With Arrearages

The following table reports the percentage of customers with arrearages for each major utility, as well as the Statewide average for purposes of comparison.

Percentage of Residential Customers With Arrearages

	Statewide	BGE	Pepco	DPL	AP	WGL
2006 average	16.9%	12.5%	17.3%	22.0%	15.4%	17.1%
2007 average	17.4%	12.9%	18.8%	24.0%	16.4%	14.7%

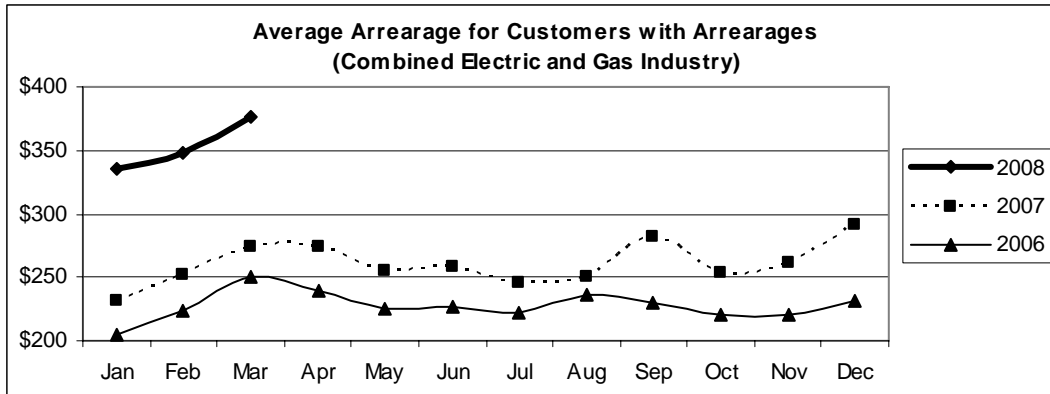
Although the percentage of customers with arrearages did increase Statewide and in most major utilities from 2006 to 2007, the increase is not as large as might be expected considering the significant increase in the gross arrearage. One explanation for the significantly higher gross arrearage, with no proportional increase in the number of customers in arrears, is that the amount of the average arrearage is significantly larger than it was in prior years. This is evidenced in the following section.

Average Arrearage Among Residential Customers With an Arrearage

While the gross arrearage discussed above is important because it is the aggregate amount owed to utilities, which may ultimately have to be repaid through bill assistance programs or rolled into distribution rates for all customers, the average arrearage among residential customers with an arrearage indicates the degree to which individual customers are behind on their bills.

The following chart compares the average arrearage among customers with an arrearage for each month since the beginning of 2006. As is clearly illustrated, the average arrearage for each month since January, 2007, is higher than the previous corresponding month. Of particular concern is the increasing rate at which each month's average is outpacing the previous year's average, especially the most recent months for which data is available.

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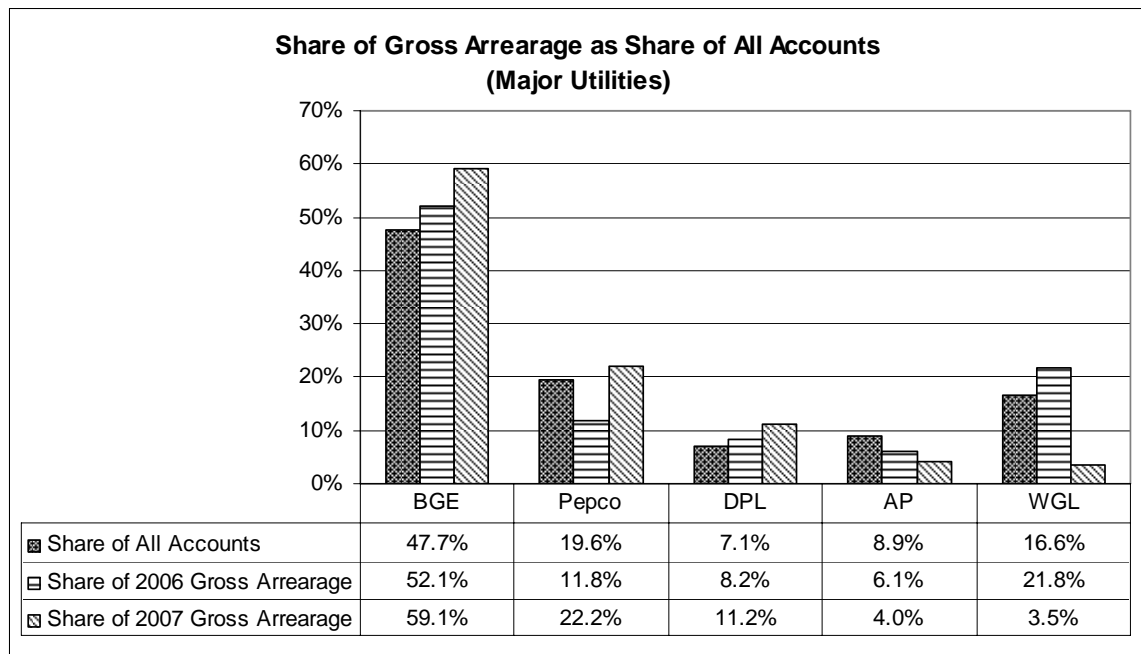
The next table shows the average amount owed Statewide by a customer who is in arrears, as well as the average customer arrearage for each major utility. These figures were calculated by dividing the applicable average gross arrearage by the average number of customers with arrearages. Averages are for the period specified in the column on the left.

Average Residential Arrearage For Customers With Arrearages

	Statewide	BGE	Pepco	DPL	AP	WGL
2006 average	\$228	\$337	\$160	\$206	\$119	\$161
2007 average	\$261	\$369	\$215	\$249	\$131	\$149
2008 average (through March)	\$354	\$621	\$253	\$274	\$162	\$174

While the Statewide average for the first three months of 2008 is \$354, the average Statewide arrearage peaked at \$377 in March, the most recent month for which data is available. BGE customers have the highest average arrearage, which peaked at \$637 in March, 2008, the most recent month for which data is available. Other utilities' averages are also peaking, as reported in further detail in the body of this report.

Share of Gross Arrearage as Share of All Accounts



This chart illustrates primarily that the utilities' share of the State's gross arrearage is generally not proportional to the share of each utilities' account. For example, BGE's and DPL's share of the Statewide arrearage was greater than their share of customers in both 2006 and 2007, and BGE, Pepco, and DPL each increased their share of the gross arrearage from 2006 to 2007. WGL's relative share of the gross arrearage fell significantly from 2006 to 2007, and its actual gross arrearage fell by 15%. As explained earlier, the Statewide gross arrearage is increasing. The fact that WGL's gross arrearage is shrinking partly accounts for its small share of the Statewide arrearage, but this is magnified by the fact that the arrearage for utilities with electric customers has increased dramatically.

Termination Notices

Termination notices are not as critical as actual terminations, though termination notices are significant because they are often the first visible sign of increased customer distress. The following table illustrates that in 2007 each major utility with the exception of WGL experienced an increase in the number of termination notices issued as a percentage of customers. The data are presented as a percentage of each utilities' customers because raw numbers may be misleading; each utility is a different size, and some customers receive multiple notices of termination.

Termination Notices as Percentage of Customers

	Statewide	BGE	Pepco	DPL	AP	WGL
2006	8%	11%	6%	7%	2%	11%
2007	9%	15%	8%	11%	3%	10%

Termination notices are prompted by unpaid bills. Therefore, considering the fact that the average arrearage appears to be increasing, it is not surprising that the rate of termination notice issuance is increasing as well. The high number of termination notices issued indicates that some utilities are more aggressive than others in using these notices to get customers’ attention and spur payment before the arrearage gets so high as to be unmanageable. The Commission believes that utilities refrain from terminating service following issuance of a termination notice when the customer agrees to a payment arrangement. The high number of termination notices issued by some of the utilities may also be explained by the same customers receiving multiple notices of termination. This may occur if, for example, a customer receives a termination notice, contacts the utility about a payment plan (putting termination on hold), then fails to meet the terms of that agreement, resulting in the issuance of another termination notice.

Recognizing that as the price of electricity increases so too does the difficulty of paying bills, BGE and Delmarva aggressively issued notices of termination in an apparently preemptive attempt to spur customers to pay their bills. To the extent aggressive issuance of termination notices was intended to spur payment, this seems to have been an effective strategy because, as described below, the number of terminations is lower than might otherwise be expected.

Numerous conclusions may be drawn from this data, and more complete analysis of the termination notices, both across the industry and for each utility, is provided in the body of this report.

Terminations

The following table illustrates both the increasing actual number of residential terminations in Maryland for 2006 and 2007, as well as the number of residential terminations as a percentage of customers by utility and Statewide. The Commission observes that BGE, whose customers incurred the largest price increase among Maryland ratepayers in 2007, did not terminate service to an increased percentage of customers.

Terminations (actual and percent of customers)

	Statewide	BGE	Pepco	DPL	AP	WGL
2006	73,384	24,654	14,300	5,110	2,439	14,496
	2.6%	2.3%	3.0%	3.0%	1.1%	3.7%
2007	75,696	22,898	16,974	5,168	3,155	15,518
	2.8%	2.0%	3.6%	3.0%	1.5%	3.9%

As with the other sections of this report, complete analysis of terminations is contained below in the body. However, the following are some notable observations.

- The number of terminations across the State increased by 2,312 customers, or 3%, from 2006 to 2007.
- Pepco terminated service to 19% more customers in 2007 than during 2006. Pepco’s terminations account for 2,674 terminations, more than the 2,312 Statewide increase shown above.
- In 2007, BGE terminated service to fewer residential customers than in 2006. In addition, BGE’s 2007 share of the total Statewide terminations was 30%, smaller than its 47% share of total residential customers.
- Following the lifting of BGE’s rate caps in July 2006 and in July 2007, the number of terminations increased. See Graph 7 in the body of this report. As would be expected, when price caps are lifted the number of terminations rises.

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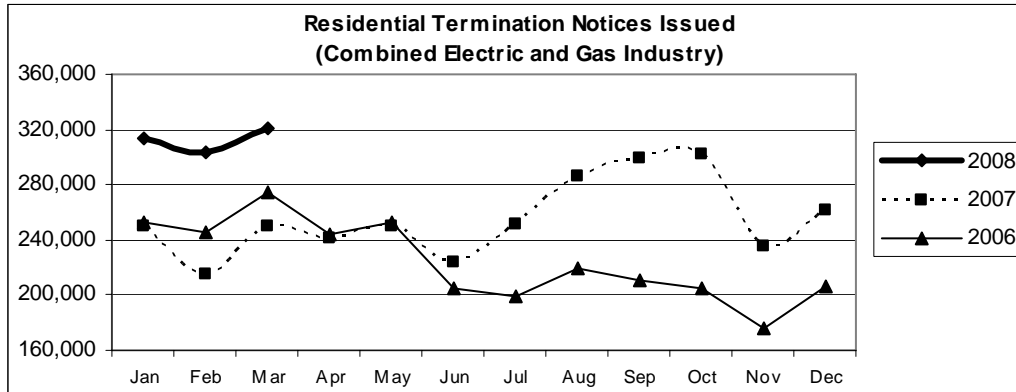
The remainder of this report contains detailed data and analysis of each of the metrics summarized above. In general, the number of customers with an arrearage has increased moderately, while the average arrearage among customers with an arrearage has increased dramatically.

For further information, please contact Melanie Santiago-Mosier, Director of Legislative Affairs, at 410-767-8035 or msantiagomosier@psc.state.md.us.

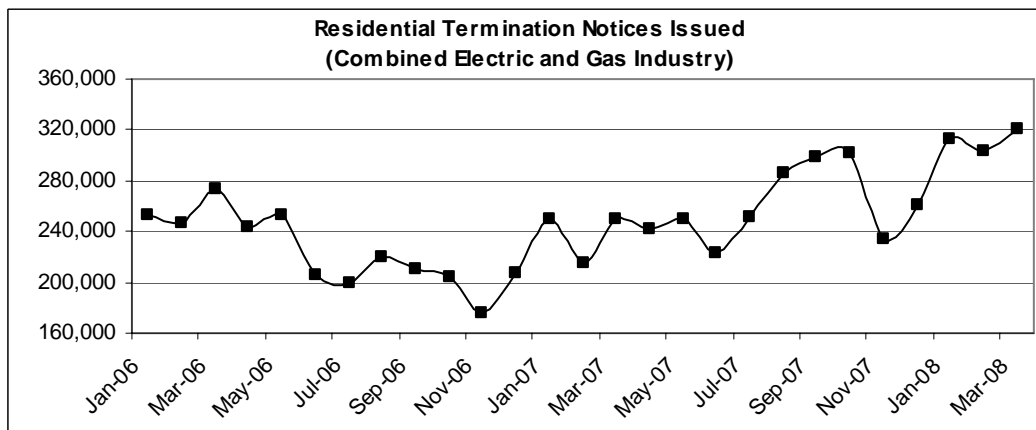


# COMBINED ELECTRIC AND GAS INDUSTRY SUMMARY

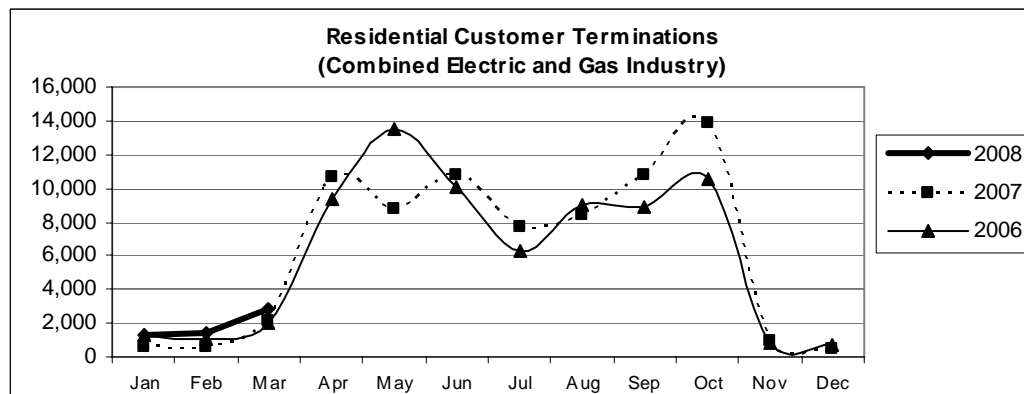
**Graph 1**



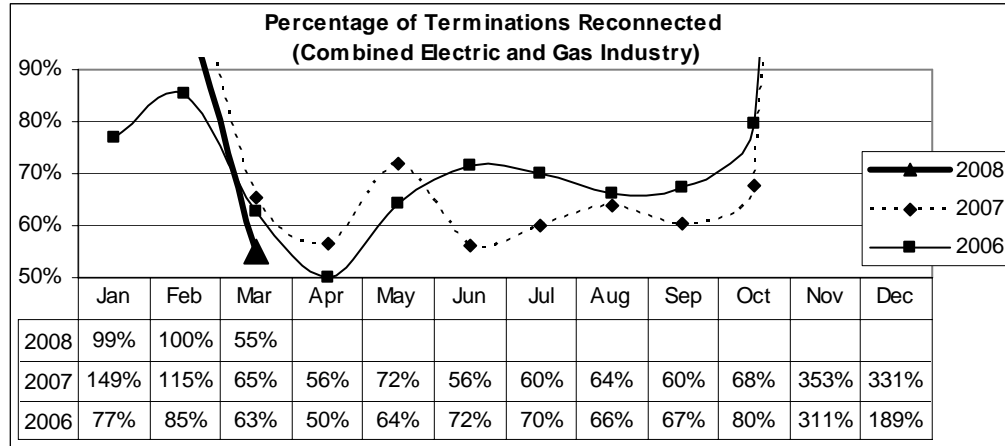
**Graph 1a**



**Graph 2**



**Graph 2a**



Graph 1 illustrates the number of termination notices issued. Termination notices are significant because they are often the first visible sign of increased customer distress. Overall, the data show that the number of customers whose service is terminated is small compared to the number of termination notices issued. For example, during 2006, 2.7 million termination notices were issued while approximately 73,384 customers had their service terminated. This is a rate of 2.7%. During 2007, by comparison, the number of termination notices issued increased nearly 14% to 3.1 million. The number of terminations in 2007, 75,696, fell to 2.5% of the number of notices issued. This may indicate that the utilities' treatment processes are becoming more effective in addressing their customer's bill payment difficulties. Nevertheless, the number of terminations in the combined electric and gas industries increased by 3.2% between 2006 and 2007.

The number of termination notices issued begins a dramatic rise in July, 2007, shortly after the June, 2007 rate increase in BGE's service territory. From the beginning of July 2007 through October of that year, a total of 1,137,836 termination notices were issued by all of Maryland's gas and electric utilities. That figure is 36% above the number of termination notices issued during the same period in 2006.

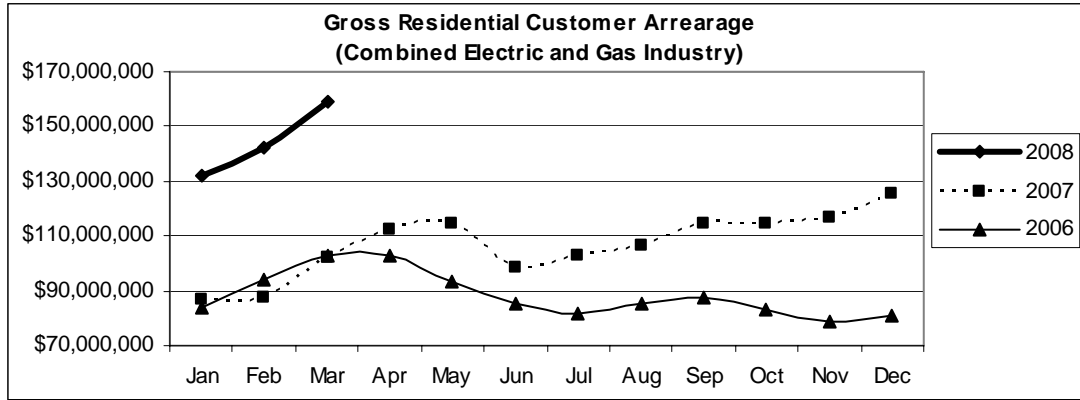
This dramatic increase in termination notices year over year was driven primarily by BGE, which accounted for 63% of the increase in termination notices issued by all utilities. (BGE accounts for approximately 57% of all customers). The Commission recognizes that BGE's disproportionate share of the increase in termination notices may be explained by its unique character as the State's only combined electric and gas utility. The other electric utilities account for the remaining 37% of the increase in termination notices issued year over year. The level of termination notices issued by the State's gas utilities was similar during the July-October period of 2007 compared to the year earlier level.

Graph 2 shows that a majority of residential customer terminations occur between April and October each year, due to the fact that utilities drastically reduce such terminations of service in cold weather. During 2007, the electric industry, excluding BGE, accounted for 32,597, or approximately 43% of the terminations, while the gas industry accounted for 20,201 or 27% of the total increase. BGE's share of the total Statewide terminations during 2007 was 30%. The number of BGE's terminations fell by 1,756, or by approximately 7%, from 2006 to 2007. The 2,312 increase in Statewide terminations during the period is attributable to Pepco. While the number of terminations in the State increased by 2,312, Pepco terminated service to 2,674 more customers in 2007 than in 2006, an increase of 19%. Pepco's retail electric rates increased significantly during this time.

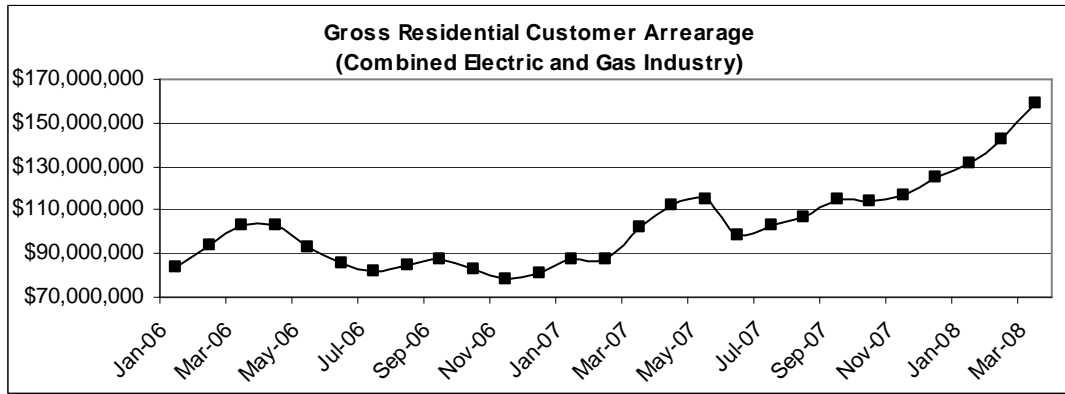
The number of residential customer terminations exhibited a pronounced rising trend beginning in July 2007. Slightly more than 6,000 more customers were disconnected during the July through October 2007 period than were disconnected during the same period in the previous year. Electric utilities other than BGE accounted for 55% of the increase while BGE accounted for approximately 40% of the additional number of terminations during this period year over year (this is somewhat less than would be expected considering BGE's share of the residential market in Maryland).

Graph 2a shows the number of reconnections as a percentage of terminations. During 2006, 73,384 customers had their service disconnected. During the same period, 52,302, or 71% of customers that were terminated, were reconnected. During 2007, the number of customers whose service was terminated increased to 75,696, but the number of customers reconnected, 52,149, fell to only 69% of the number of customers that were terminated during the period. Overall, the rate of reconnections in relation to disconnections is lower during the latter half of 2007 than it was during the same period of the prior year. The fact that the number of reconnections does not equal the number of terminations should not be construed to mean that these customers are permanently left without service. Termination notices serve as a reminder to those who are able to pay bills but may have forgotten. The termination notices also provide information to customers on various options for assistance in bill payment.

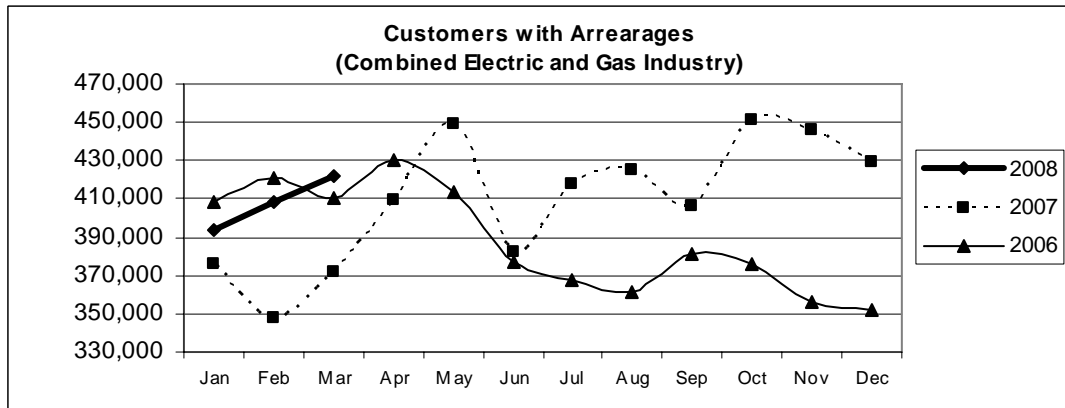
**Graph 3**



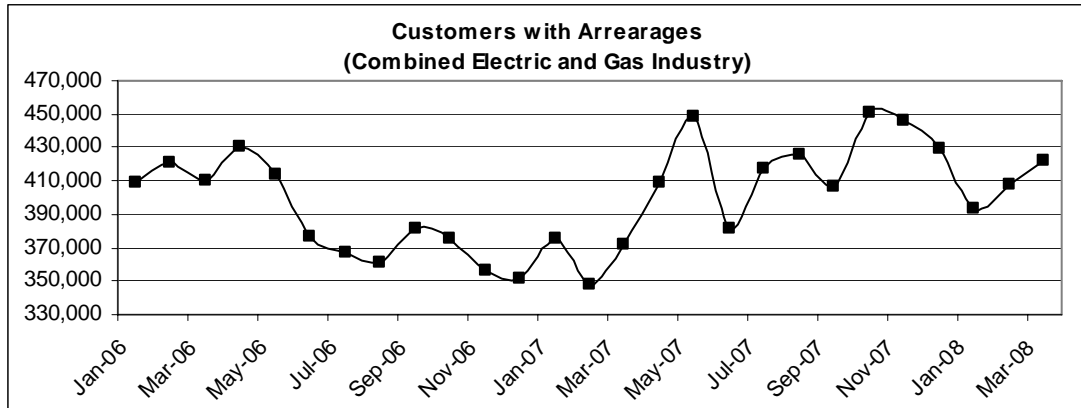
**Graph 3a**



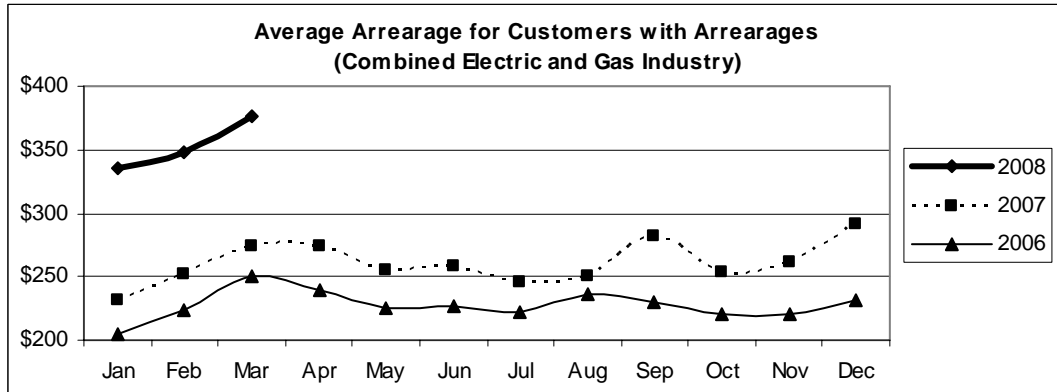
**Graph 4**



**Graph 4a**



**Graph 5**



Graph 3 illustrates the increasing gross residential customer arrearage. This number is the cumulative amount of money that is past the payment due date for all of the utilities. The fundamental drivers of the gross arrearage dollar level are the number of customers with arrearages and the average amount of each arrearage. The average gross residential customer arrearage for the combined gas and electric industry during 2007 is \$106.8 million, 21% higher than the monthly average during 2006, when the monthly average was approximately \$88.3 million. The dollar arrearage amounts appear to be growing over time. Since March of 2006, the dollar arrearage level was higher in each month of 2007 than it was in the corresponding month of 2006. Similarly, during each month of 2008, the dollar arrearage level was higher than each of the comparable months of 2007. BGE, which accounts for 57% of the customers in Maryland, accounted for 53% of the gross arrearage in October, 2007 (\$61 million out of \$114.3 million). That figure is up from 51% in October, 2006 (\$42.7 million out of \$83.1 million).

Although the average number of customers with arrearages during January-April 2007 was 9.9% lower than the same period in 2006 (376,046 in 2007 versus 417,352 in 2006), the trend inverts for the remainder of the year. Moreover, while the early 2006 arrearages outpaced the early 2007 arrearages by 9.9%, the July-October 2007 average exceeded the July-October 2006 average by 14.4%. This is likely due primarily to the significant increase in electricity prices, which took effect on June 1, 2007. Since the rate increases, the number of customers with arrearages in every month of 2007 has been higher than the corresponding 2006 month. Similarly, the number of customers with arrearages is higher during each month of 2008 than for the comparable months of 2007.

The company-specific data on the number of customers with arrearages, which are presented below, show that the number of BGE customers with arrearages in October 2007 was 51% higher than in October 2006 (119,700 in 2006, 181,171 in 2007). While BGE accounts for approximately 60% of the residential customers in Maryland, BGE's share of the Statewide arrearage pool in October 2007 was only 40 percentage points. However, this is a 25% increase from 32 percentage points in the prior October (119,700/375,457 in 2006 and 181,171/451,315 in 2007).<sup>10</sup> In March of 2008, BGE's share of the pool fell back to 32% (136,769/421,769).

Unlike all other major utilities in the State, which tend to accumulate arrearages in either the winter (gas-only utilities) or the summer (electric-only utilities), BGE is a combined electric and gas company, and therefore its customers' arrearages accumulate during both the heating and cooling seasons. In addition, BGE's customers faced the most significant price increases for electric service on a year over year basis. The increase in electric rates was approximately 15% during the summer of 2006 and approximately 50% during the summer of 2007.

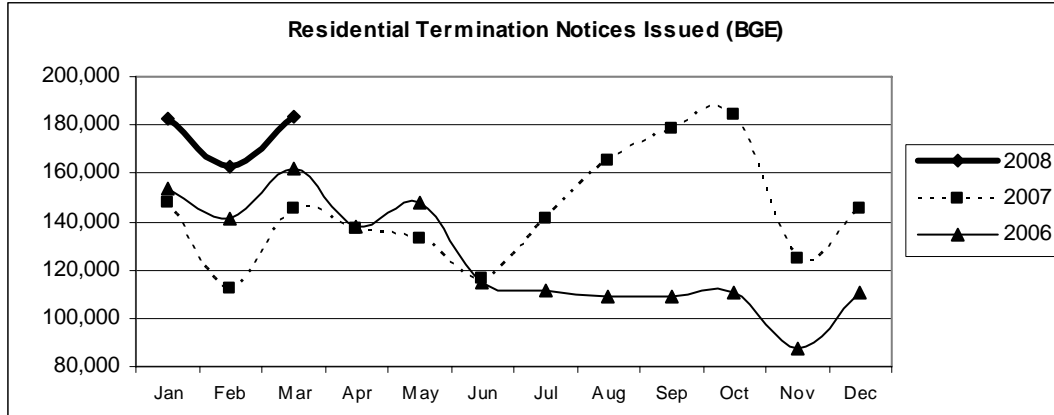
The average Maryland residential arrearage during 2006 was \$228. Graph 5 clearly illustrates that this figure increased by 14%, to \$261, during 2007. In 2008, the average is \$354, with a peak of \$377 in March. The increasing trend may have its origins in the rising electric rates between 2006 and 2007. This shows that not only did the number of customers with arrearages grow (Graph 4), so too did the amount these customers owed, on average. The combination of these factors presumably increased the pressure on Electric Universal Service Program resources.

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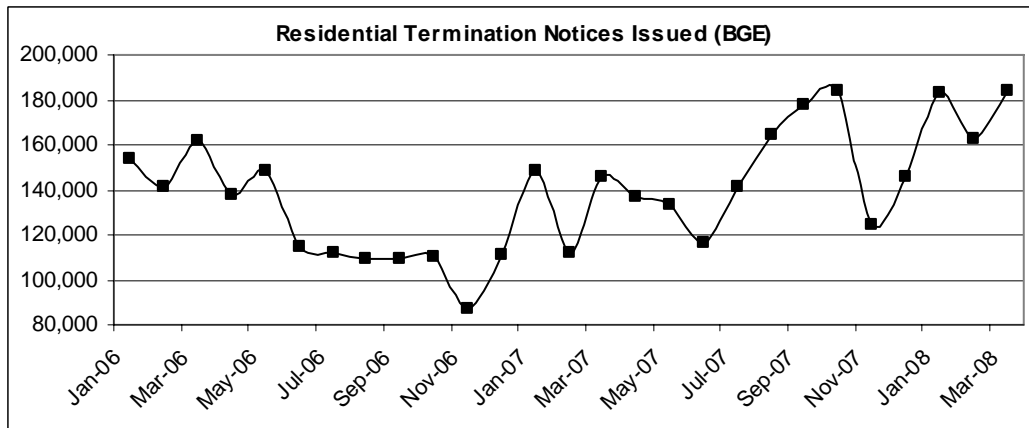
<sup>10</sup> BGE data were not included in either the summary of electric companies or in the summary of gas companies because BGE reported gas and electricity data together rather than separately by utility type. However, BGE's numbers are included in the combined electric and gas industry analysis.

# Baltimore Gas and Electric Company (BGE)

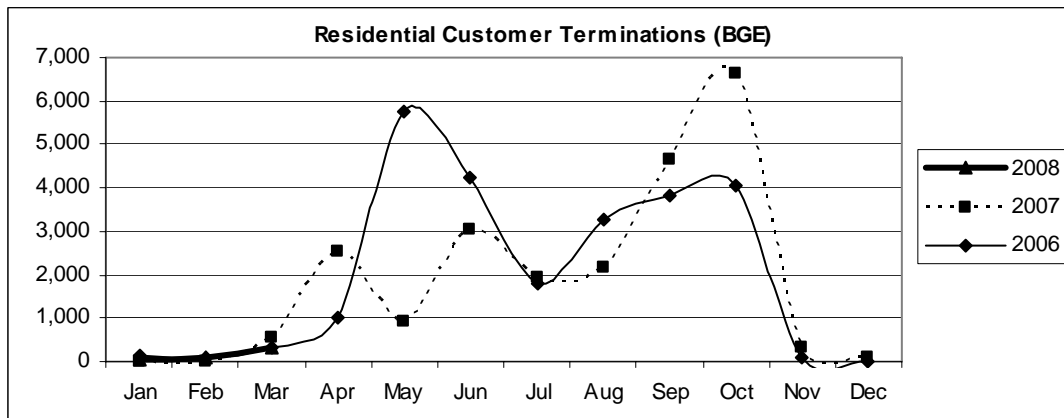
## Graph 6



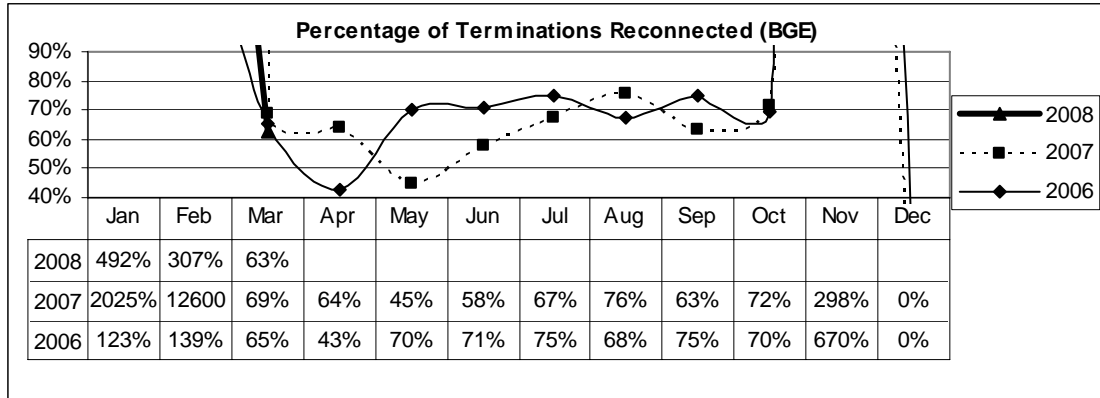
## Graph 6a



## Graph 7



**Graph 7a**



Graph 6 shows that during 2006, BGE issued approximately 1.5 million termination notices. During 2007, by contrast, 1.73 million termination notices were issued, an increase of 15.3% (compared to a 19% increase in the Statewide average). In July, 2007, the number of termination notices issued on both a Statewide basis and by BGE began a dramatic rise. During the second half of 2006, BGE issued 638,129 termination notices. During the same period in 2007, the number of termination notices issued by BGE increased to 938,833, an increase of 47.1%. The increase in the number of termination notices issued is significant because such an increase is the first visible sign of increased customer distress. The increase in termination notices issued by BGE discussed above highlights the financial distress associated with the significant price increases experienced by BGE’s customers beginning June 1, 2007.

Graph 7 shows that the number of residential terminations executed by BGE has been rising steeply since August 2007. BGE disconnected service to 13,456 customers during the August through October 2007 period. This number is 20% higher than the 11,184 disconnections implemented during the same period in 2006. Notably, however, the spike in 2006 terminations came after the winter, the season that utilities generally refrain from disconnecting service due to the cold. Such a pattern is therefore not unexpected. The 2007 spike, by contrast, occurred near the end of the cooling season and after the 50% increase in residential rates. It should be noted, as well, that the 2007 weather pattern was warmer than the previous year. Therefore, the lack of a post-winter spike in 2007 could result from the warmer than usual winter, while the late-summer spike could be partially attributable to warmer temperatures in the summer, in addition to the rate increase.

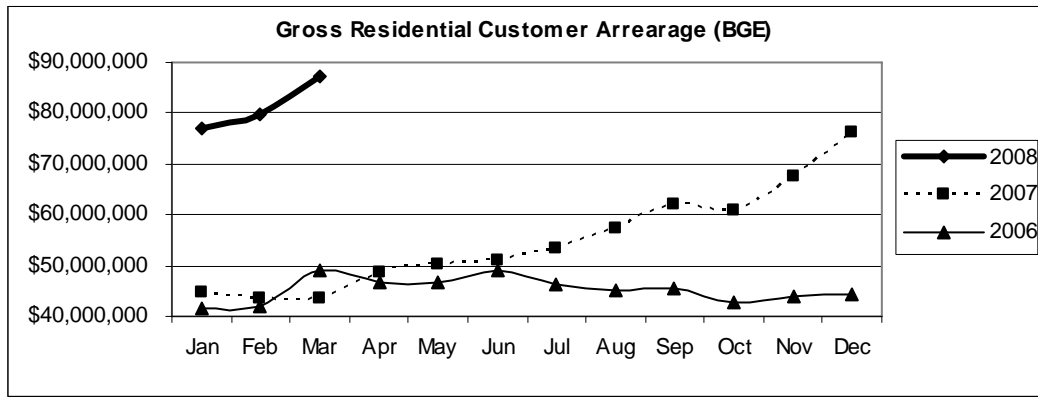
Graph 7a illustrates the percentage of BGE customer terminations that were reconnected. Excluding the winter months, when reconnections significantly exceed terminations because utilities generally do not turn off service during the winter, the data show that the average percentage of terminations reconnected



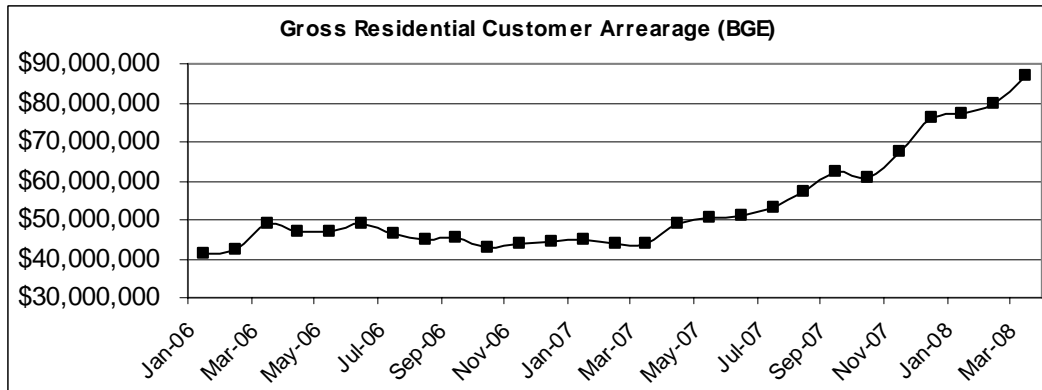
between March and October in 2006 was 67%. This number fell to 64% during the same period in 2007.

The June, 2007, price increase experienced by BGE's customers appears to have had a measurable impact on the number of terminations. For the first five months of 2007, prior to when the BGE price increase took effect, the number of terminations was 45% less than during the same period in 2006. Following the 2007 BGE price increase, the number of terminations during the July – December 2007 period 2007 was 20.8% higher than the comparable 2006 period (13,092 for 2006, versus 15,815 for 2007).

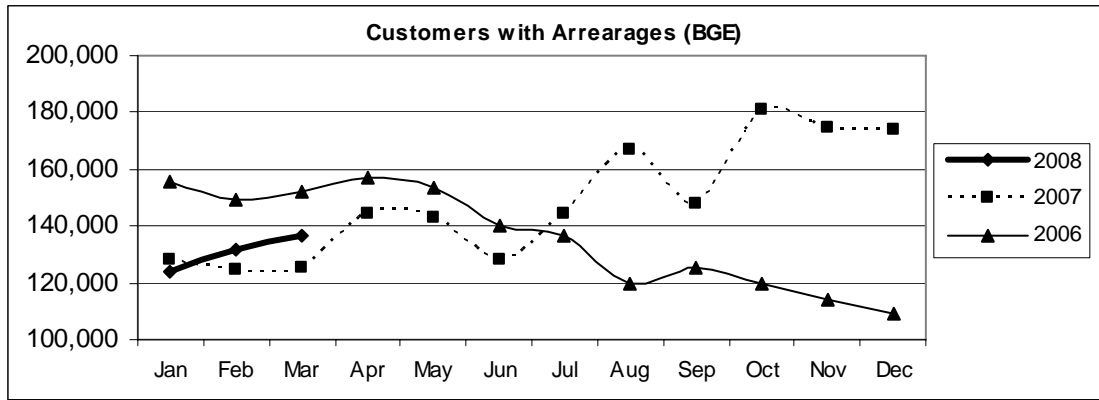
**Graph 8**



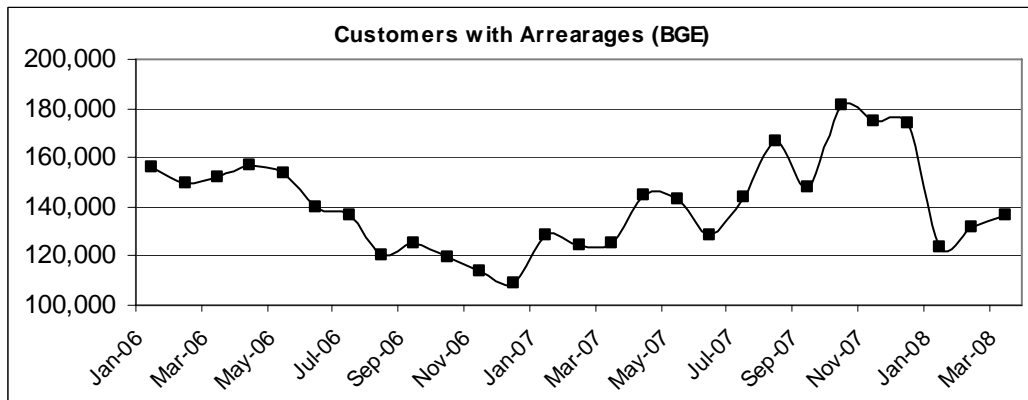
**Graph 8a**



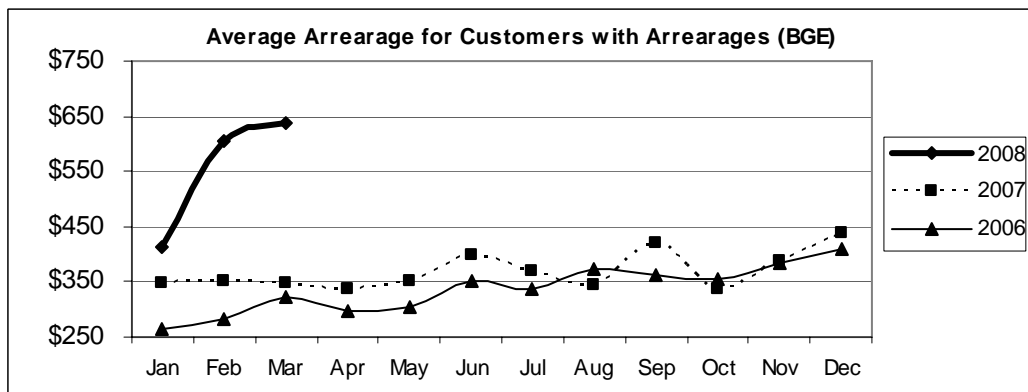
**Graph 9**



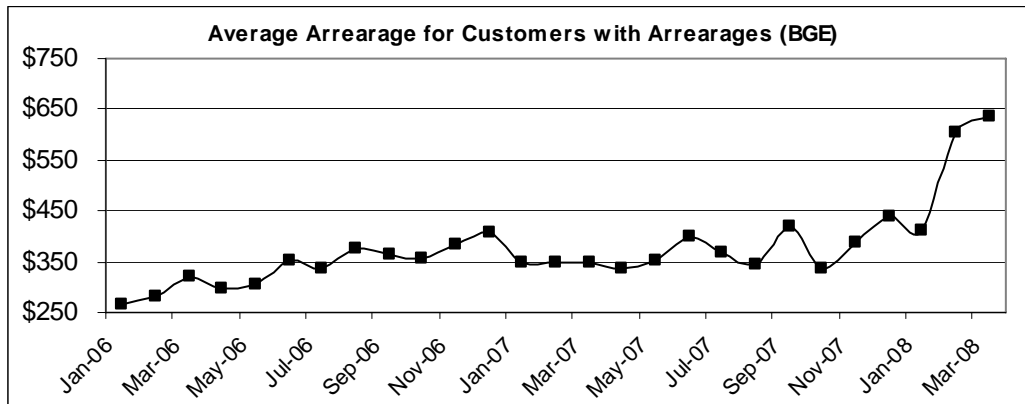
**Graph 9a**



**Graph 10**



**Graph 10a**



As illustrated in Graph 8, BGE’s gross residential customer arrearage has been sharply increasing since the June 2007 price increase. During the July through December 2007 period, BGE’s average gross arrearage balance was \$62.9 million, up by \$18.3 million (a 41% increase) from the \$44.6 million during the comparable year-earlier period. Even this pales in comparison, however, to BGE’s average gross arrearage for the first three months of 2008 which, at \$81.3 million, is 83.1% higher than the first quarter averages in both 2006 and 2007.

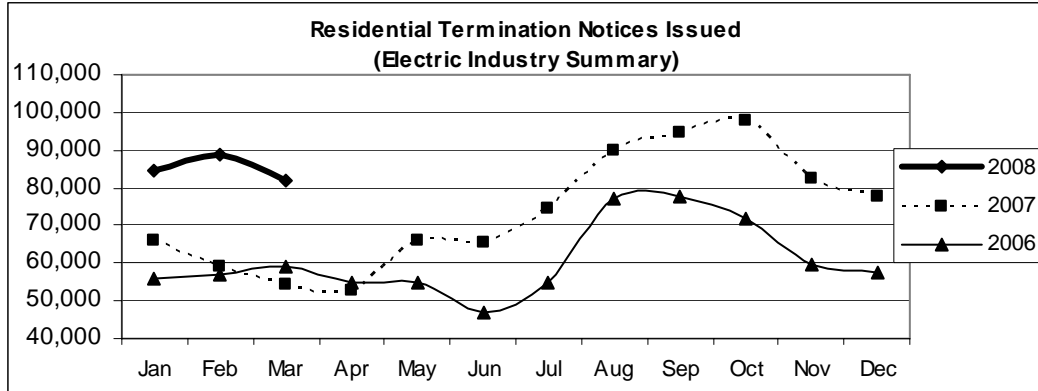
The increased gross arrearage appears to have been driven by the increase in the number of BGE customers with arrearages as shown in Graph 9 as well as by the increase in the average arrearage balance for each customer with an arrearage balance, as shown in Graph 10. For 2007, the average number of customers with arrearages was 148,598, 9.2% higher than during 2006. Notably, the number of customers with arrearages during the first five months of 2007 was 13.3% less than the same period in 2006, an indication that in the first half of 2007 customers were able to better meet their payments than the year before.

Since the June 1, 2007, price increase, however, the number of BGE customers that are in arrears on their bills has grown dramatically. From July through December, 2007, the number of customers in arrears increased from 120,820 to 173,807, a 43.9% increase. During the same period in 2006, the number of customers in arrears fell by 20.1%. Alternatively, on a year-to-year basis, the number of customers with arrearages rose dramatically; from 120,820 over the July-December period of 2006 to 164,945 over the comparable period of 2007. That increase means that an average of 44,005 additional customers (an increase of 36.4%) are having difficulties in paying their utility bill in 2007.

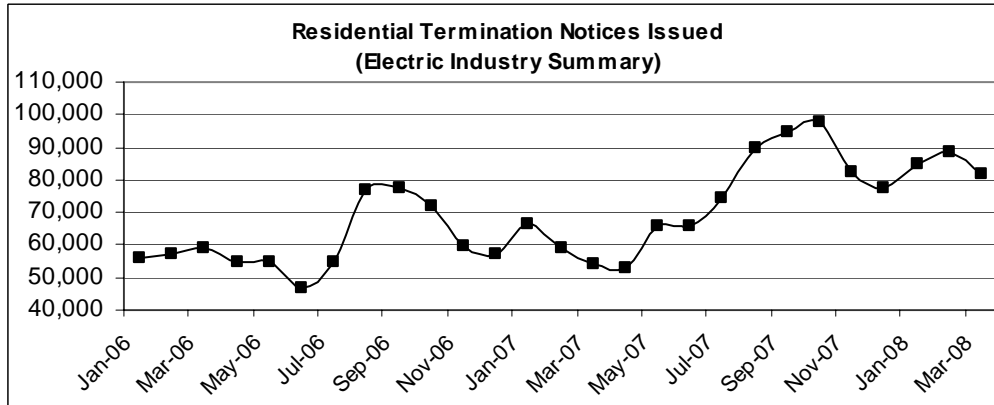
At the same time, the arrearage balance per customer has exhibited a nearly uninterrupted upward trend throughout 2006 and 2007, and accelerating into 2008. As shown in Graph 10, per customer arrearage balances that were in the \$275 range at the beginning of 2006, ended the year at a level of over \$400 per customer. Since the June 1, 2007 price increase, per customer arrearage balances grew to \$440 by the end of 2007 and to \$637 by March of 2008. The decrease in the average arrearage at the beginning of 2007 may be attributable to bill assistance programs, which offer the bulk of their funding in the winter.

# ELECTRIC INDUSTRY SUMMARY<sup>11</sup>

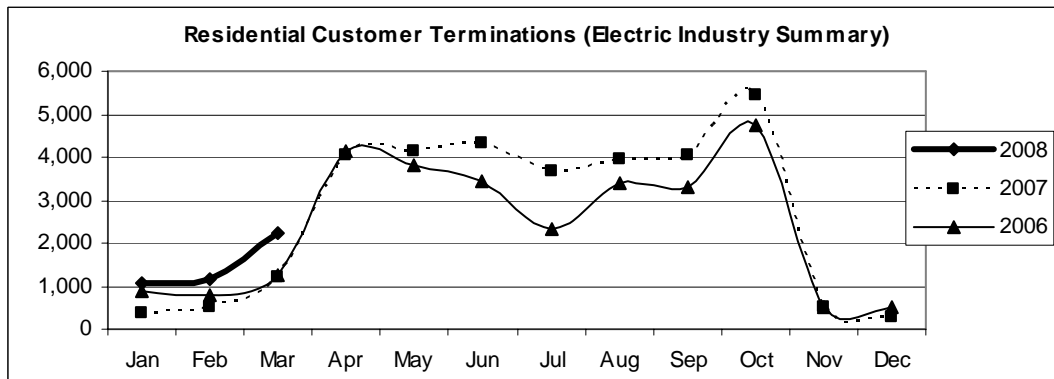
**Graph 11**



**Graph 11a**

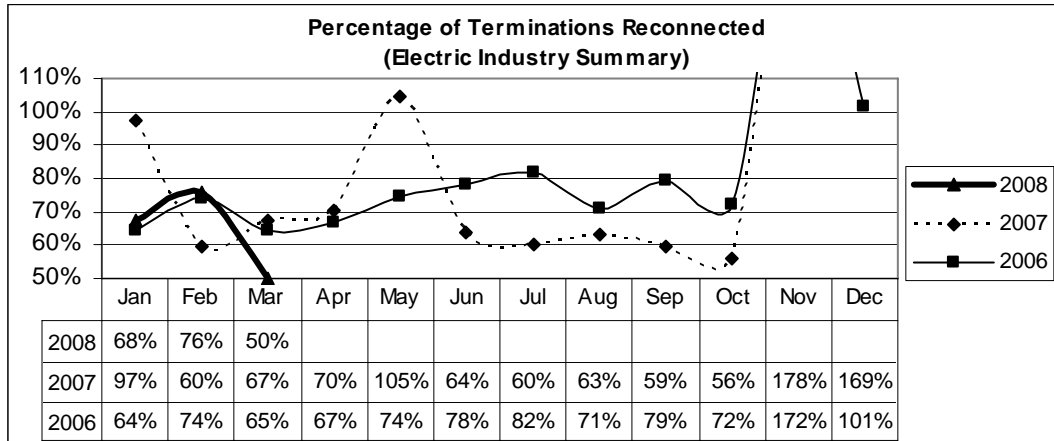


**Graph 12**



<sup>11</sup> BGE is not included in the Electric-Only Industry summary because BGE reports combined gas and electric data.

**Graph 12a**



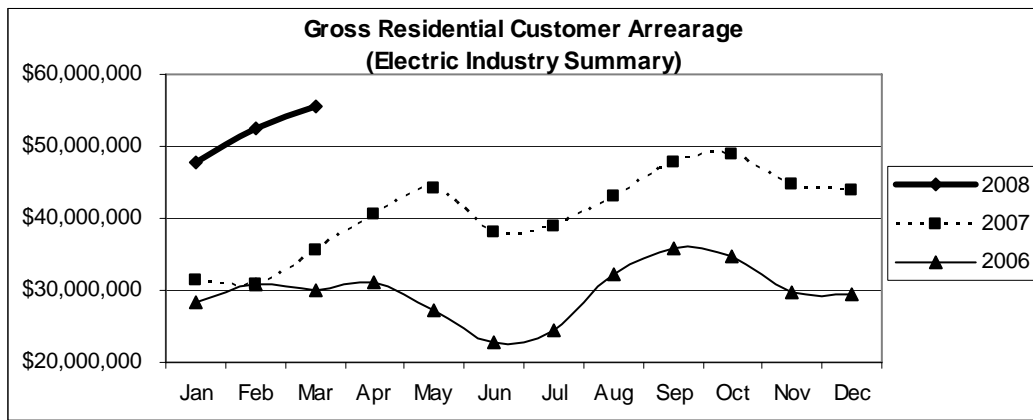
As illustrated in Graph 11, the number of termination notices issued by the electric-only industry increased by 20.9% from 2006 to calendar year 2007 (from 728,384 to 880,785). This increase began in May of 2007. Between May and December, 2006, 501,370 termination notices were issued. By contrast, during the same period in 2007, 648,317 termination notices were issued, an increase of 29.3%. In the electric industry, the highest number of termination notices is generally issued in the summer; this is a result of higher summer bills.

Over each of the last two calendar years, the number of terminations peaked in October as indicated in Graph 12. Data limitations prevent one from concluding that this is typical. However, it is logical that the number of actual terminations would be highest at that time of the year as a result of the accumulation of high electricity bills during the cooling season. It is also reasonable to expect that after the troubled accounts associated with the cooling season have been addressed, the number of terminations would fall and remain low during the winter months and the data portrayed in Graph 12 indicates that this, in fact is the case. Graph 12 also shows that, for each year, the number of terminations increased from 29,090 in 2006 to 32,597 in 2007. This is an increase of 12%. However, the number of terminations as a percentage of the number of termination notices issued fell. During 2006, 4% of the termination notices issued resulted in actual terminations. By contrast, the comparable figure for 2007 was 3.7%. This could indicate that the electric utilities found other ways to address the increased number of troubled accounts.

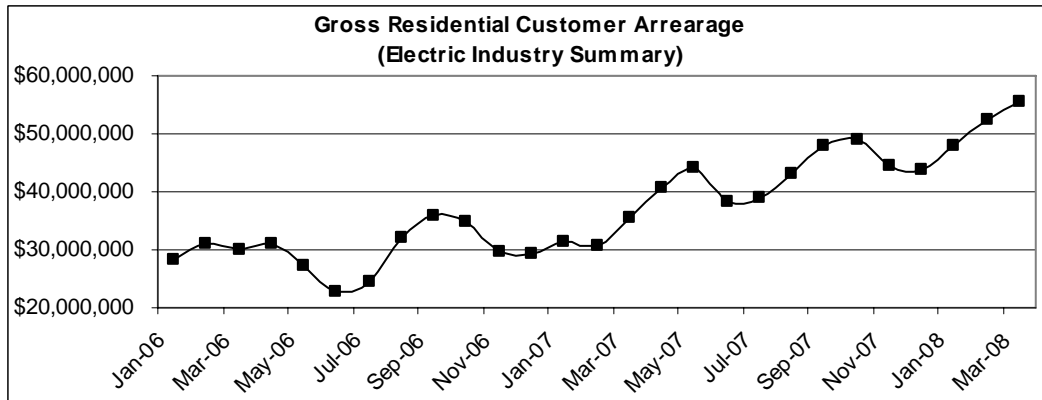
Graph 12a displays reconnections as a percentage of terminations. This number varies dramatically by season, as described above, due to the near stoppage in terminations during the winter. The number of reconnections spiked in May, 2007, causing a similar spike in Graph 12a. There is no obvious reason why the number of reconnections was approximately 50% higher during this

month. Perhaps more importantly, as the data in Graph 12a indicates, the level of reconnections per termination for the June-October 2007 period is systematically below the levels achieved during the comparable period in 2006. Between June and October, 2006, the number of reconnections averaged 76% of the number of terminations, while over the comparable 2007 period that ratio averaged just over 60%. This is due in part to the relatively higher number of termination notices and actual terminations during the 2007 period. It also suggests that the process used by the electric utilities to re-establish service after a disconnection was not able to process in a timely manner the higher number of disconnections realized during 2007.

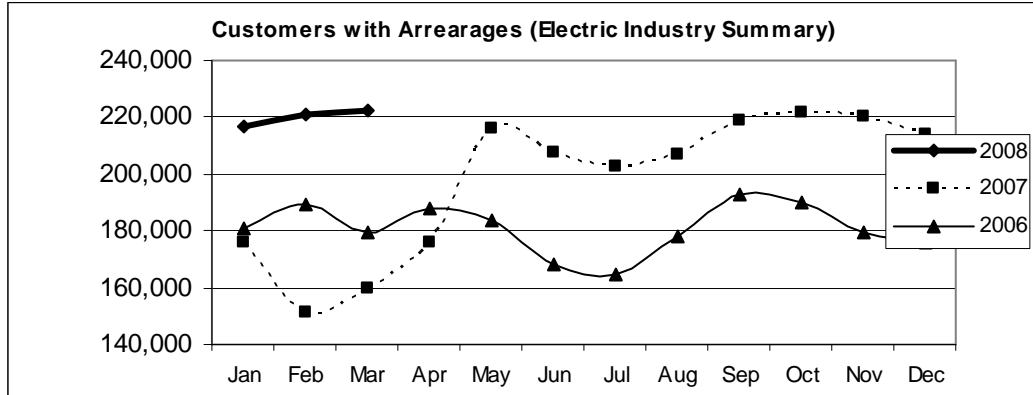
**Graph 13**



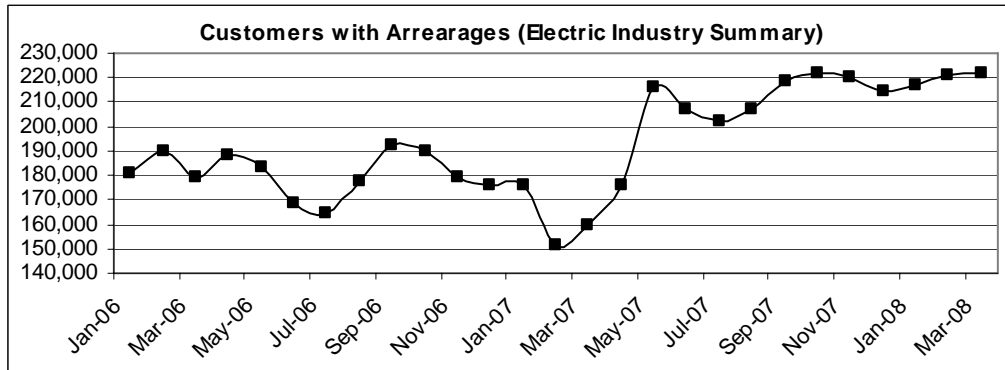
**Graph 13a**



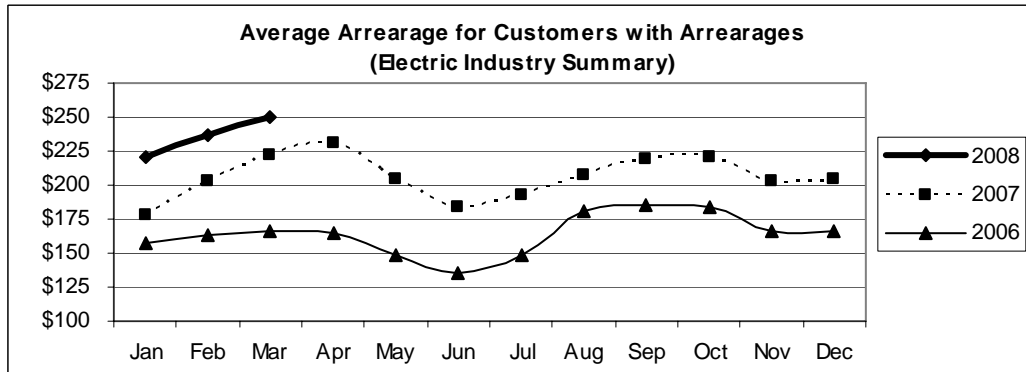
**Graph 14**



**Graph 14a**



**Graph 15**



The gross residential customer arrearage (Graph 13) increased dramatically in 2007. The monthly average for 2006 was \$29.7 million. During the same period in 2007, the monthly average increased to \$40.6 million, a difference of 37%. The fundamental drivers of the increase in the gross arrearage balance for the electric industry are the increased number of customers with arrearages (Graph



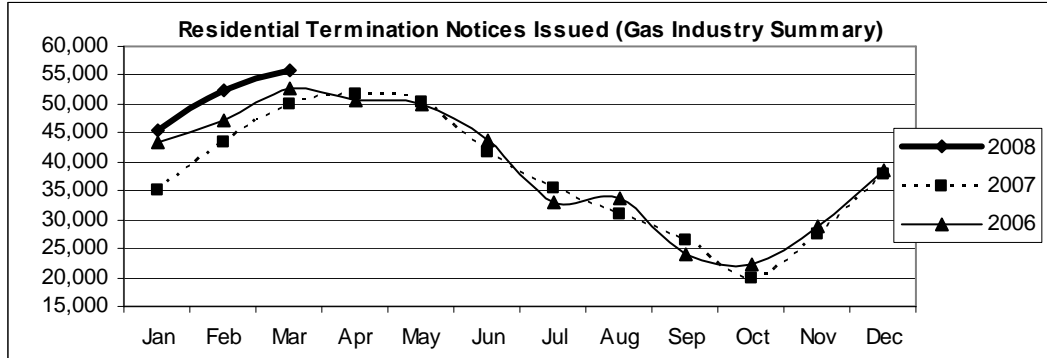
14) and the increased amount of each arrearage (Graph 15). As with the industry as a whole, the number of electric customers with arrearages in the beginning of 2007 was lower than in the beginning of 2006. Since May of 2007 however, the number of customers with arrearages has been significantly and persistently higher. In fact, from May through October 2007 the average number of electric utility customers with arrearages was 212,279, 18.3% higher than the average of 179,492 during the same period in 2006.

Similarly, as indicated in Graph 15, for each customer that carried an arrearage balance, the level of that balance was significantly and persistently higher in 2007 than it was during 2006. In fact, during 2006, the State's electric utility customers that had arrearages carried arrearage balances that averaged \$164. During 2007, that arrearage balance per customer rose by 25.5% to \$206. This trend has persisted into the first quarter of 2008. The average arrearage balance during the first quarter of the current year was \$236 which is up by 15% from the comparable 2007 period and is 44% higher than the comparable 2006 period.

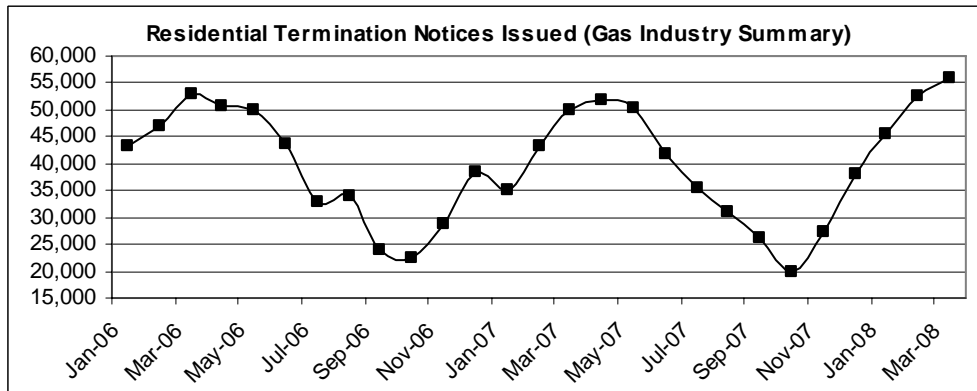
While it cannot be said definitively that the year over year increase in the number of electric customers with arrearages or the arrearage level per customer are due to the price increases realized on June 1 of 2007, the data nevertheless suggests that additional EUSP support is needed to address the increased level of financial stress being experienced by the State's electric utility customers.

# GAS INDUSTRY SUMMARY

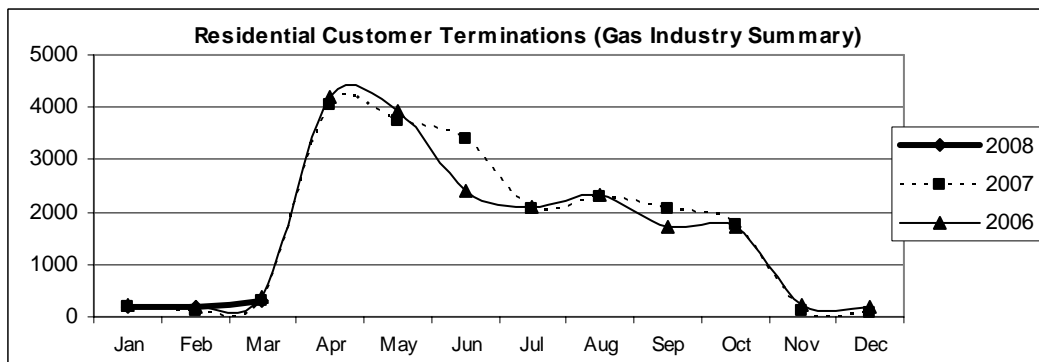
**Graph 16**



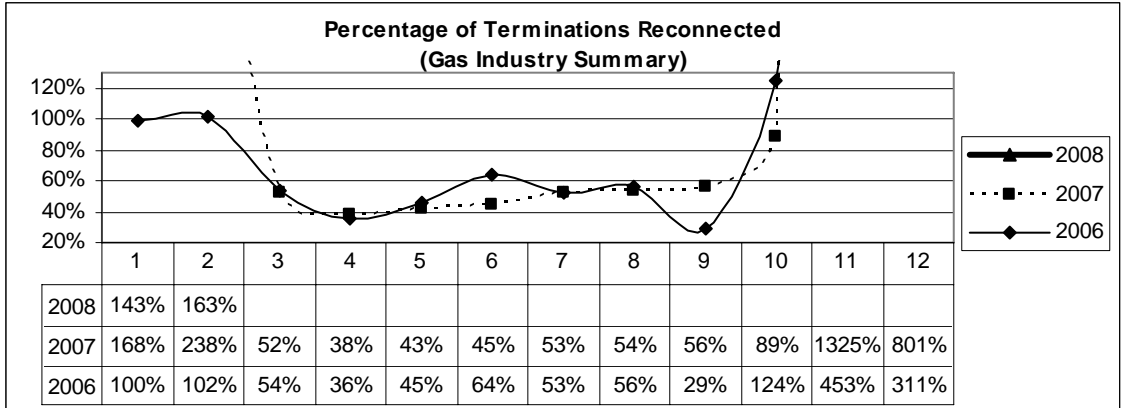
**Graph 16a**



**Graph 17**



**Graph 17a**



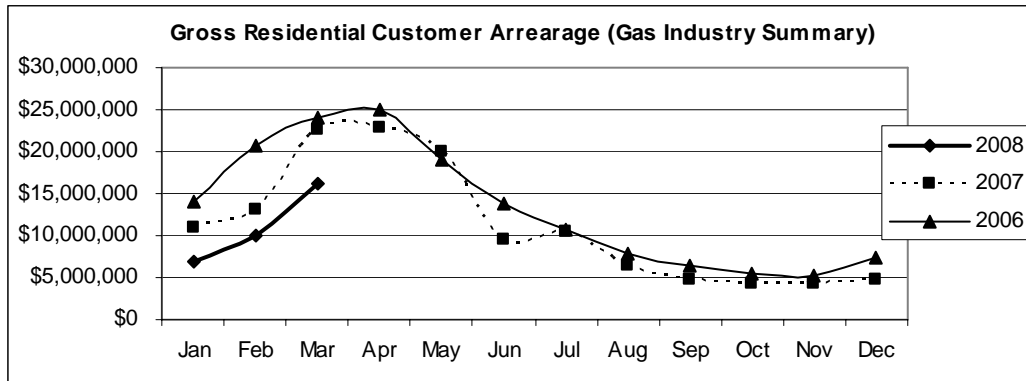
The average number of termination notices issued (Graph 16), the number of terminations (Graph 17) and the relationship between terminations and reconnections (Graph 17a) for the gas industry all follow consistent repeatable patterns over the course of the data period and raise no obvious concerns.<sup>12</sup> As shown in Graph 16, termination notices are issued throughout the year, generally rising through the winter and into the spring as the number of troubled heating customer accounts accumulate. When the weather warms and the need for gas declines, so does the number of termination notices for residential gas customers. During 2007, the number of termination notices issued was 3.8% less than during 2006. Despite the decline in termination notices issued by the gas utilities, the number of actual terminations was up slightly (2.86%) during 2007 over their previous year levels.

There are approximately 400,000 residential gas customers in Maryland, excluding BGE customers. Approximately 20,000 customers lost service in each of the last two years, the majority of them in the spring following the heating season. See Graph 17. As with the categories discussed above, the number of terminations approaches zero during the winter.

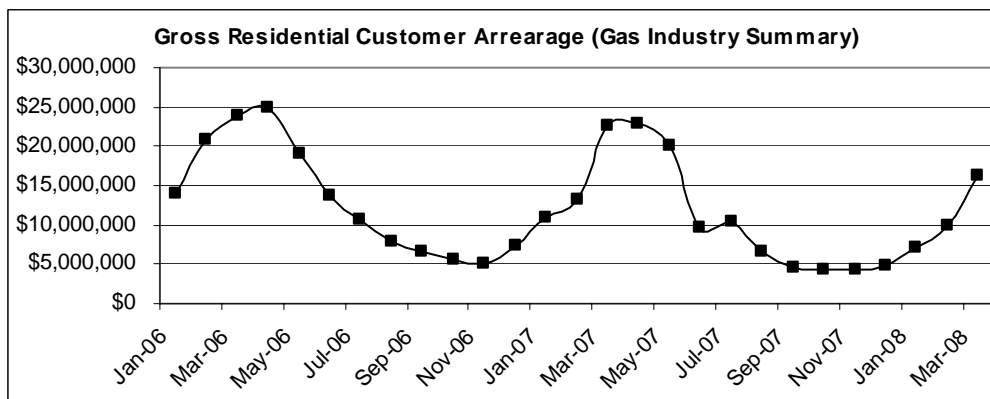
The analysis of reconnections as a percentage of terminations is limited to the non-winter months due to the material decline in terminations during the winter months. Between April and October 2006, the number of reconnections averaged 58% of terminations. During the same period in 2007, the number of reconnections averaged 53% of terminations. This is a drop of 9%.

<sup>12</sup> BGE is not included in the Gas Industry summary because BGE reports combined gas and electric data.

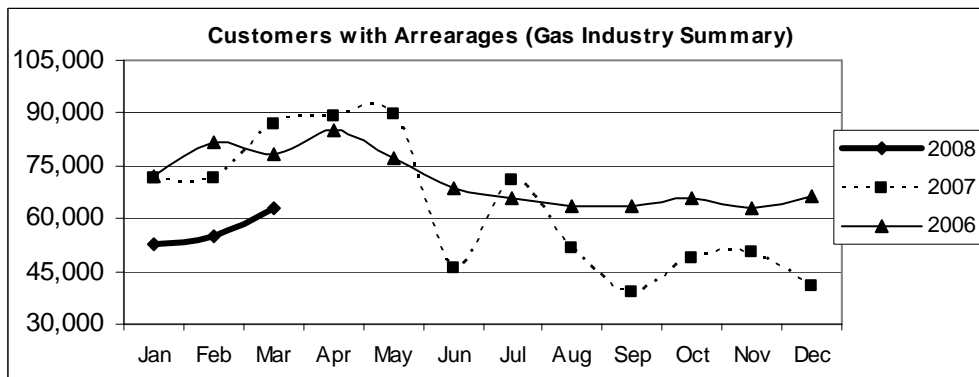
**Graph 18**



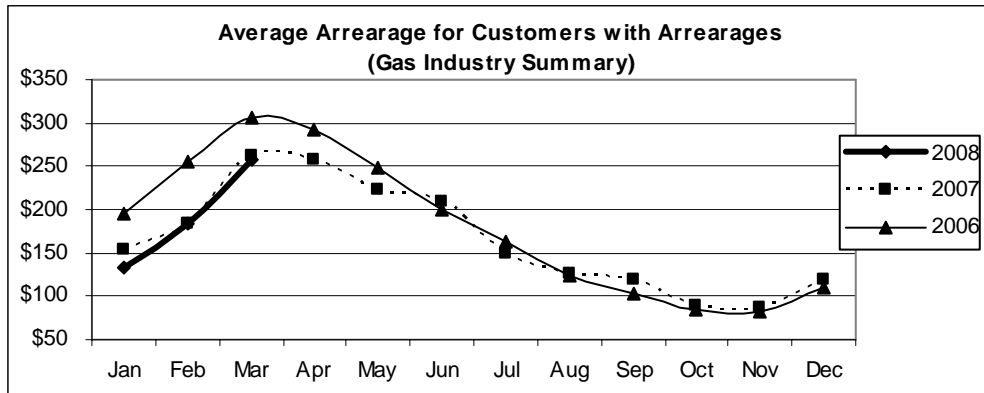
**Graph 18a**



**Graph 19**



**Graph 20**

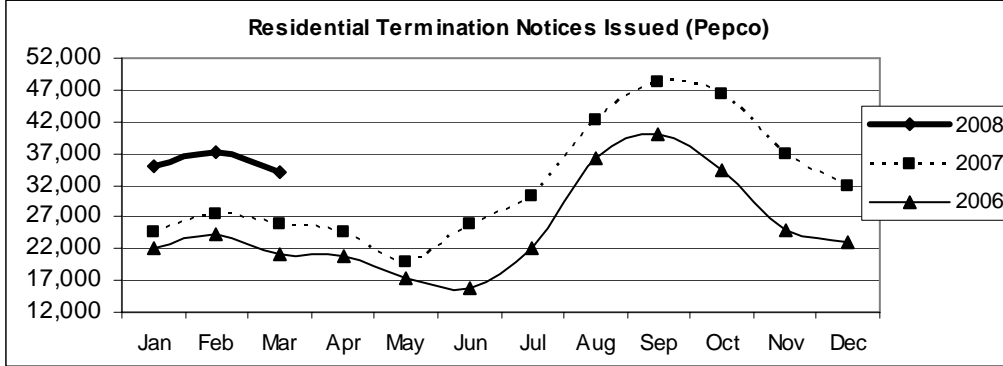


During 2007, the average gross residential customer arrearage decreased by 15.6%, compared with 2006, from \$13.3 million to \$11.2 million. This was driven by decreases in both in the average number of customers with arrearages and the average arrearage amount per customer. The number of customers with arrearages fell by 11.2% from 70,875 to 62,975 (Graph 19). Similarly, during 2007, the average arrearage (among customers with an arrearage) was \$165, 8.3% less than the \$180 average for 2006. See Graph 20. In the later part of the year, however, the average arrearage is essentially unchanged.

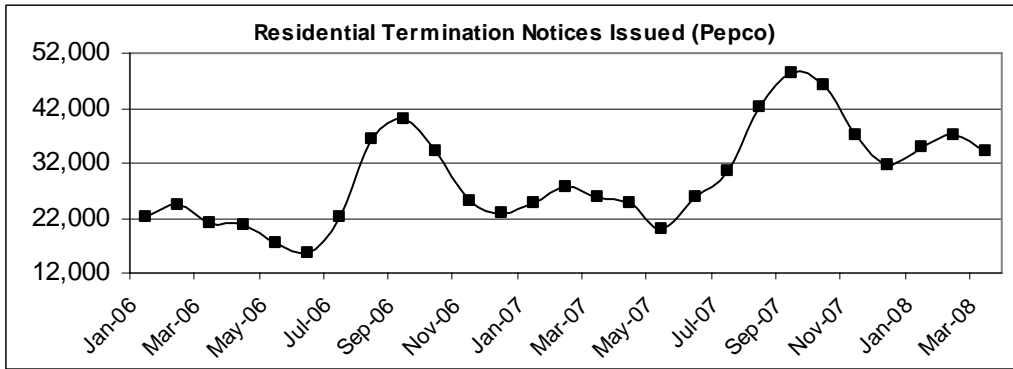
# ELECTRIC COMPANIES

## Potomac Electric Power Company (Pepco)

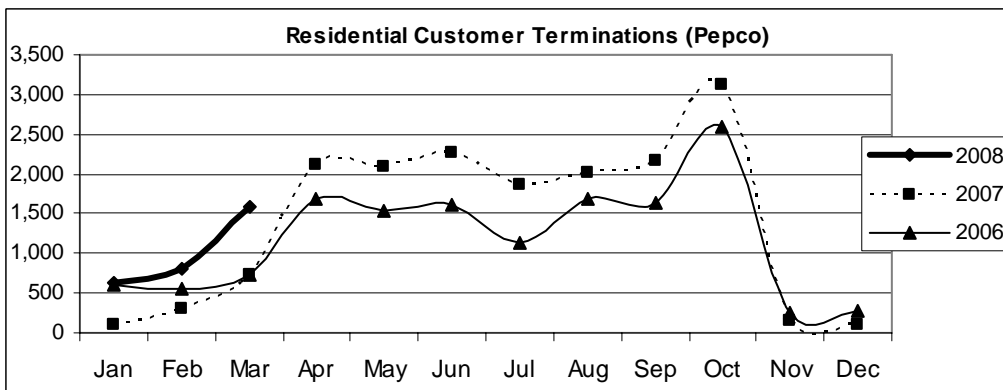
**Graph 21**



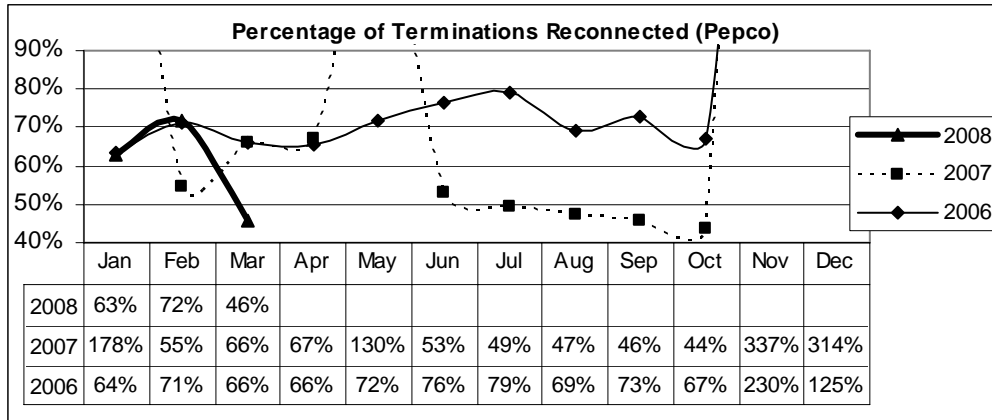
**Graph 21a**



**Graph 22**



**Graph 22a**

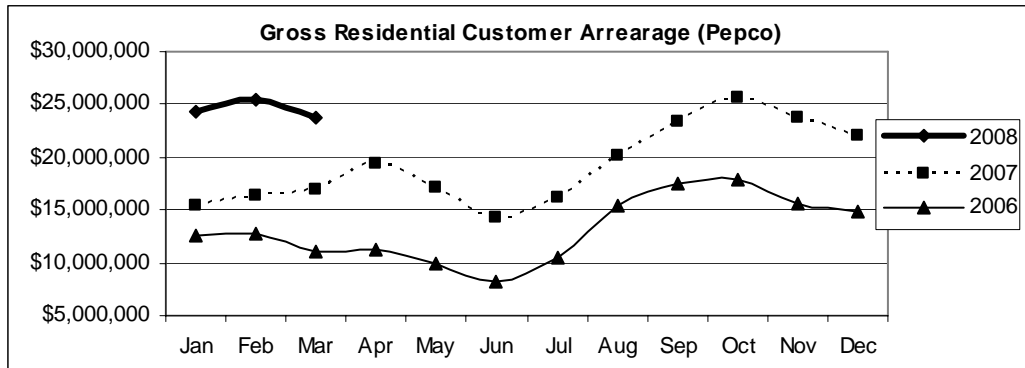


Termination notices are significant because they are often the first visible sign of increased customer distress. The pattern for Pepco’s issuance of residential utility termination notices was similar in 2007 and 2006, though as shown in Graph 21 the number of termination notices issued in 2007 was 27.3% higher than the number issued in 2006. The number of termination notices issued generally peaks in the late summer, reflecting an accumulation of unpaid bills during the summer. Electric rates and usage are higher in the summer than in the winter. The data in this report are insufficient to conclude why the number of notices issued increased in 2007.

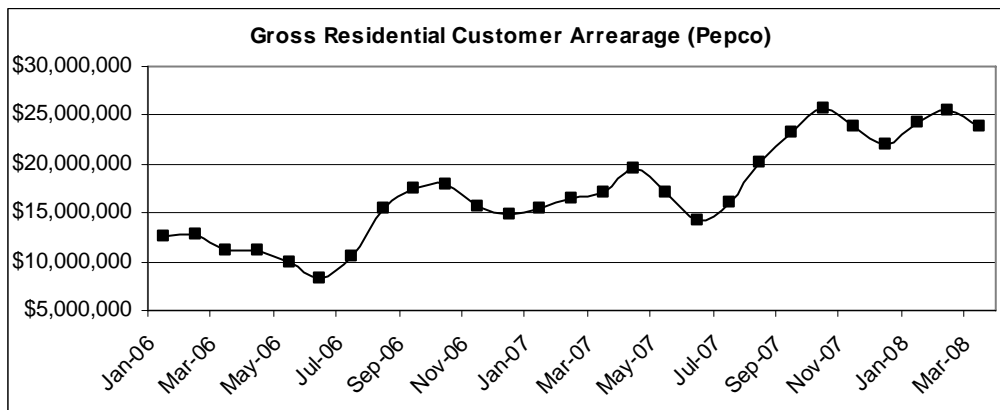
As expected, the number of terminations peaks after the peak in the number of termination notices issued. Graph 22 illustrates the higher number of terminations in 2007, compared to 2006. During 2007, Pepco terminated service to 16,974 customers, an 18.7% increase over the 14,300 customers who lost service during the same period in 2006.

At first glance, Graph 22a appears to indicate that the rate of reconnections as a percentage of terminations in 2007 is significantly less than in 2006, but each year the average percentage of terminations reconnected actually increased from 88% in 2006 to 115% in 2007 (a number higher than 100% will result when more customers are reconnected than terminated). Following a spike of reconnections in May, 2007, however, the rate of reconnections between June and October of 2007 does significantly lag the rate in 2006 (though the rate of reconnections in 2007 did increase in November and December).

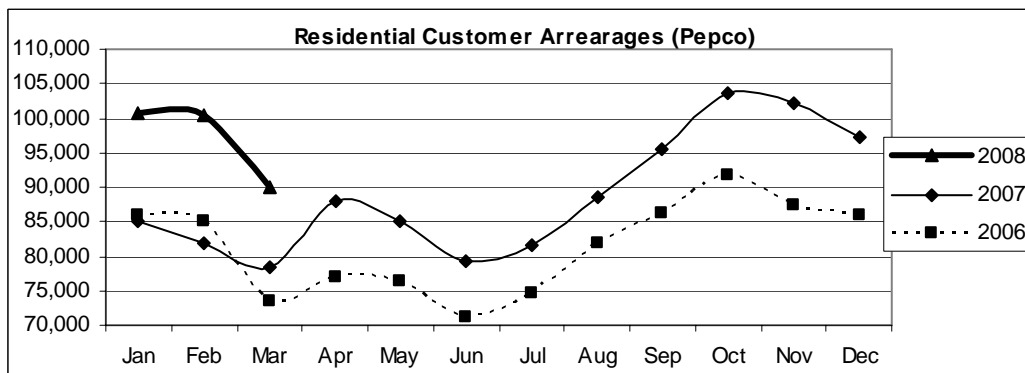
**Graph 23**



**Graph 24a**

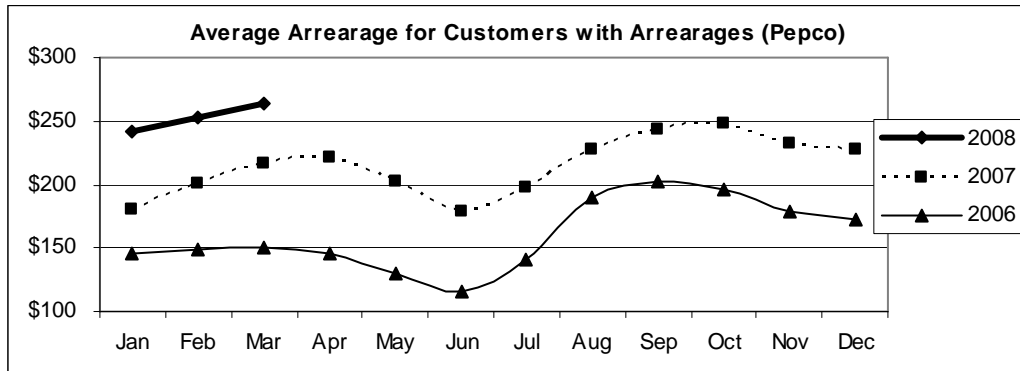


**Graph 24**





**Graph 25**



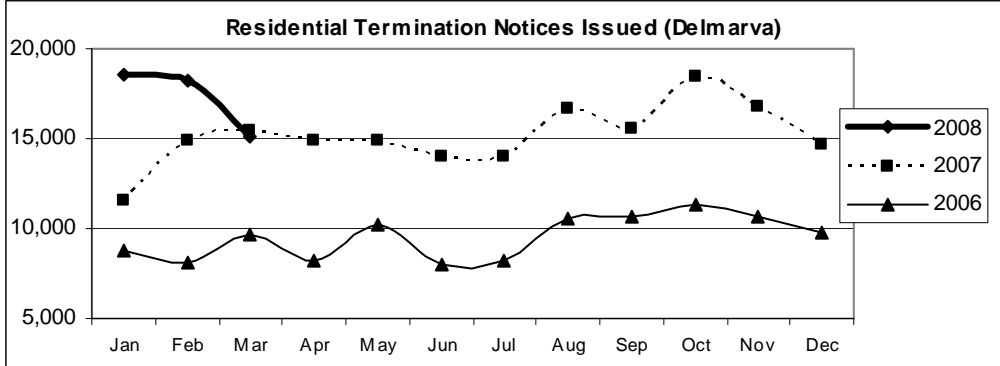
Graph 23 clearly shows that Pepco’s gross residential arrearage has increased on a comparable month basis during every month for which data is available. The average gross arrearage during 2007 was 46.7% higher than during 2006. During the first quarter of 2008, the average gross arrearage was \$24.5 million. This is 50.5% more than during the same period in 2007, and 102.2% more than during the same period in 2006. The fundamental drivers of the gross arrearage are the number of customers with arrearages and the average amount of each arrearage.

Graph 24 illustrates that more Pepco customers had arrearages in 2007 than in 2006. On average, during 2007, 88,849 Pepco customers had arrearages. By contrast, the monthly average for 2006 was 81,404, thus constituting an increase of 8,498 customers or 9.2%. While the number of customers with an arrearage was increasing, so too was the average amount of each customer’s arrearage.

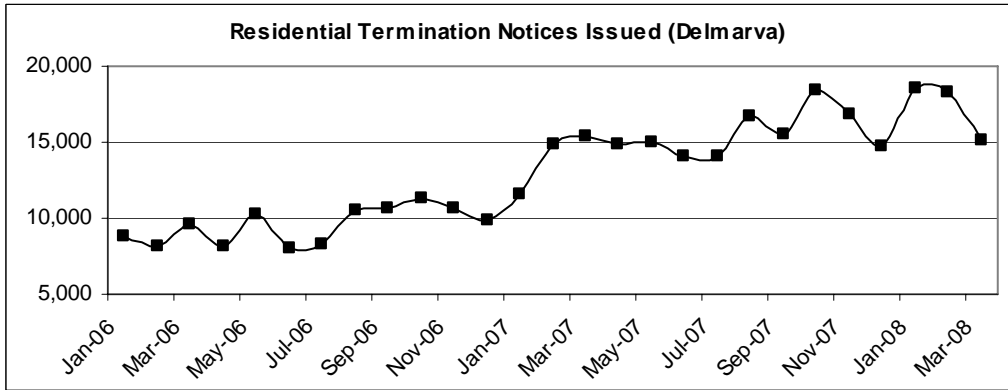
Graph 25 illustrates the average arrearage for customers with an arrearage. During the first quarter of 2008, when the average arrearage peaked at \$264 in March, the most recent month for which data is available, the average arrearage was \$253. This is 26.5% more than during the same period in 2007, and 70% than during the same period in 2006. For 2007, the average arrearage among customers with an arrearage was \$215. This is 34.6% higher than the \$160 average arrearage for 2006.

**Delmarva Power & Light Company (Delmarva)**

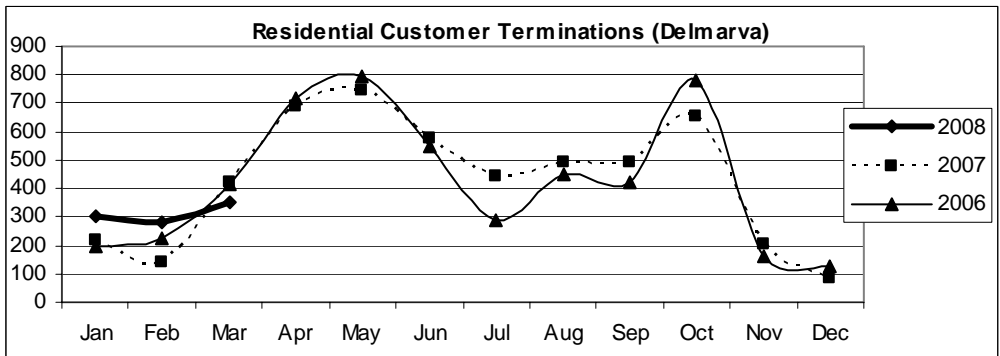
**Graph 26**



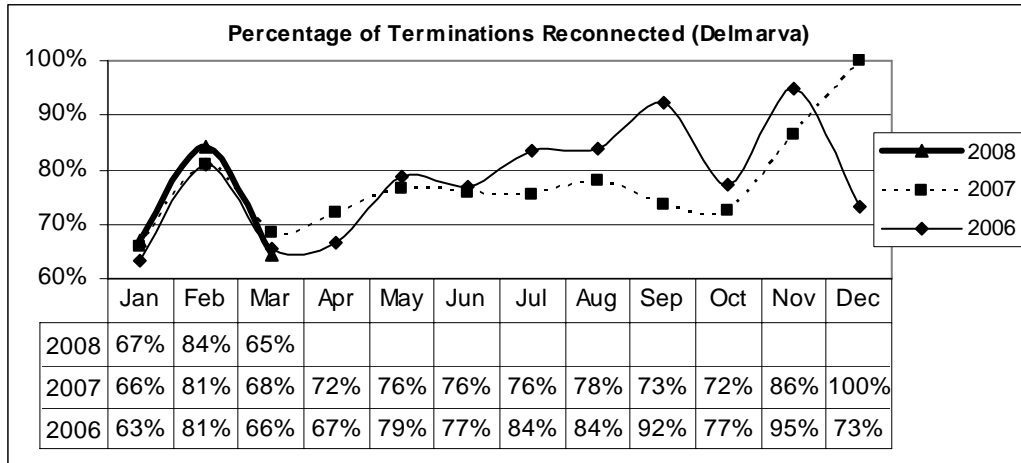
**Graph 26a**



**Graph 27**



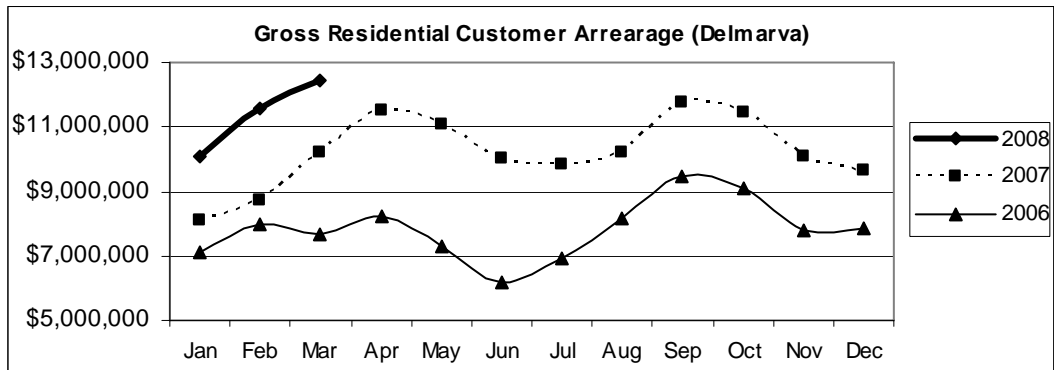
**Graph 27a**



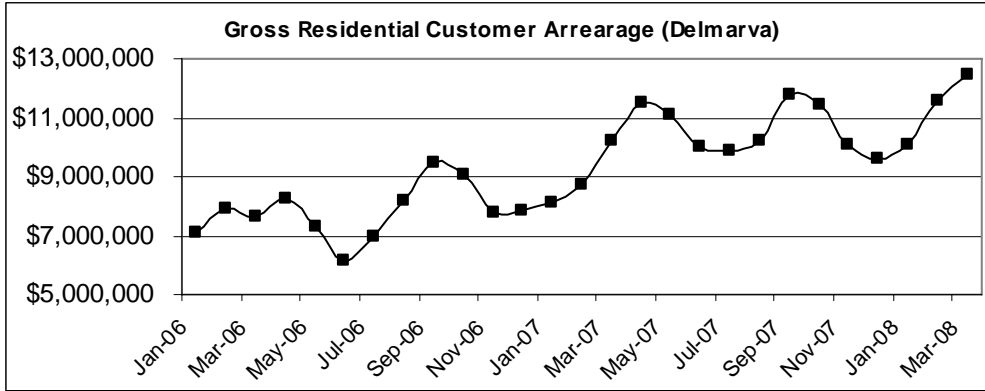
Graph 26 clearly illustrates that Delmarva issued significantly more termination notices in every month of 2007 than in the corresponding month in 2006. Termination notices are significant because they are often the first visible sign of increased customer distress. During 2007, Delmarva issued 181,883 termination notices. This is an increase of 59.1% over the 114,295 notices issued during 2006.

Graph 27 shows that the number of actual terminations in 2007 closely tracked 2006. During 2007, Delmarva terminated service to 5,168 customers, a 1.1% increase over the 5,110 terminations issued in 2006. Delmarva's terminations peak in May and October. An increase in spring terminations is expected because Delmarva, like other utilities, rarely turns off service during the winter. The other peak, in the fall, may result from a build-up of troubled accounts during the summer, when electric bills are highest. On average, the rate of reconnections as a percentage of terminations fell slightly to 77% during 2007, compared to 78% during 2006.

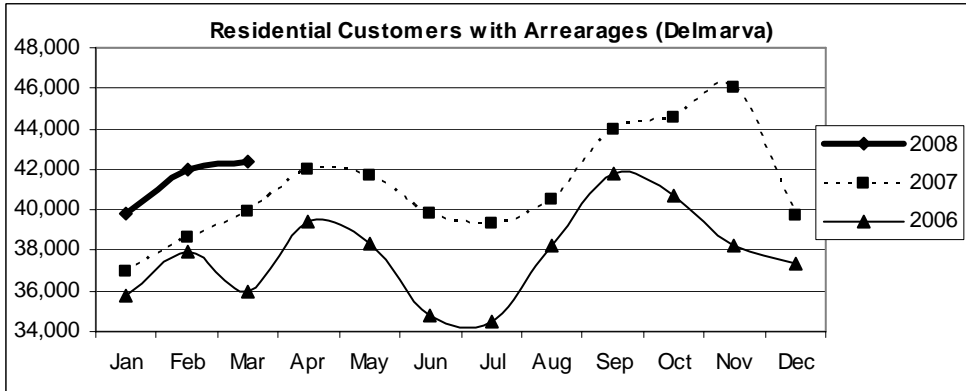
**Graph 28**



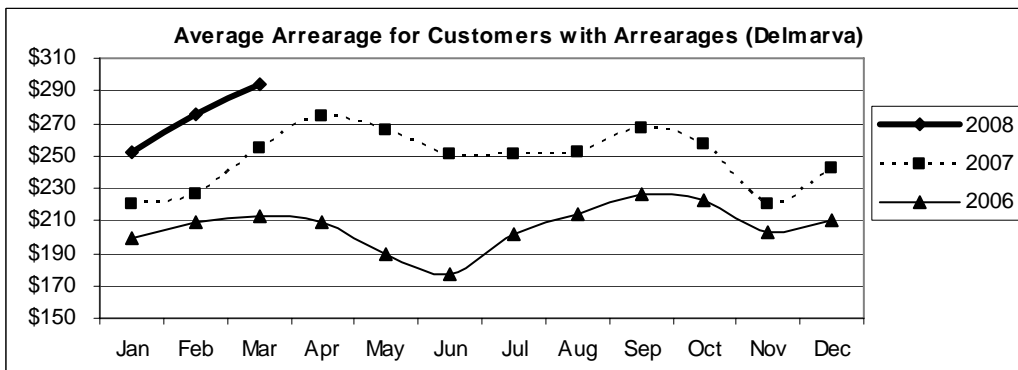
**Graph 28a**



**Graph 29**



**Graph 30**



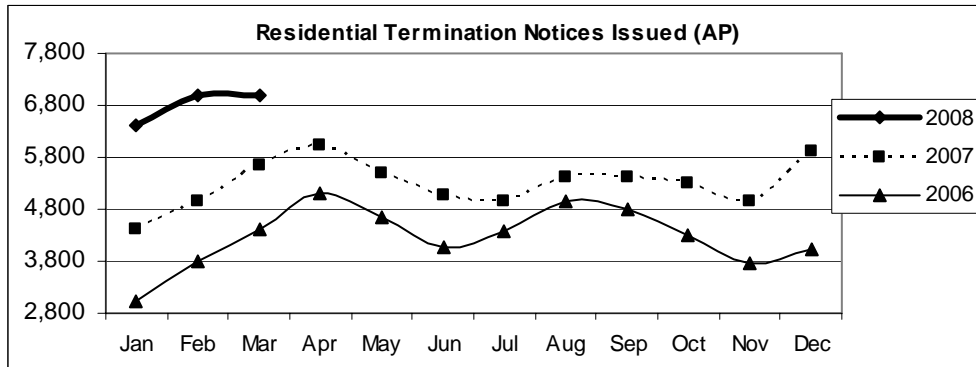
The gross amount of Delmarva’s residential customer arrearage increased significantly in 2007. The fundamental drivers of the gross arrearage are the number of customers with arrearages and the average amount of each arrearage. For 2007, the average gross arrearage was \$10.2 million, a 30.9% increase over the 2006 level. The average number of residential customers with an arrearage increased from 37,759 during 2006 to 41,085 during 2007. This is an 8.8%

increase in the number of residential customers with an arrearage. The average number of customers with arrearages during the first quarter of 2008 was 41,383, 7.4% more than during the same period in 2007 and 13.2% more than during the same period in 2006.

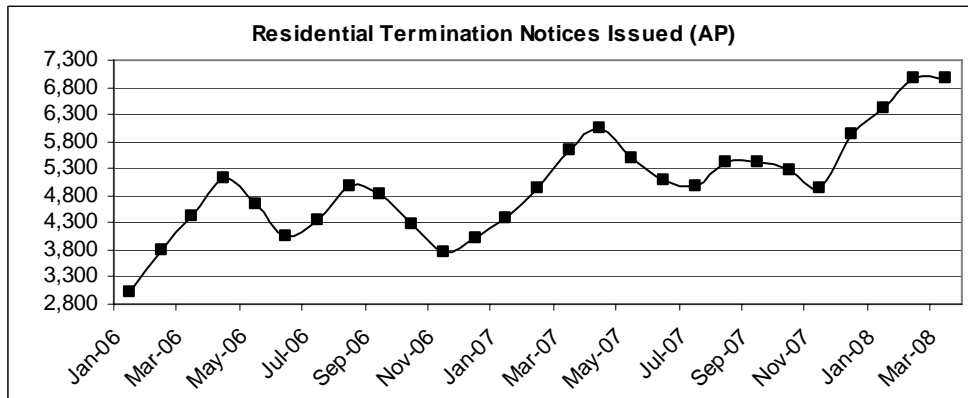
As shown in Graph 30, the average arrearage among residential customers with an arrearage increased in 2007 over previous year levels. For 2007, the monthly average was \$249, a 20.5% increase over the \$206 average for 2006. During the first quarter of 2008, when the average arrearage peaked at \$294 in March, the most recent month for which data is available, the average arrearage was \$274. This is 17% more than during the same period in 2007, and 32% than during the same period in 2006.

The Potomac Edison Company d/b/a Allegheny Power (AP)

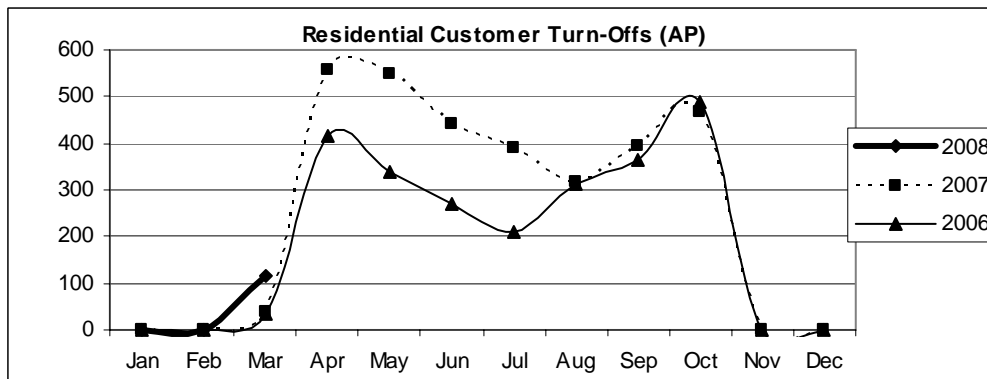
Graph 31



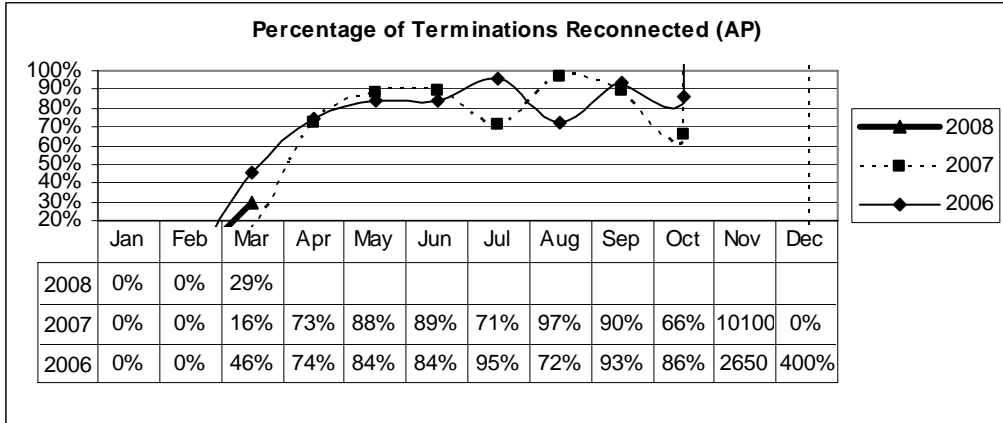
Graph 31a



Graph 32



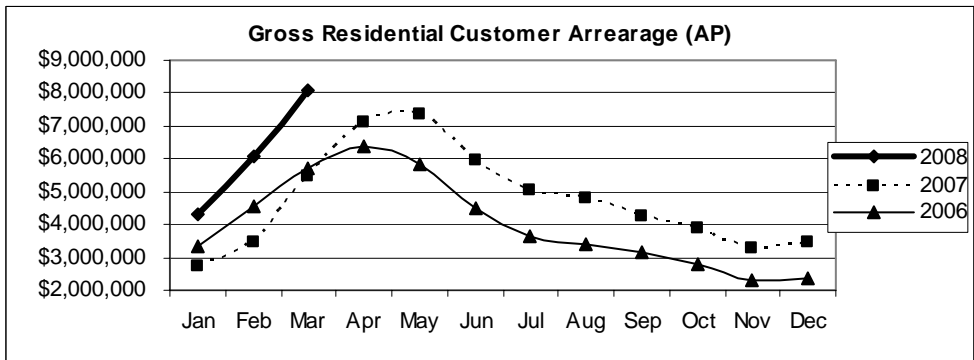
**Graph 32a**



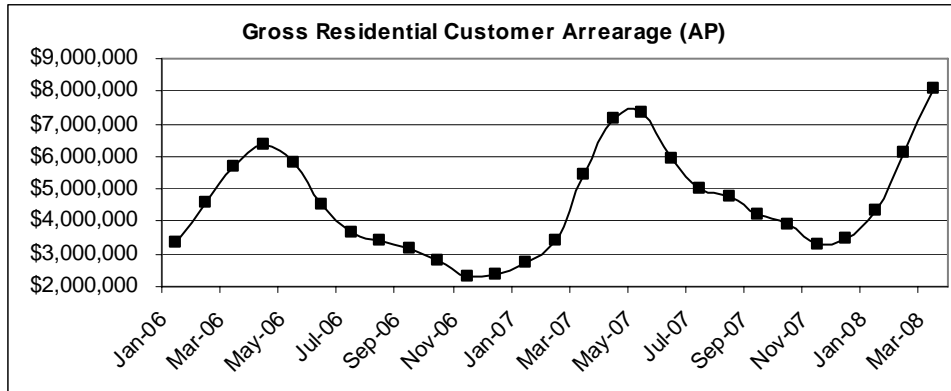
Graph 31 clearly illustrates that AP issued significantly more termination notices in every month of 2007 than in the corresponding month in 2006. That trend appears to be repeating itself in 2008 as well. Termination notices are significant because they are often the first visible sign of increased customer distress. During 2007, AP issued 63,572 termination notices. This is an increase of 24.1% over the 51,235 notices issued in 2006.

Graph 32 shows that the number of actual terminations in 2007 exceeded those in 2006. During 2007, AP terminated service to 3,155 customers, a 29.4% increase over the 2,439 terminations for 2006. AP’s terminations peak in May and October. An increase in spring terminations is expected because AP, like other utilities, rarely turns off service during the winter. The other peak, in the fall may result from a build-up of troubled accounts during the summer, when electric rates are highest. As discussed above, our analysis of AP’s percentage of terminations reconnected does not include the winter months. Between March and October of 2007, the average rate of reconnection was 74%. For the same period in 2006 the average was 79%.

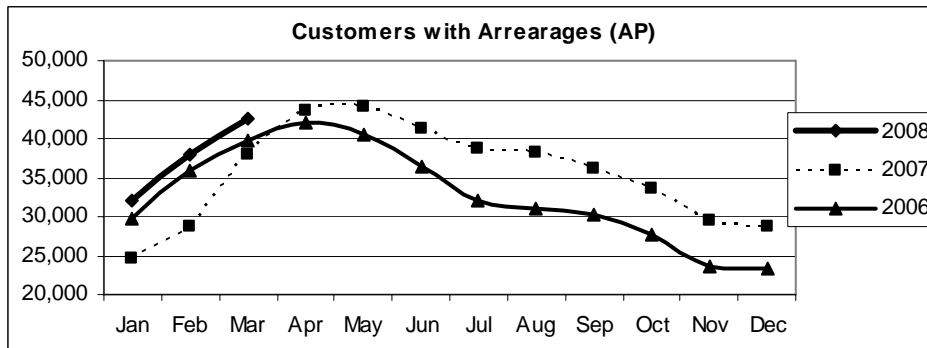
**Graph 33**



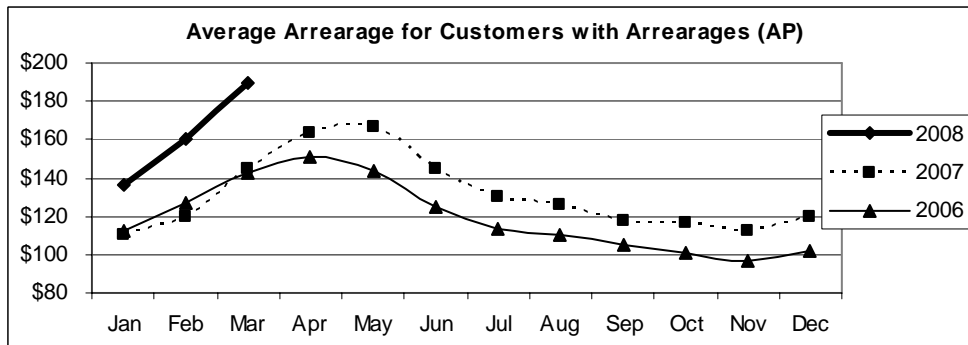
**Graph 33a**



**Graph 34**



**Graph 35**



Notwithstanding the relatively stable electric rates for AP, whose rate caps are still in effect, AP's average gross residential customer arrearage increased by 18.1% between 2006 and 2007.<sup>13</sup> Although the gross arrearage for the first few

<sup>13</sup> AP's residential rates were increased by 15% pursuant to Commission Order No. ?? issued in Case No. ?? on ??.



months of 2007 was lower than during the same months in 2006, since April the 2007 average has been higher than the corresponding month in 2006. Specifically, the April-October 2006 average was \$4.3 million, while the April-October 2007 average increased by 29% to \$5.5 million. The fundamental drivers of the increase in the gross arrearage are the increased number of customers with arrearages, and the increased amount of each individual arrearage.

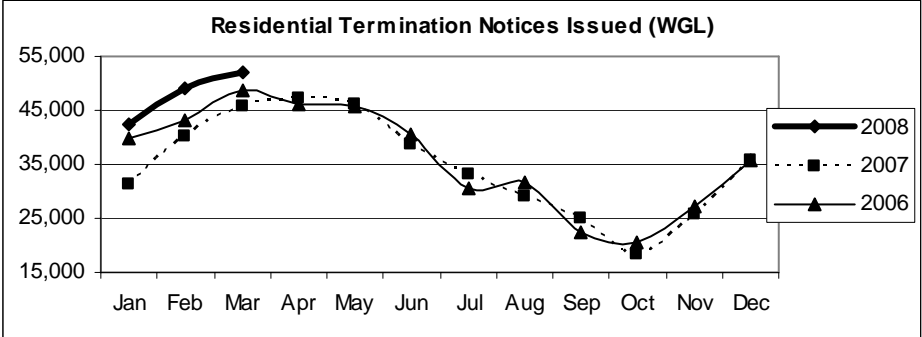
Graph 34 shows that the number of customers with arrearages in 2007 exceeds the number of customers with arrearages in 2006. Specifically, in 2006, an average of 32,738 AP customers had arrearages. In 2007, that number had increased by 8.2% to 35,413. As with the gross arrearage, the data indicate increasing customer problems beginning in April, 2007. An examination of the data between April and October of each year indicates that, for 2006 an average of 34,322 customers had arrearages. The monthly average for the same period in 2007 increased to 39,368, an increase of 14.7%.

Graph 35 shows the increased average arrearage among customers with arrearages. During 2007, the average monthly arrearage among customers with an arrearage was \$131, a 9.8% increase over the monthly average in 2006. But as with the other metrics, the average arrearage increased beginning in April, 2007. Between April and October 2007, the average arrearage was \$138, a 13.5% increase over the \$121 April through October 2006 average.

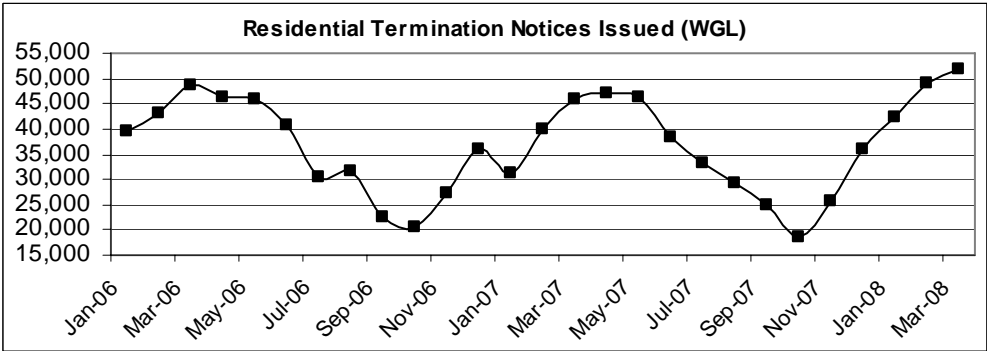
# GAS UTILITY

## Washington Gas Light Company (WGL)

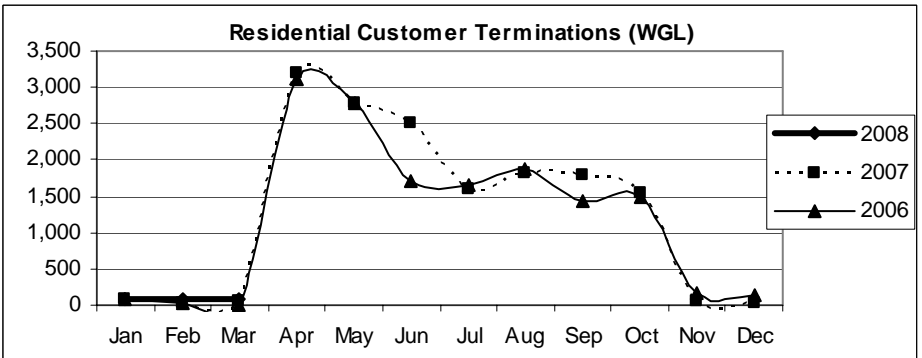
**Graph 36**



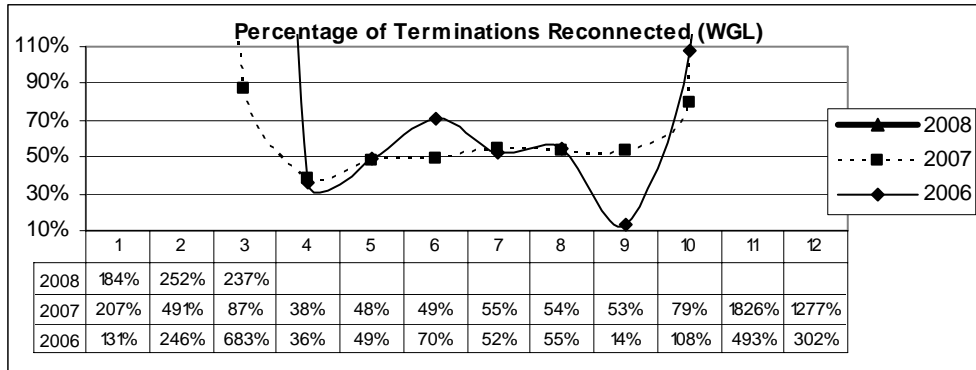
**Graph 36a**



**Graph 37**



**Graph 37a**

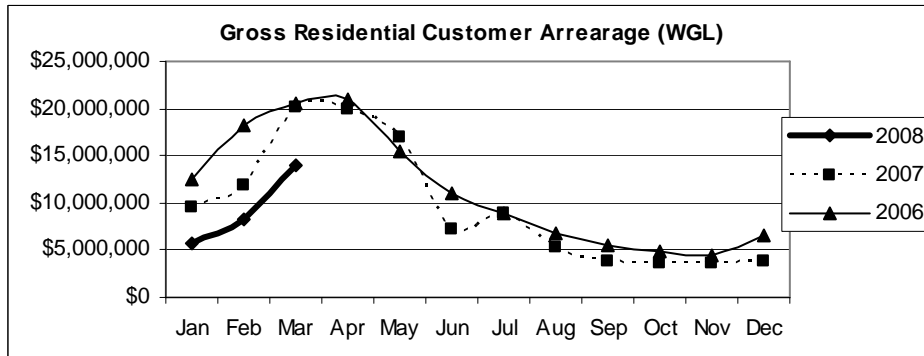


With the exception of the number of customers with arrearages, WGL’s 2007 data closely reflects the pattern exhibited in its 2006 data. For 2007, WGL issued 416,335 termination notices, a 3.7% decrease from the 432,414 notices issued in 2006. Termination notices are significant because they are often the first visible sign of increased customer distress. WGL stands out as the only Maryland utility to issue fewer termination notices during the period studied in 2007 than during the same period in 2006.

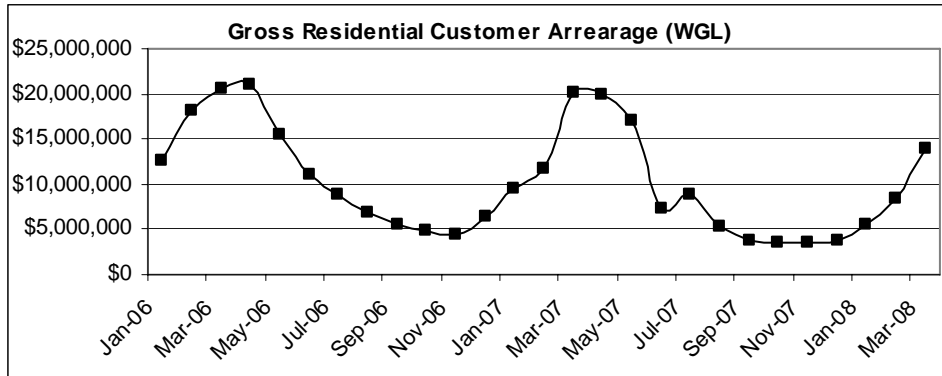
Despite the decrease in termination notices issued, WGL’s number of terminations increased. During 2007, WGL terminated service to 15,518 customers, a 7.1% increase over the 14,496 terminations during 2006. As with the other utilities, a spike in terminations in the spring is expected because service is rarely disconnected for nonpayment during the winter.

As discussed above, our analysis of WGL’s percentage of terminations reconnected does not include the winter months. Between April and October of 2007, the average rate of reconnection rate was 53.7%, essentially unchanged from the same period in 2006, when the average was 54.8%.

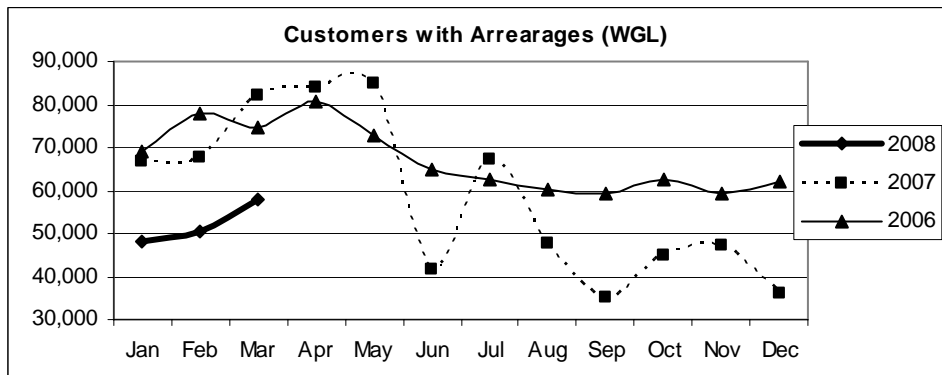
**Graph 38**



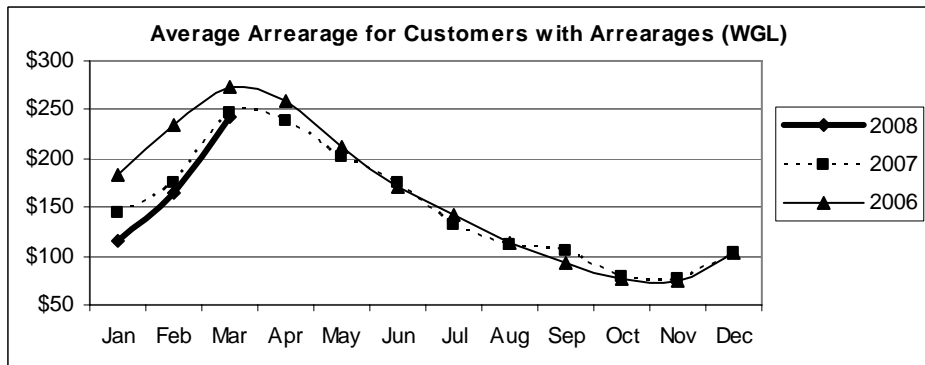
**Graph 38a**



**Graph 39**



**Graph 40**



The gross amount of WGL’s residential customer arrearage fell by 15.5% from 2006 to 2007. WGL is unique among Maryland utilities in that, on average, its gross arrearage declined between the periods studied. The fundamental drivers of the gross arrearage are the number of customers with arrearages and the average amount of each arrearage. For 2007, the average gross arrearage was \$9.6 million,

while the average was \$11.3 million in 2006. The average number of residential customers with an arrearage fell from 67,209 in 2006 to 58,774 in 2007. This is a 12.5% decrease in the number of residential customers with an arrearage. Furthermore, as shown in Graph 40, the average amount of arrearage among customers with an arrearage has been decreasing. For 2007, the monthly average was \$149, a 7.5% decrease from the \$161 average for 2006.

**Table 1. Combined Electric and Gas Industry Summary  
Residential Customer Termination and Arrearage Report**

| Month         | Residential Termination Notices Issued |                  |         | Residential Customer Terminations |               |       | Residential Reconnections |               |       | Customers with Arrearages |         |         | Gross Residential Customer Arrearage |               |               |
|---------------|----------------------------------------|------------------|---------|-----------------------------------|---------------|-------|---------------------------|---------------|-------|---------------------------|---------|---------|--------------------------------------|---------------|---------------|
|               | 2006                                   | 2007             | 2008    | 2006                              | 2007          | 2008  | 2006                      | 2007          | 2008  | 2006                      | 2007    | 2008    | 2006                                 | 2007          | 2008          |
| January       | 252,534                                | 249,232          | 313,090 | 1,245                             | 584           | 1,327 | 957                       | 870           | 1,310 | 408,590                   | 375,497 | 393,368 | \$83,784,730                         | \$86,994,483  | \$131,845,345 |
| February      | 245,891                                | 214,737          | 303,522 | 1,116                             | 627           | 1,416 | 954                       | 719           | 1,414 | 420,404                   | 347,832 | 407,938 | \$93,776,951                         | \$87,571,636  | \$142,216,021 |
| March         | 274,110                                | 249,566          | 321,191 | 1,993                             | 2,101         | 2,874 | 1249                      | 1,374         | 1,585 | 410,150                   | 371,881 | 421,796 | \$102,840,488                        | \$101,822,301 | \$158,974,656 |
| April         | 243,433                                | 241,868          |         | 9,322                             | 10,664        |       | 4676                      | 6,023         |       | 430,263                   | 408,975 |         | \$102,689,044                        | \$112,350,882 |               |
| May           | 253,048                                | 249,434          |         | 13,462                            | 8,827         |       | 8642                      | 6,361         |       | 413,613                   | 448,749 |         | \$93,245,535                         | \$114,551,965 |               |
| June          | 205,320                                | 223,561          |         | 10,093                            | 10,771        |       | 7236                      | 6,066         |       | 376,736                   | 381,750 |         | \$85,609,265                         | \$98,766,516  |               |
| July          | 199,581                                | 251,322          |         | 6,232                             | 7,685         |       | 4354                      | 4,605         |       | 367,539                   | 417,516 |         | \$81,487,323                         | \$102,683,489 |               |
| August        | 219,845                                | 285,734          |         | 8,978                             | 8,402         |       | 5924                      | 5,359         |       | 361,560                   | 425,214 |         | \$85,133,605                         | \$106,709,248 |               |
| September     | 210,812                                | 298,842          |         | 8,876                             | 10,774        |       | 5991                      | 6,510         |       | 381,409                   | 406,244 |         | \$87,758,667                         | \$114,625,251 |               |
| October       | 204,406                                | 301,938          |         | 10,537                            | 13,851        |       | 8405                      | 9,376         |       | 375,457                   | 451,315 |         | \$82,952,514                         | \$114,332,054 |               |
| November      | 175,711                                | 234,733          |         | 843                               | 981           |       | 2618                      | 3,466         |       | 356,208                   | 445,762 |         | \$78,672,516                         | \$116,488,168 |               |
| December      | 206,504                                | 261,057          |         | 687                               | 429           |       | 1296                      | 1,420         |       | 351,662                   | 429,002 |         | \$81,157,753                         | \$125,138,346 |               |
| <b>Totals</b> | <b>2,691,195</b>                       | <b>3,062,024</b> |         | <b>73,384</b>                     | <b>75,696</b> |       | <b>52,302</b>             | <b>52,149</b> |       |                           |         |         |                                      |               |               |

**Table 2. Baltimore Gas and Electric Company (BGE)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |           |         | Residential Customer Terminations |        |      | Residential Reconnections |       |      | Customers with Arrearages <sup>1</sup> |         |         | Gross Residential Customer Arrearage |              |              |
|-----------|----------------------------------------|-----------|---------|-----------------------------------|--------|------|---------------------------|-------|------|----------------------------------------|---------|---------|--------------------------------------|--------------|--------------|
|           | 2006                                   | 2007      | 2008    | 2006                              | 2007   | 2008 | 2006                      | 2007  | 2008 | 2006                                   | 2007    | 2008    | 2006                                 | 2007         | 2008         |
| January   | 153,376                                | 148,009   | 182,889 | 133                               | 8      | 63   | 163                       | 162   | 310  | 155,921                                | 128,453 | 123,978 | \$41,411,327                         | \$44,799,224 | \$76,999,372 |
| February  | 141,555                                | 112,163   | 162,379 | 109                               | 1      | 74   | 152                       | 126   | 227  | 149,394                                | 124,634 | 131,882 | \$42,088,655                         | \$43,651,712 | \$79,713,762 |
| March     | 162,084                                | 145,601   | 183,586 | 338                               | 556    | 332  | 220                       | 384   | 208  | 152,125                                | 125,357 | 136,769 | \$48,960,734                         | \$43,704,282 | \$87,133,807 |
| April     | 138,200                                | 137,277   |         | 1,002                             | 2,538  |      | 426                       | 1630  |      | 157,264                                | 144,414 |         | \$46,793,859                         | \$48,762,562 |              |
| May       | 148,173                                | 133,216   |         | 5,734                             | 918    |      | 4,023                     | 414   |      | 153,336                                | 143,296 |         | \$46,793,859                         | \$50,378,440 |              |
| June      | 114,618                                | 116,268   |         | 4,246                             | 3,062  |      | 3,008                     | 1,780 |      | 139,883                                | 128,074 |         | \$49,146,506                         | \$50,961,513 |              |
| July      | 111,681                                | 141,282   |         | 1,804                             | 1,942  |      | 1,349                     | 1,305 |      | 136,592                                | 144,221 |         | \$46,153,961                         | \$53,273,912 |              |
| August    | 108,954                                | 164,830   |         | 3,277                             | 2,165  |      | 2,218                     | 1,635 |      | 120,065                                | 166,701 |         | \$44,980,444                         | \$57,207,007 |              |
| September | 109,038                                | 178,129   |         | 3,843                             | 4,670  |      | 2,876                     | 2,958 |      | 125,274                                | 148,208 |         | \$45,545,345                         | \$62,128,974 |              |
| October   | 110,413                                | 184,138   |         | 4,064                             | 6,621  |      | 2,827                     | 4,753 |      | 119,700                                | 181,171 |         | \$42,651,798                         | \$60,987,517 |              |
| November  | 87,305                                 | 124,862   |         | 104                               | 333    |      | 697                       | 994   |      | 114,114                                | 174,840 |         | \$43,769,530                         | \$67,488,938 |              |
| December  | 110,738                                | 145,592   |         | 0                                 | 84     |      | 189                       | 368   |      | 109,174                                | 173,807 |         | \$44,521,063                         | \$76,368,504 |              |
| Totals    | 1,496,135                              | 1,731,367 |         | 24,654                            | 22,898 |      | 18148                     | 16509 |      |                                        |         |         |                                      |              |              |

**Footnote:**

1. Arrearage is amount more than 30 days past due.

**Table 3. Electric Industry Summary<sup>1</sup>  
Residential Customer Termination and Arrearage Report**

| Month         | Residential Termination Notices Issued |                |        | Residential Customer Terminations |               |       | Residential Reconnections |               |       | Customers with Arrearages |         |         | Gross Residential Customer Arrearage |              |              |
|---------------|----------------------------------------|----------------|--------|-----------------------------------|---------------|-------|---------------------------|---------------|-------|---------------------------|---------|---------|--------------------------------------|--------------|--------------|
|               | 2006                                   | 2007           | 2008   | 2006                              | 2007          | 2008  | 2006                      | 2007          | 2008  | 2006                      | 2007    | 2008    | 2006                                 | 2007         | 2008         |
| January       | 55,943                                 | 66,210         | 84,727 | 884                               | 368           | 1,069 | 567                       | 358           | 722   | 180,737                   | 175,594 | 216,596 | \$28,382,280                         | \$31,275,065 | \$47,825,512 |
| February      | 57,210                                 | 59,253         | 88,642 | 809                               | 503           | 1,147 | 601                       | 300           | 870   | 189,524                   | 151,612 | 221,260 | \$30,956,721                         | \$30,796,817 | \$52,478,020 |
| March         | 59,248                                 | 54,064         | 81,695 | 1,269                             | 1230          | 2,223 | 821                       | 827           | 1,105 | 179,523                   | 159,772 | 222,087 | \$29,895,579                         | \$35,439,687 | \$55,582,883 |
| April         | 54,613                                 | 52,941         |        | 4,134                             | 4069          |       | 2757                      | 2,854         |       | 188,022                   | 175,671 |         | \$30,975,860                         | \$40,620,268 |              |
| May           | 54,858                                 | 65,831         |        | 3,815                             | 4156          |       | 2,842                     | 4347          |       | 183,364                   | 215,939 |         | \$27,321,735                         | \$44,143,140 |              |
| June          | 47,029                                 | 65,606         |        | 3,444                             | 4331          |       | 2,689                     | 2,761         |       | 168,336                   | 207,496 |         | \$22,690,773                         | \$38,171,531 |              |
| July          | 54,970                                 | 74,552         |        | 2,312                             | 3680          |       | 1,892                     | 2,208         |       | 164,923                   | 202,585 |         | \$24,558,483                         | \$38,897,353 |              |
| August        | 77,029                                 | 89,983         |        | 3,384                             | 3966          |       | 2,409                     | 2,503         |       | 177,874                   | 207,133 |         | \$32,205,546                         | \$43,008,458 |              |
| September     | 77,689                                 | 94,393         |        | 3,297                             | 4027          |       | 2,608                     | 2,390         |       | 192,745                   | 218,949 |         | \$35,704,844                         | \$47,817,669 |              |
| October       | 71,721                                 | 97,971         |        | 4,743                             | 5463          |       | 3,426                     | 3,050         |       | 189,707                   | 221,570 |         | \$34,757,557                         | \$48,963,060 |              |
| November      | 59,572                                 | 82,520         |        | 508                               | 533           |       | 875                       | 948           |       | 179,297                   | 220,254 |         | \$29,750,676                         | \$44,637,238 |              |
| December      | 57,336                                 | 77,461         |        | 491                               | 271           |       | 498                       | 459           |       | 176,198                   | 214,283 |         | \$29,313,410                         | \$43,911,590 |              |
| <b>Totals</b> | <b>727,218</b>                         | <b>880,785</b> |        | <b>29,090</b>                     | <b>32,597</b> |       | <b>21,985</b>             | <b>23,005</b> |       |                           |         |         |                                      |              |              |

**Footnote:**

**1. Totals do not include BGE data since BGE does not track data by the service type.**



**Table 4. Gas Industry Summary<sup>1</sup>  
Residential Customer Termination and Arrearage Report**

| Month         | Residential Termination Notices Issued |                |        | Residential Customer Terminations |               |      | Residential Reconnections |            |            | Customers with Arrearages |        |        | Gross Residential Customer Arrearage |              |              |
|---------------|----------------------------------------|----------------|--------|-----------------------------------|---------------|------|---------------------------|------------|------------|---------------------------|--------|--------|--------------------------------------|--------------|--------------|
|               | 2006                                   | 2007           | 2008   | 2006                              | 2007          | 2008 | 227                       | 350        | 278        | 2006                      | 2007   | 2008   | 2006                                 | 2007         | 2008         |
| January       | 43,215                                 | 35,013         | 45,474 | 228                               | 208           | 195  | 201                       | 293        | 317        | 71,932                    | 71,450 | 52,794 | \$13,991,124                         | \$10,920,194 | \$7,020,461  |
| February      | 47,126                                 | 43,321         | 52,501 | 198                               | 123           | 195  | 208                       | 163        | 272        | 81,486                    | 71,586 | 54,796 | \$20,731,574                         | \$13,123,107 | \$10,024,239 |
| March         | 52,778                                 | 49,901         | 55,910 | 386                               | 315           | 319  | 1493                      | 1,539      |            | 78,502                    | 86,752 | 62,940 | \$23,984,176                         | \$22,678,333 | \$16,257,967 |
| April         | 50,620                                 | 51,650         |        | 4,186                             | 4,057         |      | 1,777                     | 1,600      |            | 84,977                    | 88,890 |        | \$24,919,325                         | \$22,968,052 |              |
| May           | 50,017                                 | 50,387         |        | 3,913                             | 3,753         |      | 1,539                     | 1,525      |            | 76,913                    | 89,514 |        | \$19,129,941                         | \$20,030,385 |              |
| June          | 43,673                                 | 41,687         |        | 2,403                             | 3,378         |      | 1,113                     | 1,092      |            | 68,517                    | 46,180 |        | \$13,771,986                         | \$9,633,472  |              |
| July          | 32,930                                 | 35,488         |        | 2,116                             | 2,063         |      | 1,297                     | 1,221      |            | 66,024                    | 70,710 |        | \$10,774,880                         | \$10,512,223 |              |
| August        | 33,862                                 | 30,921         |        | 2,317                             | 2,271         |      | 507                       | 1,162      |            | 63,621                    | 51,380 |        | \$7,947,615                          | \$6,493,784  |              |
| September     | 24,085                                 | 26,320         |        | 1,736                             | 2,077         |      | 2,152                     | 1,573      |            | 63,390                    | 39,087 |        | \$6,508,478                          | \$4,678,608  |              |
| October       | 22,272                                 | 19,829         |        | 1,730                             | 1,767         |      | 1,046                     | 1,524      |            | 66,050                    | 48,574 |        | \$5,543,159                          | \$4,381,477  |              |
| November      | 28,834                                 | 27,351         |        | 231                               | 115           |      | 609                       | 593        |            | 62,797                    | 50,668 |        | \$5,152,310                          | \$4,361,992  |              |
| December      | 38,430                                 | 38,004         |        | 196                               | 74            |      | 12169                     | 12,635     |            | 66,290                    | 40,912 |        | \$7,323,280                          | \$4,858,253  |              |
| <b>Totals</b> | <b>467,842</b>                         | <b>449,872</b> |        | <b>19,640</b>                     | <b>20,201</b> |      | <b>227</b>                | <b>350</b> | <b>278</b> |                           |        |        |                                      |              |              |

**Footnote:**

1. Totals do not include BGE data since BGE does not track data by the service type.

**Table 5. Potomac Electric Power Company (Pepco)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |         |       | Residential Customer Terminations |        |       | Residential Reconnections |        |      | Customers with Arrearages |         |         | Gross Residential Customer Arrearage <sup>1</sup> |              |            |
|-----------|----------------------------------------|---------|-------|-----------------------------------|--------|-------|---------------------------|--------|------|---------------------------|---------|---------|---------------------------------------------------|--------------|------------|
|           | 2006                                   | 2007    | 2008  | 2006                              | 2007   | 2008  | 2006                      | 2007   | 2008 | 2006                      | 2007    | 2008    | 2006                                              | 2007         | 2008       |
| January   | 22,155                                 | 24,622  | 34876 | 612                               | 103    | 621   | 389                       | 183    | 392  | 85,909                    | 85,007  | 100,621 | \$12,542,047                                      | \$15,384,233 | 24,343,065 |
| February  | 24,406                                 | 27,519  | 37121 | 550                               | 296    | 803   | 393                       | 162    | 578  | 85,217                    | 81,990  | 100,371 | \$12,718,306                                      | \$16,452,879 | 25,395,983 |
| March     | 21,150                                 | 25,813  | 34160 | 724                               | 723    | 1,576 | 478                       | 476    | 722  | 73,544                    | 78,385  | 90,004  | \$11,087,032                                      | \$17,022,000 | 23,793,307 |
| April     | 20,857                                 | 24,747  |       | 1,676                             | 2,119  |       | 1,098                     | 1,421  |      | 77,094                    | 87,917  |         | \$11,227,631                                      | \$19,460,320 |            |
| May       | 17,312                                 | 19,947  |       | 1,529                             | 2,081  |       | 1,101                     | 2,705  |      | 76,417                    | 85,160  |         | \$9,912,335                                       | \$17,172,393 |            |
| June      | 15,658                                 | 25,707  |       | 1,600                             | 2,263  |       | 1,221                     | 1,198  |      | 71,082                    | 79,327  |         | \$8,253,037                                       | \$14,215,631 |            |
| July      | 22,032                                 | 30,420  |       | 1,140                             | 1,856  |       | 901                       | 916    |      | 74,611                    | 81,532  |         | \$10,495,790                                      | \$16,103,561 |            |
| August    | 36,353                                 | 42,277  |       | 1,687                             | 2,016  |       | 1,164                     | 957    |      | 81,745                    | 88,420  |         | \$15,479,010                                      | \$20,085,153 |            |
| September | 40,091                                 | 48,356  |       | 1,646                             | 2,153  |       | 1,195                     | 981    |      | 86,274                    | 95,491  |         | \$17,411,141                                      | \$23,286,956 |            |
| October   | 34,214                                 | 46,345  |       | 2,593                             | 3,112  |       | 1,742                     | 1,358  |      | 91,618                    | 103,668 |         | \$17,918,857                                      | \$25,708,960 |            |
| November  | 24,926                                 | 37,027  |       | 261                               | 161    |       | 599                       | 543    |      | 87,467                    | 102,039 |         | \$15,588,809                                      | \$23,755,718 |            |
| December  | 22,981                                 | 31,749  |       | 282                               | 91     |       | 352                       | 286    |      | 85,871                    | 97,250  |         | \$14,793,565                                      | \$22,058,057 |            |
| Totals    | 302,135                                | 384,529 |       | 14300                             | 16,974 |       | 10,633                    | 11,186 |      |                           |         |         |                                                   |              |            |

**Footnote:**

1. Arrearage is amount more than 30 days past due.

**Table 6. Delmarva Power and Light Company (Delmarva)  
Residential Customer Termination and Arrearage Report**

| Month            | Residential Termination Notices Issued |                |        | Residential Customer Terminations |              |      | Residential Reconnections |             |      | Customers with Arrearages |        |        | Gross Residential Customer Arrearage <sup>1</sup> |              |              |
|------------------|----------------------------------------|----------------|--------|-----------------------------------|--------------|------|---------------------------|-------------|------|---------------------------|--------|--------|---------------------------------------------------|--------------|--------------|
|                  | 2006                                   | 2007           | 2008   | 2006                              | 2007         | 2008 | 2006                      | 2007        | 2008 | 2006                      | 2007   | 2008   | 2006                                              | 2007         | 2008         |
| <b>January</b>   | 8,753                                  | 11,532         | 18,560 | 194                               | 220          | 301  | 123                       | 145         | 202  | 35,732                    | 36,939 | 39,851 | \$7,117,292                                       | \$8,123,138  | \$10,067,346 |
| <b>February</b>  | 8,125                                  | 14,852         | 18,272 | 225                               | 142          | 284  | 182                       | 115         | 239  | 37,910                    | 38,681 | 41,953 | \$7,946,539                                       | \$8,744,291  | \$11,563,472 |
| <b>March</b>     | 9,656                                  | 15,402         | 15,151 | 415                               | 419          | 350  | 272                       | 286         | 226  | 36,012                    | 39,945 | 42,346 | \$7,674,807                                       | \$10,194,068 | \$12,458,031 |
| <b>April</b>     | 8,187                                  | 14,911         |        | 715                               | 688          |      | 476                       | 495         |      | 39,461                    | 41,938 |        | \$8,252,700                                       | \$11,523,466 |              |
| <b>May</b>       | 10,252                                 | 14,942         |        | 793                               | 744          |      | 623                       | 569         |      | 38,385                    | 41,676 |        | \$7,283,269                                       | \$11,079,041 |              |
| <b>June</b>      | 7,973                                  | 14,015         |        | 546                               | 578          |      | 420                       | 439         |      | 34,827                    | 39,772 |        | \$6,182,603                                       | \$9,995,273  |              |
| <b>July</b>      | 8,272                                  | 14,023         |        | 285                               | 445          |      | 238                       | 336         |      | 34,479                    | 39,351 |        | \$6,933,908                                       | \$9,857,798  |              |
| <b>August</b>    | 10,543                                 | 16,703         |        | 451                               | 494          |      | 379                       | 385         |      | 38,199                    | 40,516 |        | \$8,169,115                                       | \$10,211,004 |              |
| <b>September</b> | 10,711                                 | 15,544         |        | 423                               | 493          |      | 391                       | 362         |      | 41,789                    | 43,912 |        | \$9,450,251                                       | \$11,747,116 |              |
| <b>October</b>   | 11,326                                 | 18,425         |        | 779                               | 657          |      | 602                       | 476         |      | 40,701                    | 44,550 |        | \$9,080,231                                       | \$11,473,169 |              |
| <b>November</b>  | 10,683                                 | 16,819         |        | 160                               | 204          |      | 152                       | 176         |      | 38,245                    | 45,983 |        | \$7,779,689                                       | \$10,113,196 |              |
| <b>December</b>  | 9,814                                  | 14,715         |        | 124                               | 84           |      | 91                        | 84          |      | 37,363                    | 39,753 |        | \$7,836,785                                       | \$9,623,331  |              |
| <b>Totals</b>    | <b>114,295</b>                         | <b>181,883</b> |        | <b>5,110</b>                      | <b>5,168</b> |      | <b>3949</b>               | <b>3868</b> |      |                           |        |        |                                                   |              |              |

**Footnote:**

1. Arrearage is amount more than 30 days past due.

**Table 7. The Potomac Edison Company d/b/a Allegheny Power (AP)  
Residential Customer Termination and Arrearage Report**

| Month            | Residential Termination Notices Issued |               |       | Residential Customer Terminations |              |      | Residential Reconnections |              |              | Customers with Arrearages |        |        | Gross Residential Customer Arrearage |             |             |
|------------------|----------------------------------------|---------------|-------|-----------------------------------|--------------|------|---------------------------|--------------|--------------|---------------------------|--------|--------|--------------------------------------|-------------|-------------|
|                  | 2006                                   | 2007          | 2008  | 2006                              | 2007         | 2008 | 2006                      | 2007         | 2008         | 2006                      | 2007   | 2008   | 2006                                 | 2007        | 2008        |
| <b>January</b>   | 3,027                                  | 4,397         | 6,403 | 0                                 | 0            | 0    | 0                         | 0            | 0            | 29,854                    | 24,598 | 31,965 | \$3,363,830                          | \$2,724,268 | \$4,342,714 |
| <b>February</b>  | 3,791                                  | 4,947         | 6,980 | 0                                 | 0            | 0    | 0                         | 0            | 0            | 35,967                    | 28,702 | 38,066 | \$4,580,889                          | \$3,430,733 | \$6,105,131 |
| <b>March</b>     | 4,405                                  | 5,638         | 6,977 | 35                                | 38           | 116  | 16                        | 6            | 16           | 39,866                    | 37,838 | 42,685 | \$5,684,945                          | \$5,460,373 | \$8,106,591 |
| <b>April</b>     | 5,107                                  | 6,040         |       | 416                               | 556          |      | 309                       | 404          | 309          | 42,162                    | 43,659 |        | \$6,377,057                          | \$7,133,259 |             |
| <b>May</b>       | 4,627                                  | 5,498         |       | 340                               | 547          |      | 287                       | 481          | 287          | 40,439                    | 44,100 |        | \$5,805,564                          | \$7,340,706 |             |
| <b>June</b>      | 4,065                                  | 5,087         |       | 269                               | 441          |      | 227                       | 392          | 227          | 36,318                    | 41,190 |        | \$4,524,966                          | \$5,959,389 |             |
| <b>July</b>      | 4,364                                  | 4,973         |       | 210                               | 390          |      | 200                       | 277          | 200          | 32,067                    | 38,726 |        | \$3,636,899                          | \$5,019,236 |             |
| <b>August</b>    | 4,959                                  | 5,409         |       | 313                               | 319          |      | 225                       | 308          | 225          | 31,124                    | 38,172 |        | \$3,425,630                          | \$4,792,635 |             |
| <b>September</b> | 4,816                                  | 5,430         |       | 365                               | 396          |      | 340                       | 355          | 340          | 30,357                    | 36,182 |        | \$3,183,809                          | \$4,240,981 |             |
| <b>October</b>   | 4,289                                  | 5,281         |       | 488                               | 467          |      | 419                       | 308          | 419          | 27,790                    | 33,545 |        | \$2,808,613                          | \$3,898,527 |             |
| <b>November</b>  | 3,750                                  | 4,938         |       | 2                                 | 1            |      | 53                        | 101          | 53           | 23,587                    | 29,404 |        | \$2,279,507                          | \$3,295,828 |             |
| <b>December</b>  | 4,035                                  | 5,934         |       | 1                                 | 0            |      | 4                         | 1            | 4            | 23,330                    | 28,839 |        | \$2,372,044                          | \$3,452,857 |             |
| <b>Totals</b>    | <b>51,235</b>                          | <b>63,572</b> |       | <b>2,439</b>                      | <b>3,155</b> |      | <b>2,080</b>              | <b>2,633</b> | <b>2,080</b> |                           |        |        |                                      |             |             |

**Table 8. Southern Maryland Electric Cooperative, Inc. (SMECO)  
Residential Customer Termination and Arrearage Report**

| Month            | Residential Termination Notices Issued <sup>2</sup> |        |        | Residential Customer Terminations <sup>2</sup> |      |      | Residential Reconnections <sup>2</sup> |      |      | Customers with Arrearages <sup>2</sup> |        |        | Gross Residential Customer Arrearage <sup>1, 2</sup> |             |             |
|------------------|-----------------------------------------------------|--------|--------|------------------------------------------------|------|------|----------------------------------------|------|------|----------------------------------------|--------|--------|------------------------------------------------------|-------------|-------------|
|                  | 2006                                                | 2007   | 2008   | 2006                                           | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                   | 2007   | 2008   | 2006                                                 | 2007        | 2008        |
| <b>January</b>   | 16,108                                              | 19,297 | 18,456 | 0                                              | 0    | 76   | 0                                      | 0    | 62   | 28,765                                 | 25,264 | 42,053 | \$4,221,535                                          | \$2,806,504 | \$7,096,562 |
| <b>February</b>  | 14,651                                              | 5,412  | 19,875 | 0                                              | 0    | 0    | 1                                      | 0    | 0    | 29,819                                 |        | 39,205 | \$4,289,170                                          |             | \$7,444,674 |
| <b>March</b>     | 17,227                                              | 0      | 18,981 | 18                                             | 0    | 71   | 15                                     | 0    | 41   | 29,619                                 |        | 45,222 | \$3,962,214                                          |             | \$8,861,167 |
| <b>April</b>     | 14,219                                              | 0      |        | 609                                            | 0    |      | 339                                    | 0    |      | 28,780                                 |        |        | \$3,634,667                                          |             |             |
| <b>May</b>       | 16,442                                              | 18,387 |        | 699                                            | 190  |      | 479                                    | 112  |      | 27,535                                 | 43,338 |        | \$2,933,303                                          | \$6,164,585 |             |
| <b>June</b>      | 14,239                                              | 14,164 |        | 534                                            | 508  |      | 411                                    | 295  |      | 25,758                                 | 45,734 |        | \$2,669,325                                          | \$5,989,426 |             |
| <b>July</b>      | 14,721                                              | 18,672 |        | 374                                            | 597  |      | 291                                    | 367  |      | 23,269                                 | 41,664 |        | \$2,452,556                                          | \$5,985,840 |             |
| <b>August</b>    | 19,130                                              | 19,101 |        | 490                                            | 566  |      | 330                                    | 394  |      | 26,256                                 | 38,764 |        | \$3,857,638                                          | \$5,968,689 |             |
| <b>September</b> | 16,555                                              | 18,488 |        | 498                                            | 613  |      | 401                                    | 397  |      | 32,188                                 | 42,583 |        | \$4,202,099                                          | \$6,735,073 |             |
| <b>October</b>   | 17,052                                              | 20,796 |        | 530                                            | 557  |      | 399                                    | 395  |      | 27,466                                 | 39,046 |        | \$3,457,613                                          | \$6,169,173 |             |
| <b>November</b>  | 16,286                                              | 16,904 |        | 41                                             | 122  |      | 35                                     | 82   |      | 27,679                                 | 42,102 |        | \$2,709,031                                          | \$6,019,861 |             |
| <b>December</b>  | 15,726                                              | 18,512 |        | 43                                             | 68   |      | 34                                     | 63   |      | 27,288                                 | 45,243 |        | \$2,803,680                                          | \$6,573,709 |             |

**Footnotes:**

1. Arrearage is amount more than 30 days past due.
2. Some 2007 data are unavailable due to a system upgrade.

**Table 9. Choptank Electric Cooperative (Choptank)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |       |       | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>2</sup> |      |      | Gross Residential Customer Arrearage <sup>1</sup> |             |             |
|-----------|----------------------------------------|-------|-------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|------|------|---------------------------------------------------|-------------|-------------|
|           | 2006                                   | 2007  | 2008  | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                              | 2007        | 2008        |
| January   | 2,001                                  | 2,189 | 2513  | 48                                | 45   | 61   | 27                        | 26   | 56   |                                        |      |      | \$750,992                                         | \$875,096   | \$1,079,524 |
| February  | 1,795                                  | 2,256 | 2,422 | 34                                | 65   | 50   | 25                        | 20   | 44   |                                        |      |      | \$939,999                                         | \$995,853   | \$1,185,688 |
| March     | 1,942                                  | 2,347 | 2306  | 40                                | 37   | 52   | 17                        | 45   | 41   |                                        |      |      | \$866,239                                         | \$1,159,200 | \$1,385,588 |
| April     | 1,876                                  | 2,527 |       | 137                               | 167  |      | 92                        | 112  |      |                                        |      |      | \$980,993                                         | \$1,242,302 |             |
| May       | 1,758                                  | 2,203 |       | 127                               | 201  |      | 62                        | 133  |      |                                        |      |      | \$942,599                                         | \$1,236,480 |             |
| June      | 1,414                                  | 2,341 |       | 130                               | 130  |      | 83                        | 107  |      |                                        |      |      | \$725,911                                         | \$1,092,456 |             |
| July      | 1,702                                  | 2,200 |       | 45                                | 134  |      | 33                        | 109  |      |                                        |      |      | \$735,809                                         | \$1,045,786 |             |
| August    | 1,839                                  | 2,468 |       | 86                                | 148  |      | 49                        | 106  |      |                                        |      |      | \$949,506                                         | \$1,100,763 |             |
| September | 2,383                                  | 2,935 |       | 82                                | 156  |      | 48                        | 138  |      |                                        |      |      | \$924,864                                         | \$1,322,015 |             |
| October   | 2,386                                  | 2,811 |       | 123                               | 198  |      | 85                        | 130  |      |                                        |      |      | \$782,201                                         | \$1,180,165 |             |
| November  | 1,027                                  | 2,696 |       | 44                                | 45   |      | 34                        | 46   |      |                                        |      |      | \$715,667                                         | \$974,841   |             |
| December  | 1,830                                  | 2,497 |       | 40                                | 28   |      | 17                        | 25   |      |                                        |      |      | \$856,032                                         | \$1,065,073 |             |

**Footnotes:**

1. Arrearage is amount more than 30 days past due.
2. Choptank's data do not show the number of customers with an arrearage.

**Table 10. Hagerstown Municipal Electric Light Plant (Hagerstown)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |       |       | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>1</sup> |      |      | Gross Residential Customer Arrearage |           |           |
|-----------|----------------------------------------|-------|-------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|------|------|--------------------------------------|-----------|-----------|
|           | 2006                                   | 2007  | 2008  | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                 | 2007      | 2008      |
| January   | 1,567                                  | 2,331 | 2,649 | 0                                 | 0    | 0    | 0                         | 0    | 0    |                                        |      |      | \$160,679                            | \$331,511 | \$390,366 |
| February  | 1,629                                  | 2,282 | 2,551 | 0                                 | 0    | 0    | 0                         | 0    | 0    |                                        |      |      | \$212,794                            | \$431,882 | \$505,803 |
| March     | 2,279                                  | 2,490 | 2,596 | 14                                | 0    | 28   | 6                         | 0    | 17   |                                        |      |      | \$360,935                            | \$496,292 | \$569,885 |
| April     | 1,880                                  | 2,521 |       | 332                               | 279  |      | 224                       | 173  |      |                                        |      |      | \$246,365                            | \$531,887 |           |
| May       | 1,784                                  | 2,736 |       | 122                               | 102  |      | 90                        | 73   |      |                                        |      |      | \$191,087                            | \$532,329 |           |
| June      | 2,023                                  | 2,317 |       | 103                               | 149  |      | 72                        | 76   |      |                                        |      |      | \$183,564                            | \$398,145 |           |
| July      | 1,633                                  | 2,424 |       | 101                               | 90   |      | 78                        | 53   |      |                                        |      |      | \$125,897                            | \$361,776 |           |
| August    | 1,763                                  | 2,225 |       | 177                               | 192  |      | 88                        | 136  |      |                                        |      |      | \$131,787                            | \$317,455 |           |
| September | 1,844                                  | 2,243 |       | 158                               | 144  |      | 117                       | 91   |      |                                        |      |      | \$203,978                            | \$327,608 |           |
| October   | 2,239                                  | 2,607 |       | 220                               | 325  |      | 174                       | 245  |      |                                        |      |      | \$324,842                            | \$383,703 |           |
| November  | 2,253                                  | 2,409 |       | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | \$296,338                            | \$333,171 |           |
| December  | 2,389                                  | 2,523 |       | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | \$298,512                            | \$310,283 |           |

**Footnote:**

**1. Hagerstown did not provide data on the number of customers with arrearages.**

**Table 11. Somerset Rural Electric Cooperative (Somerset)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>1</sup> |      |      | Gross Residential Customer Arrearage |       |       |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|------|------|--------------------------------------|-------|-------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                 | 2007  | 2008  |
| January   | 179                                    | 163  | 152  | 0                                 | 0    | 0    | 0                         | 0    | 0    |                                        |      |      | \$493                                | \$453 | \$400 |
| February  | 161                                    | 155  | 152  | 0                                 | 0    | 0    | 0                         | 0    | 0    |                                        |      |      | \$476                                | \$425 | \$503 |
| March     | 160                                    | 156  | 165  | 0                                 | 0    | 0    | 0                         | 0    | 0    |                                        |      |      | \$498                                | \$502 | \$465 |
| April     | 189                                    | 172  |      | 3                                 | 2    |      | 0                         | 0    |      |                                        |      |      | \$522                                | \$476 |       |
| May       | 177                                    | 148  |      | 2                                 | 2    |      | 3                         | 2    |      |                                        |      |      | \$509                                | \$414 |       |
| June      | 152                                    | 182  |      | 2                                 | 0    |      | 1                         | 0    |      |                                        |      |      | \$385                                | \$439 |       |
| July      | 199                                    | 142  |      | 0                                 | 2    |      | 0                         | 2    |      |                                        |      |      | \$524                                | \$372 |       |
| August    | 150                                    | 170  |      | 1                                 | 1    |      | 0                         | 0    |      |                                        |      |      | \$420                                | \$411 |       |
| September | 183                                    | 188  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | \$508                                | \$531 |       |
| October   | 158                                    | 187  |      | 0                                 | 2    |      | 0                         | 2    |      |                                        |      |      | \$416                                | \$521 |       |
| November  | 148                                    | 197  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | \$417                                | \$449 |       |
| December  | 183                                    | 192  |      | 1                                 | 0    |      | 0                         | 0    |      |                                        |      |      | \$462                                | \$472 |       |

**Footnote:**

1. Somerset did not provide data on the number of customers with arrearages.



**Table 12a. Easton Utilities Commission (Easton) – Electric Services  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |       |       | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>1</sup> |       |       | Gross Residential Customer Arrearage <sup>1</sup> |           |           |
|-----------|----------------------------------------|-------|-------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|-------|-------|---------------------------------------------------|-----------|-----------|
|           | 2006                                   | 2007  | 2008  | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007  | 2008  | 2006                                              | 2007      | 2008      |
| January   | 1,603                                  | 763   | 1,094 | 30                                | 0    | 10   | 28                        | 0    | 10   |                                        | 3,054 | 2,062 |                                                   | \$642,620 | \$499,745 |
| February  | 2,085                                  | 979   | 1,238 | 0                                 | 0    | 10   | 0                         | 0    | 9    |                                        | 1,535 | 1,612 |                                                   | \$318,345 | \$267,551 |
| March     | 1,907                                  | 1,355 | 1,321 | 6                                 | 13   | 30   | 2                         | 10   | 24   |                                        | 2,950 | 1,767 |                                                   | \$706,762 | \$399,070 |
| April     | 1,734                                  | 1,188 |       | 214                               | 97   |      | 189                       | 93   |      |                                        | 1,530 |       |                                                   | \$329,145 |           |
| May       | 1,809                                  | 1,047 |       | 172                               | 99   |      | 168                       | 91   |      |                                        | 1,069 |       |                                                   | \$231,631 |           |
| June      | 1,201                                  | 1,024 |       | 201                               | 76   |      | 196                       | 73   |      |                                        | 933   |       |                                                   | \$199,939 |           |
| July      | 1,565                                  | 931   |       | 104                               | 63   |      | 100                       | 56   |      |                                        | 759   |       |                                                   | \$158,690 |           |
| August    | 1,700                                  | 821   |       | 121                               | 81   |      | 118                       | 77   |      |                                        | 741   |       |                                                   | \$153,467 |           |
| September | 1,055                                  | 1,172 |       | 123                               | 72   |      | 116                       | 66   |      | 1830                                   | 744   |       | \$287,128                                         | \$150,164 |           |
| October   | 0                                      | 1,491 |       | 0                                 | 142  |      | 0                         | 136  |      | 1843                                   | 733   |       | \$347,493                                         | \$144,669 |           |
| November  | 444                                    | 1,506 |       | 0                                 | 0    |      | 0                         | 0    |      | 2034                                   | 702   |       | \$345,006                                         | \$140,590 |           |
| December  | 309                                    | 1,310 |       | 0                                 | 0    |      | 0                         | 0    |      | 2134                                   | 3,169 |       | \$323,661                                         | \$822,959 |           |

**Footnote:**

1. The Company did not track the number of customers with arrearages and the gross amount of the residential customer arrearage from January through August 2006.

**Table 12b. Easton Utilities Commission (Easton) – Gas Services  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages |       |      | Gross Residential Customer Arrearage <sup>1</sup> |           |           |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|---------------------------|-------|------|---------------------------------------------------|-----------|-----------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                      | 2007  | 2008 | 2006                                              | 2007      | 2008      |
| January   | 25                                     | 337  | 436  | 0                                 | 0    | 1    | 0                         | 0    | 0    |                           | 1,183 | 813  |                                                   | \$217,099 | \$191,712 |
| February  | 22                                     | 124  | 470  | 0                                 | 0    | 0    | 0                         | 0    | 0    |                           | 535   | 446  |                                                   | \$88,663  | \$96,819  |
| March     | 27                                     | 367  | 432  | 0                                 | 0    | 0    | 0                         | 0    | 0    |                           | 1,154 | 728  |                                                   | \$292,615 | \$137,761 |
| April     | 18                                     | 273  |      | 4                                 | 1    |      | 0                         | 0    |      |                           | 528   |      |                                                   | \$107,184 |           |
| May       | 4                                      | 280  |      | 2                                 | 0    |      | 1                         | 0    |      |                           | 323   |      |                                                   | \$60,482  |           |
| June      | 2                                      | 47   |      | 0                                 | 0    |      | 0                         | 0    |      |                           | 281   |      |                                                   | \$51,905  |           |
| July      | 0                                      | 3    |      | 0                                 | 0    |      | 0                         | 0    |      |                           | 221   |      |                                                   | \$39,113  |           |
| August    | 0                                      | 3    |      | 0                                 | 0    |      | 0                         | 0    |      |                           | 204   |      |                                                   | \$36,214  |           |
| September | 4                                      | 1    |      | 1                                 | 0    |      | 1                         | 0    |      | 711                       | 194   |      | \$40,759                                          | \$35,598  |           |
| October   | 0                                      | 1    |      | 0                                 | 0    |      | 0                         | 0    |      | 655                       | 191   |      | \$40,635                                          | \$34,572  |           |
| November  | 11                                     | 284  |      | 0                                 | 0    |      | 0                         | 0    |      | 738                       | 185   |      | \$47,768                                          | \$33,914  |           |
| December  | 53                                     | 397  |      | 0                                 | 0    |      | 0                         | 0    |      | 748                       | 1,259 |      | \$63,893                                          | \$232,759 |           |

**Footnote:**

**1. Easton did not track the number of customers with arrearages and the gross amount of the residential customer arrearage from January through August 2006.**

**Table 12c. Easton Utilities Commission (Easton) – All Services  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |       |       | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages |       |       | Gross Residential Customer Arrearage <sup>1</sup> |             |           |
|-----------|----------------------------------------|-------|-------|-----------------------------------|------|------|---------------------------|------|------|---------------------------|-------|-------|---------------------------------------------------|-------------|-----------|
|           | 2006                                   | 2007  | 2008  | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                      | 2007  | 2008  | 2006                                              | 2007        | 2008      |
| January   | 1,628                                  | 1,100 | 1,530 | 30                                | 0    | 11   | 28                        | 0    | 10   |                           | 4,237 | 2,875 |                                                   | \$859,718   | \$691,457 |
| February  | 2,107                                  | 1,103 | 1,708 | 0                                 | 0    | 10   | 0                         | 0    | 9    |                           | 2,070 | 2,058 |                                                   | \$407,008   | \$364,369 |
| March     | 1,934                                  | 1,722 | 1,753 | 6                                 | 13   | 30   | 2                         | 10   | 24   |                           | 4,104 | 2,495 |                                                   | \$999,378   | \$536,831 |
| April     | 1,752                                  | 1,461 |       | 218                               | 98   |      | 189                       | 93   |      |                           | 2,058 |       |                                                   | \$436,329   |           |
| May       | 1,813                                  | 1,327 |       | 174                               | 99   |      | 169                       | 91   |      |                           | 1,392 |       |                                                   | \$292,113   |           |
| June      | 1,203                                  | 1,071 |       | 201                               | 76   |      | 196                       | 73   |      |                           | 1,214 |       |                                                   | \$251,843   |           |
| July      | 1,565                                  | 934   |       | 104                               | 63   |      | 100                       | 56   |      |                           | 980   |       |                                                   | \$197,803   |           |
| August    | 1,700                                  | 824   |       | 121                               | 81   |      | 118                       | 77   |      |                           | 945   |       |                                                   | \$189,680   |           |
| September | 1,059                                  | 1,173 |       | 124                               | 72   |      | 117                       | 66   |      | 2,541                     | 938   |       | \$327,887.32                                      | \$185,762   |           |
| October   | 0                                      | 1,492 |       | 0                                 | 142  |      | 0                         | 136  |      | 2,498                     | 924   |       | \$388,128.19                                      | \$179,241   |           |
| November  | 455                                    | 1,790 |       | 0                                 | 0    |      | 0                         | 0    |      | 2,772                     | 887   |       | \$392,773.52                                      | \$174,505   |           |
| December  | 362                                    | 1,707 |       | 0                                 | 0    |      | 0                         | 0    |      | 2,882                     | 4,428 |       | \$387,553.45                                      | \$1,055,719 |           |

**Footnote:**

**1. Easton did not track the number of customers with arrearages and the gross amount of the residential customer arrearage from January through August 2006.**

**Table 13. Berlin Municipal Electric Company (Berlin)  
Customer Termination and Arrearage Report<sup>1,3</sup>**

| Month     | Termination Notices Issued |      |      | Customer Terminations |      |      | Reconnections |      |      | Customers with Arrearages |      |      | Gross Customer Arrearage <sup>2,3</sup> |              |      |
|-----------|----------------------------|------|------|-----------------------|------|------|---------------|------|------|---------------------------|------|------|-----------------------------------------|--------------|------|
|           | 2006                       | 2007 | 2008 | 2006                  | 2007 | 2008 | 2006          | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                    | 2007         | 2008 |
| January   | 235                        | 468  |      | 0                     | 0    |      | 0             | 4    |      | 235                       | 468  |      | \$61,443                                | \$187,249.62 |      |
| February  | 369                        | 507  |      | 0                     | 0    |      | 0             | 3    |      | 369                       | 507  |      | \$122,508                               | \$225,065.28 |      |
| March     | 239                        | 461  |      | 17                    | 0    |      | 15            | 4    |      | 239                       | 461  |      | \$95,600                                | \$172,974.77 |      |
| April     | 285                        | 437  |      | 24                    | 157  |      | 23            | 154  |      | 285                       | 437  |      | \$92,625                                | \$142,849.26 |      |
| May       | 348                        | 401  |      | 30                    | 162  |      | 29            | 155  |      | 348                       | 401  |      | \$82,824                                | \$155,766.30 |      |
| June      | 109                        | 355  |      | 8                     | 133  |      | 7             | 129  |      | 109                       | 355  |      | \$25,179                                | \$115,618.44 |      |
| July      | 257                        | 367  |      | 20                    | 98   |      | 19            | 87   |      | 257                       | 367  |      | \$49,604                                | \$162,351.36 |      |
| August    | 309                        | 332  |      | 26                    | 88   |      | 24            | 83   |      | 309                       | 332  |      | \$58,092                                | \$168,732.33 |      |
| September |                            |      |      |                       |      |      |               |      |      |                           |      |      |                                         |              |      |
| October   |                            |      |      |                       |      |      |               |      |      |                           |      |      |                                         |              |      |
| November  |                            |      |      |                       |      |      |               |      |      |                           |      |      |                                         |              |      |
| December  |                            |      |      |                       |      |      |               |      |      |                           |      |      |                                         |              |      |

**Footnotes:**

1. No data were provided for the months of September 2006 – December 2006 and September-October 2007.
2. The amount in arrears includes arrearages for electric, water, and sewer.
3. The data show the arrearages for all classes of customers because, as Berlin explains, its billing system does not separate residential and non-residential customers.

**Table 14. Thurmont Municipal Light Company (Thurmont)  
Residential Customer Termination and Arrearage Report<sup>1</sup>**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>2</sup> |      |      | Gross Residential Customer Arrearage |         |      |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|------|------|--------------------------------------|---------|------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                 | 2007    | 2008 |
| January   | 315                                    | 366  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | 120,924                              | 140,976 |      |
| February  | 198                                    | 307  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | 101,689                              | 126,245 |      |
| March     | 283                                    | 374  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | 119,632                              | 154,766 |      |
| April     | 268                                    | 371  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | 123,733                              | 183,854 |      |
| May       | 349                                    | 339  |      | 0                                 | 0    |      | 0                         | 0    |      |                                        |      |      | 134,277                              | 162,380 |      |
| June      | 185                                    | 260  |      | 46                                | 32   |      | 46                        | 32   |      |                                        |      |      | 91,391                               | 139,140 |      |
| July      | 225                                    | 284  |      | 32                                | 0    |      | 32                        | 0    |      |                                        |      |      | 93,243                               | 134,011 |      |
| August    | 279                                    | 357  |      | 32                                | 42   |      | 32                        | 38   |      |                                        |      |      | 96,535                               | 142,675 |      |
| September | 307                                    |      |      | 10                                |      |      | 10                        |      |      |                                        |      |      | 102,076                              |         |      |
| October   | 304                                    |      |      | 56                                |      |      | 56                        |      |      |                                        |      |      | 100,111                              |         |      |
| November  | 267                                    |      |      | 0                                 |      |      | 0                         |      |      |                                        |      |      | 95,654                               |         |      |
| December  | 288                                    |      |      | 0                                 |      |      | 0                         |      |      |                                        |      |      | 93,811                               |         |      |

**Footnotes:**

1. Thurmont has not reported since August 2007.
2. Thurmont did not provide data on the number of customers with arrearages.

**Table 15. Williamsport Municipal Electric Light System (Williamsport)  
Residential Customer Termination and Arrearage Report<sup>1</sup>**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages |      |      | Gross Residential Customer Arrearage <sup>1</sup> |        |      |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|---------------------------|------|------|---------------------------------------------------|--------|------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                              | 2007   | 2008 |
| January   | 0                                      | 44   |      | 0                                 | 0    |      | 0                         | 0    |      | 242                       | 226  |      | 28,156                                            | 49,714 |      |
| February  | 0                                      | 0    |      | 0                                 | 0    |      | 0                         | 0    |      | 242                       | 160  |      | 28,156                                            | 60,117 |      |
| March     | 0                                      | 0    |      | 0                                 | 0    |      | 0                         | 0    |      | 243                       | 165  |      | 29,048                                            | 63,914 |      |
| April     | 11                                     | 0    |      | 5                                 | 0    |      | 5                         | 0    |      | 240                       | 163  |      | 29,520                                            | 65,672 |      |
| May       | 0                                      | 148  |      | 0                                 | 28   |      | 0                         | 26   |      | 240                       | 160  |      | 28,667                                            | 62,592 |      |
| June      | 10                                     | 134  |      | 5                                 | 18   |      | 5                         | 18   |      | 242                       | 165  |      | 28,793                                            | 63,762 |      |
| July      | 0                                      | 94   |      | 0                                 | 4    |      | 0                         | 4    |      | 240                       | 164  |      | 28,691                                            | 64,451 |      |
| August    | 4                                      | 98   |      | 0                                 | 17   |      | 0                         | 17   |      | 241                       | 166  |      | 29,408                                            | 63,749 |      |
| September | 0                                      |      |      | 0                                 |      |      | 0                         |      |      | 256                       |      |      | 29,375                                            |        |      |
| October   | 10                                     |      |      | 7                                 |      |      | 4                         |      |      | 242                       |      |      | 28,771                                            |        |      |
| November  | 11                                     |      |      | 0                                 |      |      | 0                         |      |      | 241                       |      |      | 29,476                                            |        |      |
| December  | 20                                     |      |      | 0                                 |      |      | 0                         |      |      | 163                       |      |      | 20,345                                            |        |      |

**Footnote:**

**1. Williamsport has not reported since August 2007.**

**Table 16. A & N Electric Cooperative (ANEC)  
Residential Customer Termination and Arrearage Report<sup>1</sup>**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages |      |      | Gross Residential Customer Arrearage |          |         |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|---------------------------|------|------|--------------------------------------|----------|---------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                 | 2007     | 2008    |
| January   |                                        | 38   | 24   | 0                                 | 0    | 0    | 0                         | 0    | 0    |                           | 38   | 44   | \$14,888                             | \$9,302  | \$5,790 |
| February  |                                        | 37   | 31   | 0                                 | 0    | 0    | 0                         | 0    | 0    |                           | 37   | 53   | \$16,195                             | \$10,982 | \$9,216 |
| March     |                                        | 28   | 38   | 0                                 | 0    | 0    | 0                         | 0    | 0    |                           | 28   | 63   | \$14,629                             | \$8,834  | \$8,779 |
| April     |                                        | 27   |      | 3                                 | 4    |      | 2                         | 2    |      |                           | 27   |      | \$10,048                             | \$7,037  |         |
| May       |                                        | 35   |      | 1                                 | 0    |      | 0                         | 0    |      |                           | 35   |      | \$7,302                              | \$4,822  |         |
| June      |                                        | 20   |      | 0                                 | 3    |      | 0                         | 2    |      |                           | 20   |      | \$5,619                              | \$2,313  |         |
| July      |                                        | 22   |      | 1                                 | 1    |      | 0                         | 1    |      |                           | 22   |      | \$5,562                              | \$3,481  |         |
| August    |                                        | 22   |      | 0                                 | 2    |      | 0                         | 2    |      |                           | 22   |      | \$8,406                              | \$3,725  |         |
| September | 51                                     | 37   |      | 2                                 | 0    |      | 0                         | 0    |      | 51                        | 37   |      | \$11,692                             | \$7,225  |         |
| October   | 47                                     | 28   |      | 3                                 | 3    |      | 1                         | 0    |      | 47                        | 28   |      | \$8,520                              | \$4,174  |         |
| November  | 44                                     | 24   |      | 0                                 | 0    |      | 2                         | 0    |      | 44                        | 24   |      | \$6,737                              | \$3,584  |         |
| December  | 49                                     | 29   |      | 0                                 | 0    |      | 0                         | 0    |      | 49                        | 29   |      | \$8,323                              | \$4,849  |         |

**Footnote:**

1. ANEC did not report data prior to September 2006.

**Table 17a. Washington Gas Light Company (WGL) - Maryland Division (Sales and Delivery)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |               |        | Residential Customer Terminations |              |      | Residential Reconnections |              |      | Customers with Arrearages |               |        | Gross Residential Customer Arrearage <sup>1</sup> |                     |              |
|-----------|----------------------------------------|---------------|--------|-----------------------------------|--------------|------|---------------------------|--------------|------|---------------------------|---------------|--------|---------------------------------------------------|---------------------|--------------|
|           | 2006                                   | 2007          | 2008   | 2006                              | 2007         | 2008 | 2006                      | 2007         | 2008 | 2006                      | 2007          | 2008   | 2006                                              | 2007                | 2008         |
| January   | 37,515                                 | <b>28,057</b> | 38,728 | 89                                | <b>94</b>    | 85   | 117                       | <b>186</b>   | 147  | 65,884                    | <b>60,312</b> | 41,191 | \$12,307,127                                      | <b>\$9,341,839</b>  | \$5,289,333  |
| February  | 39,870                                 | <b>36,699</b> | 45,203 | 35                                | <b>35</b>    | 88   | 86                        | <b>163</b>   | 222  | 75,114                    | <b>61,844</b> | 43,088 | \$17,895,492                                      | <b>\$11,477,231</b> | \$7,859,859  |
| March     | 46,158                                 | <b>42,097</b> | 48,043 | 6                                 | <b>55</b>    | 80   | 41                        | <b>47</b>    | 190  | 71,927                    | <b>75,778</b> | 49,586 | \$20,162,176                                      | <b>\$19,729,852</b> | \$13,421,353 |
| April     | 43,600                                 | <b>43,651</b> |        | 3,056                             | <b>3,090</b> |      | 1,053                     | <b>1,166</b> |      | 77,867                    | <b>76,736</b> |        | \$20,566,577                                      | <b>\$19,487,345</b> |              |
| May       | 43,258                                 | <b>41,755</b> |        | 2,720                             | <b>2,692</b> |      | 1,270                     | <b>1,239</b> |      | 70,087                    | <b>77,788</b> |        | \$15,286,537                                      | <b>\$16,684,886</b> |              |
| June      | 39,083                                 | <b>36,366</b> |        | 1,623                             | <b>2,459</b> |      | 1,118                     | <b>1,147</b> |      | 62,629                    | <b>35,346</b> |        | \$10,913,113                                      | <b>\$7,045,935</b>  |              |
| July      | 29,512                                 | <b>31,793</b> |        | 1,606                             | <b>1,492</b> |      | 823                       | <b>762</b>   |      | 60,036                    | <b>62,525</b> |        | \$8,653,795                                       | <b>\$8,775,735</b>  |              |
| August    | 30,712                                 | <b>28,202</b> |        | 1,835                             | <b>1,778</b> |      | 994                       | <b>905</b>   |      | 58,168                    | <b>43,086</b> |        | \$6,649,133                                       | <b>\$5,192,869</b>  |              |
| September | 21,690                                 | <b>24,188</b> |        | 1,376                             | <b>1,760</b> |      | 176                       | <b>906</b>   |      | 55,802                    | <b>31,311</b> |        | \$5,401,106                                       | <b>\$3,607,687</b>  |              |
| October   | 19,625                                 | <b>17,336</b> |        | 1,405                             | <b>1,487</b> |      | 1,576                     | <b>1,136</b> |      | 58,308                    | <b>40,364</b> |        | \$4,672,303                                       | <b>\$3,445,079</b>  |              |
| November  | 25,983                                 | <b>24,813</b> |        | 115                               | <b>61</b>    |      | 755                       | <b>1,041</b> |      | 55,251                    | <b>43,670</b> |        | \$4,310,261                                       | <b>\$3,537,876</b>  |              |
| December  | 35,799                                 | <b>33,577</b> |        | 146                               | <b>35</b>    |      | 426                       | <b>424</b>   |      | 57,014                    | <b>30,228</b> |        | \$6,298,386                                       | <b>\$3,545,556</b>  |              |

**Footnote:**

**1. For purposes of this report, WGL defines “arrearages” as more than 30 days past due.**



**Table 17b. Washington Gas Light Company - Frederick Gas Division (Sales and Delivery)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |              |       | Residential Customer Terminations |            |      | Residential Reconnections |            |      | Customers with Arrearages |              |       | Gross Residential Customer Arrearage <sup>1</sup> |                  |           |
|-----------|----------------------------------------|--------------|-------|-----------------------------------|------------|------|---------------------------|------------|------|---------------------------|--------------|-------|---------------------------------------------------|------------------|-----------|
|           | 2006                                   | 2007         | 2008  | 2006                              | 2007       | 2008 | 2006                      | 2007       | 2008 | 2006                      | 2007         | 2008  | 2006                                              | 2007             | 2008      |
| January   | 2,230                                  | <b>3,159</b> | 3,604 | 0                                 | <b>0</b>   | 0    | 0                         | <b>9</b>   | 9    | 3,005                     | <b>6,575</b> | 7,154 | \$261,179                                         | <b>\$276,116</b> | \$332,490 |
| February  | 3,100                                  | <b>3,342</b> | 3,765 | 0                                 | <b>0</b>   | 0    | 0                         | <b>9</b>   | 0    | 2,811                     | <b>5,848</b> | 7,505 | \$324,955                                         | <b>\$301,504</b> | \$478,855 |
| March     | 2,594                                  | <b>3,706</b> | 3,984 | 0                                 | <b>0</b>   | 1    | 0                         | <b>1</b>   | 2    | 2,912                     | <b>6,087</b> | 8,398 | \$315,859                                         | <b>\$424,930</b> | \$600,565 |
| April     | 2,696                                  | <b>3,550</b> |       | 50                                | <b>117</b> |      | 75                        | <b>55</b>  |      | 2,929                     | <b>7,116</b> |       | \$343,949                                         | <b>\$503,018</b> |           |
| May       | 2,478                                  | <b>4,355</b> |       | 76                                | <b>85</b>  |      | 90                        | <b>91</b>  |      | 2,904                     | <b>7,019</b> |       | \$235,864                                         | <b>\$330,684</b> |           |
| June      | 1,567                                  | <b>2,187</b> |       | 81                                | <b>62</b>  |      | 83                        | <b>84</b>  |      | 2,382                     | <b>6,346</b> |       | \$207,509                                         | <b>\$218,879</b> |           |
| July      | 1,027                                  | <b>1,247</b> |       | 55                                | <b>102</b> |      | 48                        | <b>116</b> |      | 2,573                     | <b>4,768</b> |       | \$229,765                                         | <b>\$152,274</b> |           |
| August    | 1,028                                  | <b>1,034</b> |       | 51                                | <b>44</b>  |      | 34                        | <b>75</b>  |      | 2,202                     | <b>4,525</b> |       | \$167,330                                         | <b>\$130,740</b> |           |
| September | 826                                    | <b>845</b>   |       | 47                                | <b>20</b>  |      | 19                        | <b>37</b>  |      | 3,662                     | <b>3,900</b> |       | \$137,980                                         | <b>\$108,518</b> |           |
| October   | 917                                    | <b>1,084</b> |       | 86                                | <b>50</b>  |      | 29                        | <b>79</b>  |      | 4,089                     | <b>4,606</b> |       | \$129,594                                         | <b>\$102,430</b> |           |
| November  | 1,146                                  | <b>945</b>   |       | 38                                | <b>0</b>   |      | 0                         | <b>73</b>  |      | 3,835                     | <b>3,689</b> |       | \$123,064                                         | <b>\$90,875</b>  |           |
| December  | 2593                                   | <b>2,347</b> |       | 0                                 | <b>0</b>   |      | 15                        | <b>23</b>  |      | 5,118                     | <b>5,823</b> |       | \$163,782                                         | <b>\$206,648</b> |           |

**Footnote:**

1. For purposes of this report, WGL defines “arrearages” as more than 30 days past due.

**Table 17c. Washington Gas Light Company (WGL) - All Gas Services  
Residential Customer Termination and Arrearage Report**

| Month         | Residential Termination Notices Issued |        |        | Residential Customer Terminations |        |      | Residential Reconnections |       |      | Customers with Arrearages |        |        | Gross Residential Customer Arrearage <sup>1</sup> |               |              |
|---------------|----------------------------------------|--------|--------|-----------------------------------|--------|------|---------------------------|-------|------|---------------------------|--------|--------|---------------------------------------------------|---------------|--------------|
|               | 2006                                   | 2007   | 2008   | 2006                              | 2007   | 2008 | 2006                      | 2007  | 2008 | 2006                      | 2007   | 2008   | 2006                                              | 2007          | 2008         |
| January       | 39,745                                 | 31216  | 42,332 | 89                                | 94     | 85   | 117                       | 195   | 156  | 68,889                    | 66887  | 48,345 | \$12,568,306                                      | \$9,617,955   | \$5,621,823  |
| February      | 42,970                                 | 40041  | 48,968 | 35                                | 35     | 88   | 86                        | 172   | 222  | 77,925                    | 67692  | 50,593 | \$18,220,447                                      | \$11,778,735  | \$8,338,714  |
| March         | 48,752                                 | 45803  | 52,027 | 6                                 | 55     | 81   | 41                        | 48    | 192  | 74,839                    | 81865  | 57,984 | \$20,478,035                                      | \$20,154,782  | \$14,021,918 |
| April         | 46,296                                 | 47201  |        | 3,106                             | 3,207  |      | 1128                      | 1221  |      | 80,796                    | 83852  |        | \$20,910,526                                      | \$19,990,363  |              |
| May           | 45,736                                 | 46110  |        | 2,796                             | 2,777  |      | 1,360                     | 1,330 |      | 72,991                    | 84807  |        | \$15,522,401                                      | \$17,015,570  |              |
| June          | 40,650                                 | 38553  |        | 1,704                             | 2,521  |      | 1,201                     | 1,231 |      | 65,011                    | 41692  |        | \$11,120,622                                      | \$7,264,814   |              |
| July          | 30,539                                 | 33040  |        | 1,661                             | 1,594  |      | 871                       | 878   |      | 62,609                    | 67293  |        | \$8,883,560                                       | \$8,928,009   |              |
| August        | 31,740                                 | 29236  |        | 1,886                             | 1,822  |      | 1,028                     | 980   |      | 60,370                    | 47611  |        | \$6,816,463                                       | \$5,323,609   |              |
| September     | 22,516                                 | 25033  |        | 1,423                             | 1,780  |      | 195                       | 943   |      | 59,464                    | 35211  |        | \$5,539,086                                       | \$3,716,205   |              |
| October       | 20,542                                 | 18420  |        | 1,491                             | 1,537  |      | 1,605                     | 1,215 |      | 62,397                    | 44970  |        | \$4,801,897                                       | \$3,547,509   |              |
| November      | 27,129                                 | 25758  |        | 153                               | 61     |      | 755                       | 1114  |      | 59,086                    | 47359  |        | \$4,433,325                                       | \$3,628,751   |              |
| December      | 35,799                                 | 35924  |        | 146                               | 35     |      | 441                       | 447   |      | 62,132                    | 36051  |        | \$6,462,168                                       | \$3,752,204   |              |
|               |                                        |        |        |                                   |        |      |                           |       |      |                           |        |        |                                                   |               |              |
| <b>Totals</b> | 432,414                                | 416335 |        | 14,496                            | 15,518 |      | 117                       | 195   | 156  | 806,509                   | 705290 |        | \$135,756,836                                     | \$114,718,507 |              |

**Footnote:**

1. For purposes of this report, WGL defines “arrearages” as more than 30 days past due.

**Table 18. Columbia Gas of Maryland (Columbia)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |       |       | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>1</sup> |      |      | Gross Residential Customer Arrearage <sup>2</sup> |             |             |
|-----------|----------------------------------------|-------|-------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|------|------|---------------------------------------------------|-------------|-------------|
|           | 2006                                   | 2007  | 2008  | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                              | 2007        | 2008        |
| January   | 2,019                                  | 1,735 | 1,446 | 2                                 | 4    | 11   | 10                        | 27   | 36   |                                        |      |      | \$1,003,047                                       | \$610,528   | \$704,170   |
| February  | 2,670                                  | 1,999 | 1,802 | 4                                 | 8    | 8    | 16                        | 42   | 19   |                                        |      |      | \$1,911,661                                       | \$790,323   | \$1,017,805 |
| March     | 2,410                                  | 2,225 | 1,948 | 81                                | 39   | 63   | 37                        | 24   | 23   |                                        |      |      | \$2,841,677                                       | \$1,567,561 | \$1,442,569 |
| April     | 2,305                                  | 2,359 |       | 294                               | 332  |      | 70                        | 110  |      |                                        |      |      | \$3,154,787                                       | \$2,076,943 |             |
| May       | 1,928                                  | 2,198 |       | 465                               | 376  |      | 138                       | 92   |      |                                        |      |      | \$2,899,095                                       | \$2,217,268 |             |
| June      | 1,668                                  | 1,828 |       | 335                               | 356  |      | 112                       | 97   |      |                                        |      |      | \$2,084,079                                       | \$1,670,814 |             |
| July      | 1,242                                  | 1,275 |       | 211                               | 194  |      | 81                        | 92   |      |                                        |      |      | \$1,201,452                                       | \$1,063,656 |             |
| August    | 806                                    | 705   |       | 167                               | 201  |      | 114                       | 83   |      |                                        |      |      | \$704,941                                         | \$682,238   |             |
| September | 790                                    | 485   |       | 136                               | 83   |      | 130                       | 78   |      |                                        |      |      | \$546,474                                         | \$511,138   |             |
| October   | 581                                    | 390   |       | 84                                | 79   |      | 279                       | 185  |      |                                        |      |      | \$350,213                                         | \$413,778   |             |
| November  | 727                                    | 426   |       | 0                                 | 3    |      | 91                        | 202  |      |                                        |      |      | \$323,332                                         | \$355,870   |             |
| December  | 1,244                                  | 701   |       | 2                                 | 4    |      | 58                        | 73   |      |                                        |      |      | \$406,992                                         | \$455,824   |             |

**Footnotes:**

1. Columbia did not provide data on the number of customers with arrearages.
2. Arrearages reflect amounts delinquent more than 30 days.

**Table 19. Pivotal Utility Holdings, Inc. d/b/a Elkton Gas (Elkton)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages |       |       | Gross Residential Customer Arrearage |           |           |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|---------------------------|-------|-------|--------------------------------------|-----------|-----------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                      | 2007  | 2008  | 2006                                 | 2007      | 2008      |
| January   | 63                                     | 375  | 60   | 21                                | 14   | 9    | 9                         | 22   | 4    | 1333                      | 1,375 | 1,528 | \$207,827                            | \$155,399 | \$147,090 |
| February  | 92                                     | 163  | 135  | 41                                | 10   | 11   | 9                         | 10   | 7    | 1295                      | 1,237 | 1,596 | \$232,254                            | \$117,606 | \$177,344 |
| March     | 157                                    | 165  | 159  | 73                                | 48   | 38   | 22                        | 15   | 8    | 1134                      | 1,121 | 1,687 | \$201,830                            | \$150,843 | \$220,967 |
| April     | 689                                    | 172  |      | 356                               | 137  |      | 114                       | 65   |      | 1096                      | 1,547 |       | \$176,530                            | \$198,175 |           |
| May       | 636                                    | 261  |      | 225                               | 183  |      | 104                       | 30   |      | 956                       | 1,660 |       | \$96,149                             | \$208,955 |           |
| June      | 446                                    | 237  |      | 97                                | 188  |      | 49                        | 42   |      | 946                       | 1,544 |       | \$66,012                             | \$153,549 |           |
| July      | 239                                    | 100  |      | 74                                | 90   |      | 45                        | 24   |      | 987                       | 800   |       | \$52,884                             | \$79,869  |           |
| August    | 270                                    | 76   |      | 61                                | 39   |      | 37                        | 18   |      | 997                       | 1,303 |       | \$42,079                             | \$80,471  |           |
| September | 120                                    | 92   |      | 36                                | 60   |      | 14                        | 12   |      | 987                       | 1,250 |       | \$39,807                             | \$59,549  |           |
| October   | 184                                    | 50   |      | 36                                | 22   |      | 18                        | 15   |      | 980                       | 1,219 |       | \$43,606                             | \$56,514  |           |
| November  | 201                                    | 42   |      | 15                                | 1    |      | 46                        | 4    |      | 1082                      | 1,184 |       | \$58,444                             | \$47,855  |           |
| December  | 320                                    | 53   |      | 10                                | 9    |      | 24                        | 0    |      | 1268                      | 1,437 |       | \$79,216                             | \$81,884  |           |

**Table 20. Chesapeake Utilities Corporation (Chesapeake)  
Residential Customer Termination and Arrearage Report**

| Month            | Residential Termination Notices Issued |       |       | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages |       |       | Gross Residential Customer Arrearage <sup>1</sup> |           |           |
|------------------|----------------------------------------|-------|-------|-----------------------------------|------|------|---------------------------|------|------|---------------------------|-------|-------|---------------------------------------------------|-----------|-----------|
|                  | 2006                                   | 2007  | 2008  | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                      | 2007  | 2008  | 2006                                              | 2007      | 2008      |
| <b>January</b>   | \$147,090                              | 1,337 | 1,200 | 116                               | 96   | 89   | 91                        | 106  | 82   | 1,578                     | 1,899 | 1,976 | \$189,032                                         | \$299,764 | \$332,844 |
| <b>February</b>  | \$177,344                              | 971   | 1,126 | 118                               | 70   | 87   | 90                        | 69   | 69   | 2,134                     | 1,978 | 2,010 | \$336,585                                         | \$314,790 | \$360,588 |
| <b>March</b>     | \$220,967                              | 1,314 | 1,343 | 226                               | 173  | 137  | 108                       | 76   | 49   | 2,393                     | 2,452 | 2,388 | \$420,350                                         | \$452,108 | \$395,367 |
| <b>April</b>     | \$147,090                              | 1,634 |       | 426                               | 376  |      | 181                       | 143  |      | 2,943                     | 2,807 |       | \$627,354                                         | \$527,556 |           |
| <b>May</b>       | \$177,344                              | 1,527 |       | 420                               | 414  |      | 174                       | 145  |      | 2,820                     | 2,560 |       | \$567,449                                         | \$460,986 |           |
| <b>June</b>      | \$220,967                              | 1,012 |       | 266                               | 313  |      | 177                       | 155  |      | 2,427                     | 2,511 |       | \$465,600                                         | \$442,995 |           |
| <b>July</b>      | \$147,090                              | 1,065 |       | 170                               | 184  |      | 116                       | 98   |      | 2,311                     | 2,255 |       | \$413,087                                         | \$365,862 |           |
| <b>August</b>    | \$177,344                              | 892   |       | 202                               | 208  |      | 118                       | 140  |      | 2,153                     | 2,133 |       | \$367,827                                         | \$343,460 |           |
| <b>September</b> | \$220,967                              | 706   |       | 137                               | 153  |      | 166                       | 128  |      | 2,120                     | 2,299 |       | \$330,709                                         | \$335,082 |           |
| <b>October</b>   | \$147,090                              | 962   |       | 119                               | 129  |      | 250                       | 158  |      | 1,934                     | 2,089 |       | \$299,128                                         | \$316,477 |           |
| <b>November</b>  | \$177,344                              | 841   |       | 63                                | 50   |      | 154                       | 204  |      | 1,821                     | 1,847 |       | \$283,102                                         | \$285,670 |           |
| <b>December</b>  | \$220,967                              | 929   |       | 38                                | 26   |      | 86                        | 73   |      | 2,058                     | 2,056 |       | \$301,620                                         | \$318,133 |           |

**Footnote:**

**1. Customer accounts and dollars are associated with arrearages that are 31 days or more past due.**

**Table 21. PPL Gas Utilities Corporation (PPL)  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |      |      | Residential Customer Terminations |      |      | Residential Reconnections |      |      | Customers with Arrearages <sup>1</sup> |      |      | Gross Residential Customer Arrearage |          |          |
|-----------|----------------------------------------|------|------|-----------------------------------|------|------|---------------------------|------|------|----------------------------------------|------|------|--------------------------------------|----------|----------|
|           | 2006                                   | 2007 | 2008 | 2006                              | 2007 | 2008 | 2006                      | 2007 | 2008 | 2006                                   | 2007 | 2008 | 2006                                 | 2007     | 2008     |
| January   | 0                                      | 0    | 0    | 0                                 | 0    | 0    | 0                         | 0    | 0    | 132                                    | 106  | 132  | \$22,912                             | \$19,450 | \$22,822 |
| February  | 0                                      | 0    | 0    | 0                                 | 0    | 1    | 0                         | 0    | 0    | 132                                    | 144  | 151  | \$30,628                             | \$32,990 | \$32,970 |
| March     | 0                                      | 0    | 1    | 0                                 | 0    | 0    | 0                         | 0    | 0    | 136                                    | 160  | 153  | \$42,284                             | \$60,423 | \$39,385 |
| April     | 28                                     | 28   |      | 0                                 | 4    |      | 0                         | 0    |      | 142                                    | 156  |      | \$50,129                             | \$67,831 |          |
| May       | 18                                     | 18   |      | 5                                 | 3    |      | 0                         | 3    |      | 146                                    | 164  |      | \$44,847                             | \$67,124 |          |
| June      | 14                                     | 14   |      | 1                                 | 0    |      | 0                         | 0    |      | 133                                    | 152  |      | \$35,672                             | \$49,396 |          |
| July      | 6                                      | 6    |      | 0                                 | 1    |      | 0                         | 0    |      | 117                                    | 141  |      | \$23,897                             | \$35,713 |          |
| August    | 2                                      | 2    |      | 1                                 | 1    |      | 0                         | 0    |      | 102                                    | 129  |      | \$16,304                             | \$27,791 |          |
| September | 16                                     | 16   |      | 3                                 | 1    |      | 1                         | 1    |      | 108                                    | 133  |      | \$11,643                             | \$21,036 |          |
| October   | 3                                      | 3    |      | 0                                 | 0    |      | 0                         | 0    |      | 84                                     | 105  |      | \$7,679                              | \$12,627 |          |
| November  | 8                                      | 8    |      | 0                                 | 0    |      | 0                         | 0    |      | 70                                     | 93   |      | \$6,339                              | \$9,932  |          |
| December  | 8                                      | 8    |      | 0                                 | 0    |      | 0                         | 0    |      | 84                                     | 109  |      | \$9,391                              | \$17,449 |          |

**Footnote:**

**1. Arrearages are accounts overdue by 25 days, which includes a 5 day grace period.**