

PUBLIC SERVICE COMMISSION OF MARYLAND

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

Issued November 2008

Prepared for
The Senate Finance Committee and
The House Economic Matters Committee
Of The Maryland General Assembly
Pursuant to Section 11, Chapter 5,
2006 Maryland Laws, 1st Special Session

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
November 2008

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I. EXECUTIVE SUMMARY

Maryland's utility customers continue to face severe financial pressure in paying their utility bills. Most indicators tracked by the Commission in this report show increases, including:

- Gross arrearages were up by 43.7%;
- The average arrearage among customers with an arrearage increased by 36%;¹
- Termination notices increased by 22%; and
- Terminations increased by 23%.

In many cases, comparisons of the arrearage and termination data show increased disparities or worsening trends. Overall, the economic climate that most Maryland customers have experienced over the past year appears to have caused those who previously could not pay their bills to fall further in arrears.

The financial pressure faced by Maryland customers would have been worse were it not for assistance from the Electric Universal Service Program ("EUSP"). During the third and fourth quarters of the fiscal year, the EUSP received an influx of funds which allowed it to meet the record needs of low-income customers throughout the State. The EUSP served an additional 7,300 customers this fiscal year compared with last fiscal year.

Fortunately for customers, the weather also helped keep bills from being even higher. The winter of 2008 was 4% warmer than usual, which resulted in lower natural gas bills. The summer of 2008 was also mild, leading to lower total electric bills even with the energy supply rate increases. A simple return to normal weather can be expected to place a severe strain on the ability of Maryland customers to meet their electric and gas needs.

II. INTRODUCTION

This is the third residential customer termination and arrearage report that the Public Service Commission of Maryland ("Commission") is providing to the General Assembly.² The report covers the period October 2006 through September 2008, and

¹ From \$250 to \$340.

² As required by law, the Public Service Commission of Maryland is studying the impact of rising fuel prices on residential customers, both electric and gas. See *In the Matter of the Investigation Required by Section 11, 2006 Maryland Laws, 1st Special Session, Public Service Commission – Electric Industry Restructuring*, Notice of Proceeding, Case No. 9074 (August 17, 2006).

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assesses trends based on two full heating seasons and two full cooling seasons.³ The Commission analyzed the following data:

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

The report analyzes the aggregated arrearage and termination data for all Maryland utilities. Data tables on each Maryland utility, as well as summary tables, are included in the Appendix to this report. This report generally compares termination and arrearage data for October 2006-September 2007 (“2006-2007”) and October 2007-September 2008 (“2007-2008”).

III. ANALYSIS

During the period of analysis, residential customers were under significant financial pressure to pay their bills. This pressure manifests itself through arrearages, notices of termination, and ultimately termination. These indicators are described thus:

- 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 and 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 provide: restrictions regarding termination of service where an occupant of the premises is

³ The heating season runs from November 1 through March 31 and the cooling season runs from April 1 through October 31.

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.

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

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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.⁶

- Terminations. 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. Terminations, which are a last resort, are highest between April 1 and October 31 because of restrictions which apply during winter months, as described more fully below. The Commission has extensive regulations governing termination of service.⁷ 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 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

⁶ Notices of termination are 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 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.

⁷ *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).

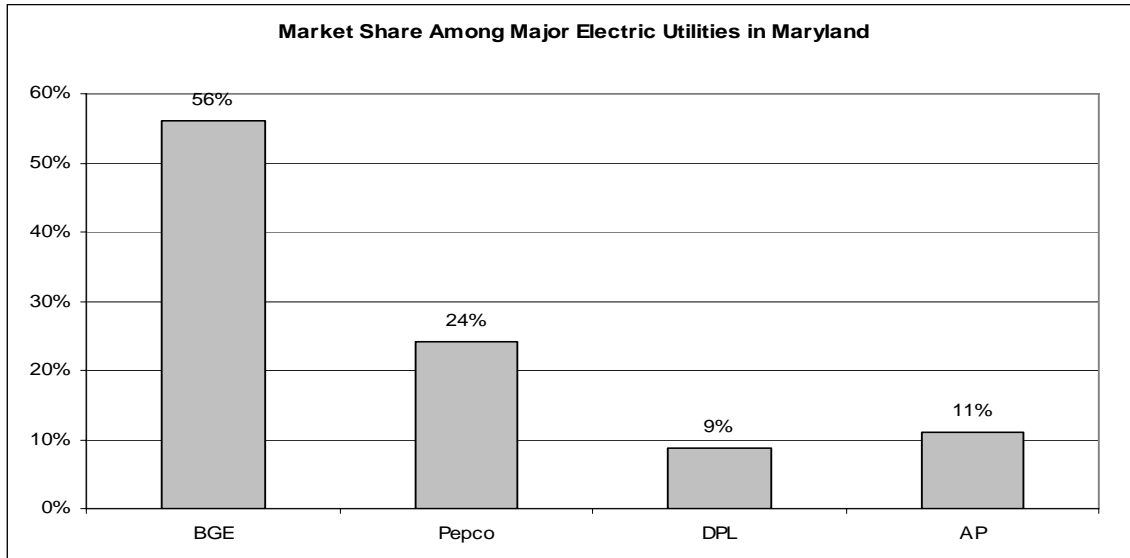
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of the premises to which the service is going to be terminated is an elderly person or a person with a disability, a utility may terminate service to that premises only after the utility has, at a minimum, attempted to make personal contact with the 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.

○ 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 his/her 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.

A. MARKET SHARE AMONG MAJOR ELECTRIC UTILITIES IN MARYLAND

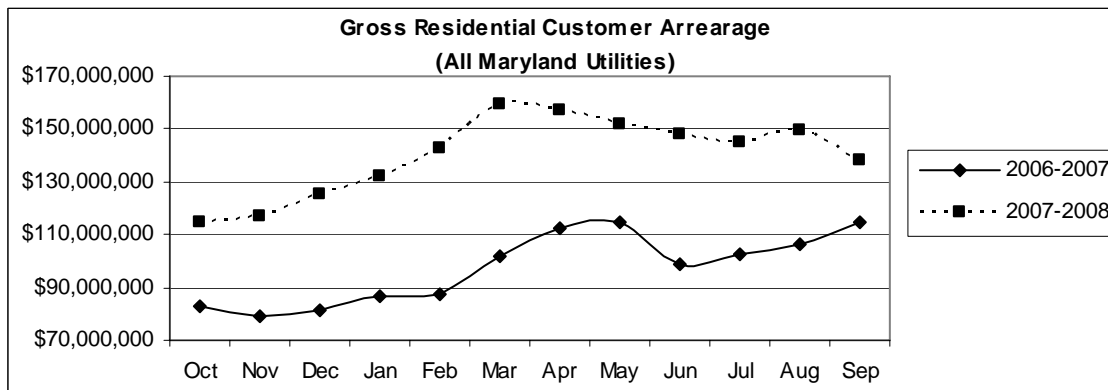
The chart below shows the average residential market share among the major electric utilities in Maryland. With 1.1 million residential customers, BGE serves approximately one half of the residential electric customers in the State.



B. ARREARAGES

1. Gross Residential Customer Arrearage

The following graph illustrates the significant increase in the cumulative gross residential arrearages among all Maryland’s utilities between October 2006-September 2007 and October 2007-September 2008. Comparison of the 2006-2007 and 2007-2008 winter heating seasons (November - March) shows the gross arrearage consistently rising during this period. Arrearages in March 2008 were 56% higher than arrearages in March 2007.



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The table below shows the cumulative gross arrearage data broken down by major utility and, for purposes of comparison, the Statewide average for all of the State's investor-owned utilities. The numbers below are an average of the gross arrearages for the timeframes specified in the column to the left. BGE accounted for 58% of the average gross arrearage in 2007-2008, while Pepco accounted for 16%, Delmarva accounted for 8% and AP accounted for 4%. The Statewide average for October 2007-September 2008 is 43.7% higher than that for October 2006-September 2007. This is clear evidence that cumulative gross arrearages have increased dramatically.

Gross Arrearages – Major Utilities

	Statewide	BGE	Pepco	DPL	AP	WGL
October 2006-September 2007 <i>(Average)</i>	\$97,435,131	\$48,817,501	\$17,290,363	\$9,680,992	\$4,463,479	\$9,957,286
October 2007-September 2008 <i>(Average)</i>	\$139,985,294	\$80,940,171	\$22,843,394	\$11,412,577	\$5,781,701	\$8,277,756

2. Percentage of Residential Customers With Arrearages

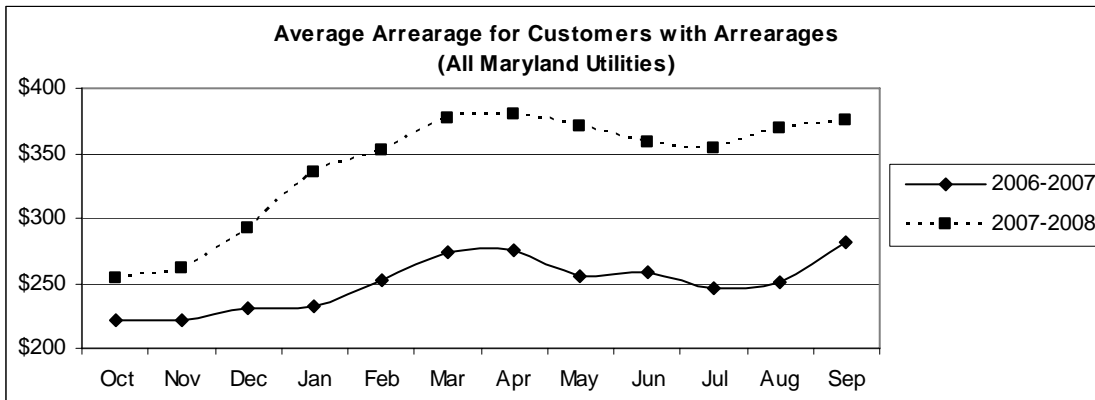
The following table reports the percentage of customers on average with arrearages for each major utility, as well as the overall average among these utilities. The percentage of customers with arrearages increased in most major utilities from 2006-2007 to 2007-2008. The decline in the average arrearage for WGL could be the result of a warmer than normal winter in November 2007 through March 2008 or it could just be an anomaly. The Commission will closely monitor results from next winter.

Percentage of Customers with Arrearage – Major Utilities

	Overall	BGE	Pepco	DPL	AP	WGL
October 2006-September 2007 <i>(Average)</i>	17.0%	11.6%	18.1%	23.4%	15.8%	15.9%
October 2007-September 2008 <i>(Average)</i>	17.1%	12.7%	20.0%	23.4%	16.8%	12.4%

3. Average Arrearage Among Residential Customers With An Arrearage

The average arrearage among residential customers with an arrearage indicates the degree to which individual customers are behind on their bills. The following graph compares the average arrearage among customers with an arrearage between October 2006-September 2007 and October 2007-September 2008. As is clearly illustrated, the average arrearage in 2007-2008 is higher than each corresponding month in 2006-2007. The average Statewide arrearage reached its highest level right after the end of the winter heating season in April 2008 at \$381.



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. With the exception of WGL, the average amount owed has increased for each major utility between April 2006-March 2007 and April 2007-March 2008.

Average Customer Arrearage

	Statewide	BGE	Pepco	DPL	AP	WGL
October 2006-September 2007 <i>(Average)</i>	\$250	\$368	\$201	\$242	\$127	\$149
October 2007-September 2008 <i>(Average)</i>	\$340	\$596	\$240	\$284	\$154	\$164

C. TERMINATIONS

1. Termination Notices

Termination notices are significant because they are often the first visible sign of increased customer distress. The following table illustrates that, from October 2007-September 2008, each major utility, with the exception of WGL, experienced an increase in the number of termination notices issued as a percentage of customers compared to October 2006-September 2007. The data is presented as a percentage of customers because raw numbers may be misleading in that each utility is a different size, and some customers receive multiple notices of termination.

	Statewide	BGE	Pepco	DPL	AP	WGL
October 2006-September 2007	7%	12%	6%	8%	2%	9%
October 2007-September 2008	9%	15%	7%	10%	3%	10%

Termination notices are prompted by unpaid bills, so some degree of correlation between arrearages and termination notices issued is expected. 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 become unmanageable. Utilities refrain from terminating service following issuance of a termination notice when the customer agrees to a payment arrangement. The increase in the number of termination notices from 2006-2007 compared to 2007-2008 may be attributable to the fact that more customers have arrearages or it could be explained by the fact that some customers receive multiple notices of terminations. 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.

2. Terminations

The following table illustrates the increasing number of residential terminations in Maryland between October 2006-September 2007 and October 2007-September 2008.

	Statewide⁸	BGE	Pepco	DPL	AP	WGL
October 2006-September 2007	72,630	20,028	16,746	5,286	3,178	15,675
October 2007-September 2008	89,625	35,147	17,306	5,727	3,567	19,641

The table shows the following:

- Between 2006-2007 and 2007-2008, the number of terminations across the State increased by 16,995 customers, or 23%;
- For BGE: terminations constitute 39% of the 2008 Statewide total; and there is a 75% increase in terminations in 07-08 vs. 06-07. (BGE's rate stabilization plan ended May 2007. The October 2007-September 2008 data is the first period reflecting the full impact of increased rates.)
- For Pepco: terminations constitute 19% of the 2008 Statewide total; and there is a 03% increase in terminations in 07-08 vs. 06-07.
- For DPL: terminations constitute 06% of the 2008 Statewide total; and there is an 08% increase in terminations in 07-08 vs. 06-07.
- For AP: terminations constitute 04% of the 2008 Statewide total; and there is a 12% increase in terminations in 07-08 vs. 06-07.
- For WGL: terminations constitute 22% of the 2008 Statewide total; and there is a 25% increase in terminations in 07-08 vs. 06-07.

⁸ Includes customers of municipal utilities, cooperatives and Columbia Gas.

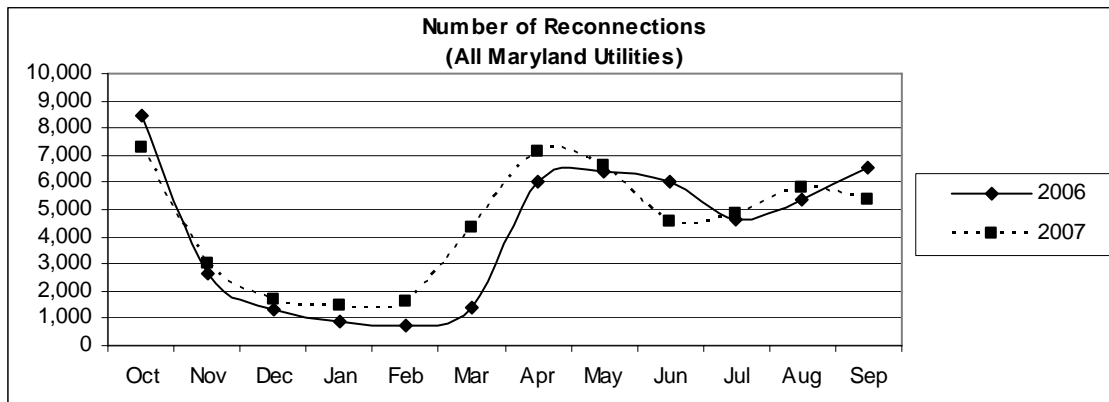
3. Percentage of Residential Customers With Terminations

The following table illustrates the number of terminations as a percentage of each utility's residential customer base. There were more customers terminated across the State in 2007-2008 compared to 2006-2007.

	Statewide	BGE	Pepco	DPL	AP	WGL
October 2006-September 2007	2.8%	1.7%	3.5%	3.1%	1.5%	3.9%
October 2007-September 2008	3.3%	3.2%	3.6%	3.3%	1.6%	4.9%

D. RECONNECTIONS

During 2006-2007, of the 72,630 customers who had their service disconnected, 50,332 customers or 69% were reconnected. By comparison, during 2007-2008, the number of customers who had their service terminated increased to 89,625, but only 60% of customers, or 53,754 customers, were reconnected. The graph below shows the decline in the number of customers reconnected between 2006-2007 and 2007-2008.



E. APPENDIX

The remainder of this report contains detailed data tables of each of the metrics summarized above.

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**Table 1. All Maryland Utilities Combined Summary  
Residential Customer Termination and Arrearage Report**

| Month            | Residential Termination Notices Issued |                  | Residential Customer Terminations |               | Residential Reconnections |               | Customers with Arrearages |           | Gross amount of Residential Customer Arrearage |               |
|------------------|----------------------------------------|------------------|-----------------------------------|---------------|---------------------------|---------------|---------------------------|-----------|------------------------------------------------|---------------|
|                  | 2006-2007                              | 2007-2008        | 2006-2007                         | 2007-2008     | 2006-2007                 | 2007-2008     | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008     |
| <b>October</b>   | 204,710                                | 302,444          | 10,593                            | 13,946        | 8,461                     | 9,460         | 375,457                   | 451,821   | \$83,052,626                                   | \$114,466,340 |
| <b>November</b>  | 175,978                                | 235,217          | 843                               | 981           | 2,618                     | 3,471         | 356,208                   | 446,246   | \$78,768,170                                   | \$116,620,909 |
| <b>December</b>  | 206,792                                | 261,516          | 687                               | 429           | 1,296                     | 1,424         | 351,662                   | 429,461   | \$81,251,565                                   | \$125,273,557 |
| <b>January</b>   | 249,232                                | 313,401          | 584                               | 1,327         | 870                       | 1,301         | 375,497                   | 393,679   | \$86,994,483                                   | \$132,017,201 |
| <b>February</b>  | 214,737                                | 304,114          | 627                               | 1,416         | 719                       | 1,417         | 347,832                   | 404,389   | \$87,571,636                                   | \$142,455,071 |
| <b>March</b>     | 249,566                                | 321,622          | 2,101                             | 2,874         | 1,374                     | 1,589         | 371,881                   | 422,227   | \$101,822,301                                  | \$159,139,008 |
| <b>April</b>     | 241,868                                | 328,273          | 10,664                            | 16,723        | 6,023                     | 8,383         | 408,975                   | 411,843   | \$112,350,882                                  | \$156,768,476 |
| <b>May</b>       | 249,434                                | 305,490          | 8,827                             | 14,228        | 6,361                     | 7,234         | 448,749                   | 408,425   | \$114,551,965                                  | \$151,474,577 |
| <b>June</b>      | 223,561                                | 273,316          | 10,771                            | 9,960         | 6,066                     | 4,475         | 381,750                   | 414,205   | \$98,766,516                                   | \$148,358,366 |
| <b>July</b>      | 251,322                                | 302,312          | 7,685                             | 9,324         | 4,605                     | 4,433         | 417,516                   | 409,493   | \$102,683,489                                  | \$145,072,662 |
| <b>August</b>    | 285,734                                | 294,164          | 8,402                             | 9,411         | 5,359                     | 5,818         | 425,214                   | 405,266   | \$106,709,248                                  | \$149,753,152 |
| <b>September</b> | 299,153                                | 244,483          | 10,846                            | 12,849        | 6,580                     | 6,927         | 406,555                   | 368,816   | \$114,698,691                                  | \$138,424,207 |
| <b>Totals</b>    | <b>2,852,087</b>                       | <b>3,486,352</b> | <b>72,630</b>                     | <b>89,625</b> | <b>50,332</b>             | <b>53,754</b> |                           |           |                                                |               |

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**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 amount of Residential Customer Arrearage |              |
|------------------|----------------------------------------|------------------|-----------------------------------|---------------|---------------------------|---------------|----------------------------------------|-----------|------------------------------------------------|--------------|
|                  | 2006-2007                              | 2007-2008        | 2006-2007                         | 2007-2008     | 2006-2007                 | 2007-2008     | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008    |
| <b>October</b>   | 110,413                                | 184,138          | 4,064                             | 6,621         | 2,827                     | 4,753         | 119,700                                | 181,171   | \$42,651,798                                   | \$60,987,517 |
| <b>November</b>  | 87,305                                 | 124,862          | 104                               | 333           | 697                       | 994           | 114,114                                | 174,840   | \$43,769,530                                   | \$67,488,938 |
| <b>December</b>  | 110,738                                | 145,592          | 0                                 | 84            | 189                       | 368           | 109,174                                | 173,807   | \$44,521,063                                   | \$76,368,504 |
| <b>January</b>   | 148,009                                | 182,889          | 8                                 | 63            | 162                       | 297           | 128,453                                | 123,978   | \$44,799,224                                   | \$76,999,372 |
| <b>February</b>  | 112,163                                | 162,379          | 1                                 | 74            | 126                       | 227           | 124,634                                | 127,741   | \$43,651,712                                   | \$79,713,762 |
| <b>March</b>     | 145,601                                | 183,586          | 556                               | 332           | 384                       | 208           | 125,357                                | 136,769   | \$43,704,282                                   | \$87,133,807 |
| <b>April</b>     | 137,277                                | 184,210          | 2,538                             | 6,555         | 1630                      | 3,253         | 144,414                                | 128,726   | \$48,762,562                                   | \$85,220,469 |
| <b>May</b>       | 133,216                                | 170,000          | 918                               | 4,992         | 414                       | 2,904         | 143,296                                | 137,569   | \$50,378,440                                   | \$88,140,034 |
| <b>June</b>      | 116,268                                | 157,876          | 3,062                             | 3,160         | 1,780                     | 1,442         | 128,074                                | 141,567   | \$50,961,513                                   | \$90,020,771 |
| <b>July</b>      | 141,282                                | 182,598          | 1,942                             | 3,222         | 1,305                     | 1,517         | 144,221                                | 125,338   | \$53,273,912                                   | \$88,672,547 |
| <b>August</b>    | 164,830                                | 163,411          | 2,165                             | 3,800         | 1,635                     | 1,914         | 166,701                                | 131,718   | \$57,207,007                                   | \$90,246,348 |
| <b>September</b> | 178,129                                | 115,469          | 4,670                             | 5,911         | 2,958                     | 2,642         | 148,208                                | 102,719   | \$62,128,974                                   | \$80,289,980 |
| <b>Totals</b>    | <b>1,585,231</b>                       | <b>1,957,010</b> | <b>20,028</b>                     | <b>35,147</b> | <b>14,107</b>             | <b>20,519</b> |                                        |           |                                                |              |

**Footnote:**

**1. Arrears reflect amount greater than 30 days.**



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**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 amount of Residential Customer Arrearage |              |
|------------------|----------------------------------------|------------------|-----------------------------------|---------------|---------------------------|--------------|---------------------------|-----------|------------------------------------------------|--------------|
|                  | 2006-2007                              | 2007-2008        | 2006-2007                         | 2007-2008     | 2006-2007                 | 2007-2008    | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008    |
| <b>October</b>   | 72,025                                 | 98,477           | 4,799                             | 5,558         | 3,482                     | 3,134        | 189,707                   | 222,076   | \$34,857,669                                   | \$49,097,346 |
| <b>November</b>  | 59,839                                 | 83,004           | 508                               | 533           | 875                       | 953          | 179,297                   | 220,738   | \$29,846,330                                   | \$44,769,979 |
| <b>December</b>  | 57,624                                 | 77,920           | 491                               | 271           | 498                       | 463          | 176,198                   | 214,742   | \$29,407,221                                   | \$44,046,801 |
| <b>January</b>   | 66,210                                 | 85,038           | 368                               | 1,069         | 358                       | 726          | 175,594                   | 216,907   | \$31,275,065                                   | \$47,997,368 |
| <b>February</b>  | 59,253                                 | 89,234           | 503                               | 1,147         | 300                       | 873          | 151,612                   | 221,852   | \$30,796,817                                   | \$52,717,070 |
| <b>March</b>     | 54,064                                 | 82,126           | 1,230                             | 2,223         | 827                       | 1,109        | 159,772                   | 222,518   | \$35,439,687                                   | \$55,747,235 |
| <b>April</b>     | 52,941                                 | 90,583           | 4,069                             | 6,100         | 2,854                     | 3,852        | 175,671                   | 224,370   | \$40,620,268                                   | \$55,382,344 |
| <b>May</b>       | 65,831                                 | 80,714           | 4,156                             | 3,719         | 4,347                     | 2,605        | 215,939                   | 226,249   | \$44,143,140                                   | \$50,758,851 |
| <b>June</b>      | 65,606                                 | 69,304           | 4,331                             | 3,029         | 2,761                     | 1,997        | 207,496                   | 215,823   | \$38,171,531                                   | \$43,482,937 |
| <b>July</b>      | 74,552                                 | 77,958           | 3,680                             | 3,361         | 2,208                     | 2,097        | 202,585                   | 206,063   | \$38,897,353                                   | \$43,887,023 |
| <b>August</b>    | 89,983                                 | 92,937           | 3,966                             | 3,387         | 2,503                     | 2,530        | 207,133                   | 221,141   | \$43,008,458                                   | \$50,488,624 |
| <b>September</b> | 94,704                                 | 97,019           | 4,099                             | 3,821         | 2,460                     | 2,537        | 219,260                   | 220,977   | \$47,891,109                                   | \$51,373,276 |
| <b>Totals</b>    | <b>812,632</b>                         | <b>1,024,314</b> | <b>32,200</b>                     | <b>34,218</b> | <b>23,473</b>             | <b>20698</b> |                           |           |                                                |              |

**Footnotes:**

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

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**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 amount of Residential Customer Arrearage |              |
|------------------|----------------------------------------|----------------|-----------------------------------|---------------|---------------------------|---------------|---------------------------|-----------|------------------------------------------------|--------------|
|                  | 2006-2007                              | 2007-2008      | 2006-2007                         | 2007-2008     | 2006-2007                 | 2007-2008     | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008    |
| <b>October</b>   | 22,272                                 | 19,829         | 1,730                             | 1,767         | 2,152                     | 1,573         | 66,050                    | 48,574    | \$5,543,159                                    | \$4,381,477  |
| <b>November</b>  | 28,834                                 | 27,351         | 231                               | 115           | 1,046                     | 1,524         | 62,797                    | 50,668    | \$5,152,310                                    | \$4,361,992  |
| <b>December</b>  | 38,430                                 | 38,004         | 196                               | 74            | 609                       | 593           | 66,290                    | 40,912    | \$7,323,280                                    | \$4,858,253  |
| <b>January</b>   | 35,013                                 | 45,474         | 208                               | 195           | 350                       | 278           | 71,450                    | 52,794    | \$10,920,194                                   | \$7,020,461  |
| <b>February</b>  | 43,321                                 | 52,501         | 123                               | 195           | 293                       | 317           | 71,586                    | 54,796    | \$13,123,107                                   | \$10,024,239 |
| <b>March</b>     | 49,901                                 | 55,910         | 315                               | 319           | 163                       | 272           | 86,752                    | 62,940    | \$22,678,333                                   | \$16,257,967 |
| <b>April</b>     | 51,650                                 | 53,480         | 4,057                             | 4,068         | 1,539                     | 1,278         | 88,890                    | 58,747    | \$22,968,052                                   | \$16,165,662 |
| <b>May</b>       | 50,387                                 | 54,776         | 3,753                             | 5,517         | 1,600                     | 1,725         | 89,514                    | 44,607    | \$20,030,385                                   | \$12,575,693 |
| <b>June</b>      | 41,687                                 | 46,136         | 3,378                             | 3,771         | 1,525                     | 1,036         | 46,180                    | 56,815    | \$9,633,472                                    | \$14,854,658 |
| <b>July</b>      | 35,488                                 | 41,756         | 2,063                             | 2,741         | 1,092                     | 819           | 70,710                    | 78,092    | \$10,512,223                                   | \$12,513,093 |
| <b>August</b>    | 30,921                                 | 37,816         | 2,271                             | 2,224         | 1,221                     | 1,374         | 51,380                    | 52,407    | \$6,493,784                                    | \$9,018,180  |
| <b>September</b> | 26,320                                 | 31,995         | 2,077                             | 3,117         | 1,162                     | 1,748         | 39,087                    | 45,120    | \$4,678,608                                    | \$6,760,951  |
| <b>Totals</b>    | <b>454,224</b>                         | <b>505,028</b> | <b>20,402</b>                     | <b>20,260</b> | <b>12,752</b>             | <b>12,537</b> |                           |           |                                                |              |

**Footnote:**

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

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**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 <sup>1</sup> |           | Gross amount of Residential Customer Arrearage |              |
|------------------|----------------------------------------|----------------|-----------------------------------|---------------|---------------------------|---------------|----------------------------------------|-----------|------------------------------------------------|--------------|
|                  | 2006-2007                              | 2007-2008      | 2006-2007                         | 2007-2008     | 2006-2007                 | 2007-2008     | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008    |
| <b>October</b>   | 34,214                                 | 46,345         | 2,593                             | 3,112         | 1742                      | 1,358         | 91,618                                 | 103,668   | \$17,918,857                                   | \$25,708,960 |
| <b>November</b>  | 24,926                                 | 37,027         | 261                               | 161           | 599                       | 543           | 87,467                                 | 102,039   | \$15,588,809                                   | \$23,755,718 |
| <b>December</b>  | 22,981                                 | 31,749         | 282                               | 91            | 352                       | 286           | 85,871                                 | 97,250    | \$14,793,565                                   | \$22,058,057 |
| <b>January</b>   | 24,622                                 | 34,876         | 103                               | 621           | 183                       | 392           | 85,007                                 | 100,621   | \$15,384,233                                   | \$24,343,065 |
| <b>February</b>  | 27,519                                 | 37,121         | 296                               | 803           | 162                       | 578           | 81,990                                 | 100,371   | \$16,452,879                                   | \$25,395,983 |
| <b>March</b>     | 25,813                                 | 34,160         | 723                               | 1,576         | 476                       | 722           | 78,385                                 | 90,004    | \$17,022,000                                   | \$23,793,307 |
| <b>April</b>     | 24,747                                 | 32,851         | 2,119                             | 2,389         | 1421                      | 1,203         | 87,917                                 | 91,504    | \$19,460,320                                   | \$23,013,615 |
| <b>May</b>       | 19,947                                 | 28,653         | 2,081                             | 1,763         | 2705                      | 1,076         | 85,160                                 | 91,225    | \$17,172,393                                   | \$21,024,209 |
| <b>June</b>      | 25,707                                 | 26,498         | 2,263                             | 1,342         | 1198                      | 808           | 79,327                                 | 85,368    | \$14,215,631                                   | \$18,024,356 |
| <b>July</b>      | 30,420                                 | 29,612         | 1,856                             | 1,720         | 916                       | 978           | 81,532                                 | 84,761    | \$16,103,561                                   | \$18,743,668 |
| <b>August</b>    | 42,277                                 | 41,727         | 2,016                             | 1,781         | 957                       | 1,330         | 88,420                                 | 92,865    | \$20,085,153                                   | \$23,045,126 |
| <b>September</b> | 48,356                                 | 45,583         | 2,153                             | 1,947         | 981                       | 1,143         | 95,491                                 | 98,584    | \$23,286,956                                   | \$25,214,664 |
| <b>Totals</b>    | <b>351,529</b>                         | <b>426,202</b> | <b>16,746</b>                     | <b>17,306</b> | <b>11,692</b>             | <b>10,417</b> |                                        |           |                                                |              |

**Footnote:**

1. Arrears reflect amount greater than 30 days.

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**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 <sup>1</sup> |           | Gross amount of Residential Customer Arrearage |              |
|------------------|----------------------------------------|----------------|-----------------------------------|--------------|---------------------------|--------------|----------------------------------------|-----------|------------------------------------------------|--------------|
|                  | 2006-2007                              | 2007-2008      | 2006-2007                         | 2007-2008    | 2006-2007                 | 2007-2008    | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008    |
| <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>January</b>   | 11,532                                 | 18,560         | 220                               | 301          | 145                       | 202          | 36,939                                 | 39,851    | \$8,123,138                                    | \$10,067,346 |
| <b>February</b>  | 14,852                                 | 18,272         | 142                               | 284          | 115                       | 239          | 38,681                                 | 41,953    | \$8,744,291                                    | \$11,563,472 |
| <b>March</b>     | 15,402                                 | 15,151         | 419                               | 350          | 286                       | 226          | 39,945                                 | 42,346    | \$10,194,068                                   | \$12,458,031 |
| <b>April</b>     | 14,911                                 | 22,886         | 688                               | 1,042        | 495                       | 681          | 41,938                                 | 43,585    | \$11,523,466                                   | \$12,960,176 |
| <b>May</b>       | 14,942                                 | 15,785         | 744                               | 658          | 569                       | 474          | 41,676                                 | 38,646    | \$11,079,041                                   | \$12,607,818 |
| <b>June</b>      | 14,015                                 | 14,599         | 578                               | 449          | 439                       | 268          | 39,772                                 | 35,397    | \$9,995,273                                    | \$11,348,755 |
| <b>July</b>      | 14,023                                 | 16,277         | 445                               | 553          | 336                       | 323          | 39,351                                 | 35,259    | \$9,857,798                                    | \$11,194,026 |
| <b>August</b>    | 16,703                                 | 16,346         | 494                               | 564          | 385                       | 399          | 40,516                                 | 39,607    | \$10,211,004                                   | \$12,106,166 |
| <b>September</b> | 15,544                                 | 17,242         | 493                               | 581          | 362                       | 437          | 43,912                                 | 37,889    | \$11,747,116                                   | \$11,435,441 |
| <b>Totals</b>    | <b>163,747</b>                         | <b>205,077</b> | <b>5,286</b>                      | <b>5,727</b> | <b>3,977</b>              | <b>3,985</b> |                                        |           |                                                |              |

**Footnote:**

1. Arrears reflect amount greater than 30 days.

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**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 amount of Residential Customer Arrearage |             |
|------------------|----------------------------------------|---------------|-----------------------------------|--------------|---------------------------|--------------|---------------------------|-----------|------------------------------------------------|-------------|
|                  | 2006-2007                              | 2007-2008     | 2006-2007                         | 2007-2008    | 2006-2007                 | 2007-2008    | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008   |
| <b>October</b>   | 4,289                                  | 5,281         | 488                               | 467          | 419                       | 308          | 27,790                    | 33,545    | \$2,808,613                                    | \$3,898,527 |
| <b>November</b>  | 3,750                                  | 4,938         | 2                                 | 1            | 53                        | 101          | 23,587                    | 29,404    | \$2,279,507                                    | \$3,295,828 |
| <b>December</b>  | 4,035                                  | 5,934         | 1                                 | 0            | 4                         | 1            | 23,330                    | 28,839    | \$2,372,044                                    | \$3,452,857 |
| <b>January</b>   | 4,397                                  | 6,403         | 0                                 | 0            | 0                         | 0            | 24,598                    | 31,965    | \$2,724,268                                    | \$4,342,714 |
| <b>February</b>  | 4,947                                  | 6,980         | 0                                 | 0            | 0                         | 0            | 28,702                    | 38,066    | \$3,430,733                                    | \$6,105,131 |
| <b>March</b>     | 5,638                                  | 6,977         | 38                                | 116          | 6                         | 34           | 37,838                    | 42,685    | \$5,460,373                                    | \$8,106,591 |
| <b>April</b>     | 6,040                                  | 6,951         | 556                               | 714          | 404                       | 540          | 43,659                    | 44,073    | \$7,133,259                                    | \$9,258,250 |
| <b>May</b>       | 5,498                                  | 6,738         | 547                               | 569          | 481                       | 465          | 44,100                    | 44,140    | \$7,340,706                                    | \$8,609,167 |
| <b>June</b>      | 5,087                                  | 6,255         | 441                               | 489          | 392                       | 411          | 41,190                    | 40,195    | \$5,959,389                                    | \$6,870,325 |
| <b>July</b>      | 4,973                                  | 5,971         | 390                               | 403          | 277                       | 319          | 38,726                    | 37,039    | \$5,019,236                                    | \$5,710,931 |
| <b>August</b>    | 5,409                                  | 6,192         | 319                               | 366          | 308                       | 299          | 38,172                    | 35,844    | \$4,792,635                                    | \$5,278,964 |
| <b>September</b> | 5,430                                  | 6,223         | 396                               | 442          | 355                       | 345          | 36,182                    | 31,698    | \$4,240,981                                    | \$4,451,132 |
| <b>Totals</b>    | <b>59,493</b>                          | <b>74,843</b> | <b>3,178</b>                      | <b>3,567</b> | <b>2,699</b>              | <b>2,823</b> |                           |           |                                                |             |

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

| Month     | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages <sup>1,2</sup> |           | Gross amount of Residential Customer Arrearage <sup>1</sup> |             |
|-----------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|------------------------------------------|-----------|-------------------------------------------------------------|-------------|
|           | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                | 2007-2008 | 2006-2007                                                   | 2007-2008   |
| October   | 17,052                                 | 20,796    | 530                               | 557       | 399                       | 395       | 27,466                                   | 39,046    | \$3,457,613                                                 | \$6,169,173 |
| November  | 16,286                                 | 16,904    | 41                                | 122       | 35                        | 82        | 27,679                                   | 42,102    | \$2,709,031                                                 | \$6,019,861 |
| December  | 15,726                                 | 18,512    | 43                                | 68        | 34                        | 63        | 27,288                                   | 45,243    | \$2,803,680                                                 | \$6,573,709 |
| January   | 19,297                                 | 18,456    | 0                                 | 76        | 0                         | 62        | 25,264                                   | 42,053    | \$2,806,504                                                 | \$7,096,562 |
| February  | 5,412                                  | 19,875    | 0                                 | 0         | 0                         | 0         |                                          | 39,205    |                                                             | \$7,444,674 |
| March     | 0                                      | 18,981    | 0                                 | 71        | 0                         | 41        |                                          | 45,222    |                                                             | \$8,861,167 |
| April     | 0                                      | 21,128    | 0                                 | 464       | 0                         | 183       |                                          | 42,762    |                                                             | \$7,825,299 |
| May       | 18,387                                 | 23,547    | 190                               | 304       | 112                       | 192       | 43,338                                   | 42,789    | \$6,164,585                                                 | \$6,899,179 |
| June      | 14,164                                 | 16,318    | 508                               | 410       | 295                       | 210       | 45,734                                   | 46,729    | \$5,989,426                                                 | \$5,831,898 |
| July      | 18,672                                 | 20,602    | 597                               | 310       | 367                       | 183       | 41,664                                   | 41,282    | \$5,985,840                                                 | \$7,007,044 |
| August    | 19,101                                 | 22,348    | 566                               | 410       | 394                       | 282       | 38,764                                   | 44,068    | \$5,968,689                                                 | \$8,548,696 |
| September | 18,488                                 | 22,794    | 613                               | 492       | 397                       | 331       | 42,583                                   | 45,187    | \$6,735,073                                                 | \$8,936,506 |

**Footnotes:**

1. Arrears reflect amounts greater than 30 days
2. Data for February, March and April 2007 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>1,2</sup> |           | Gross amount of Residential Customer Arrearage |             |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|------------------------------------------|-----------|------------------------------------------------|-------------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                | 2007-2008 | 2006-2007                                      | 2007-2008   |
| <b>October</b>   | 2,386                                  | 2,811     | 123                               | 198       | 85                        | 130       |                                          |           | \$782,201                                      | \$1,180,165 |
| <b>November</b>  | 1,027                                  | 2,696     | 44                                | 45        | 34                        | 46        |                                          |           | \$715,667                                      | \$974,841   |
| <b>December</b>  | 1,830                                  | 2,497     | 40                                | 28        | 17                        | 25        |                                          |           | \$856,032                                      | \$1,065,073 |
| <b>January</b>   | 2,189                                  | 2,513     | 45                                | 61        | 26                        | 56        |                                          |           | \$875,096                                      | \$1,079,524 |
| <b>February</b>  | 2,256                                  | 2,422     | 65                                | 50        | 20                        | 44        |                                          |           | \$995,853                                      | \$1,185,688 |
| <b>March</b>     | 2,347                                  | 2,306     | 37                                | 52        | 45                        | 41        |                                          |           | \$1,159,200                                    | \$1,385,588 |
| <b>April</b>     | 2,527                                  | 2,715     | 167                               | 251       | 112                       | 235       |                                          |           | \$1,242,302                                    | \$1,384,656 |
| <b>May</b>       | 2,203                                  | 2,490     | 201                               | 107       | 133                       | 108       |                                          | 7,425     | \$1,236,480                                    | \$895,556   |
| <b>June</b>      | 2,341                                  | 2,332     | 130                               | 96        | 107                       | 90        |                                          | 6,186     | \$1,092,456                                    | \$817,893   |
| <b>July</b>      | 2,200                                  | 2,158     | 134                               | 102       | 109                       | 85        |                                          | 5,974     | \$1,045,786                                    | \$730,627   |
| <b>August</b>    | 2,468                                  | 2,742     | 148                               | 82        | 106                       | 77        |                                          | 6,866     | \$1,100,763                                    | \$929,430   |
| <b>September</b> | 2,935                                  | 2,864     | 156                               | 124       | 138                       | 115       |                                          | 7,391     | \$1,322,015                                    | \$1,056,589 |

**Footnotes:**

1. Arrears reflect amounts greater than 30 days.
2. The data provided by the Company did not show the Customers with Arrearages between October 2006 and April 2008.

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**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 amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|----------------------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 2,239                                  | 2,607     | 220                               | 325       | 174                       | 245       |                                        |           | \$324,842                                      | \$383,703 |
| <b>November</b>  | 2,253                                  | 2,409     | 0                                 | 0         | 0                         | 0         |                                        |           | \$296,338                                      | \$333,171 |
| <b>December</b>  | 2,389                                  | 2,523     | 0                                 | 0         | 0                         | 0         |                                        |           | \$298,512                                      | \$310,283 |
| <b>January</b>   | 2,331                                  | 2,649     | 0                                 | 0         | 0                         | 0         |                                        |           | \$331,511                                      | \$390,366 |
| <b>February</b>  | 2,282                                  | 2,551     | 0                                 | 0         | 0                         | 0         |                                        |           | \$431,882                                      | \$505,803 |
| <b>March</b>     | 2,490                                  | 2,596     | 0                                 | 28        | 0                         | 17        |                                        |           | \$496,292                                      | \$569,885 |
| <b>April</b>     | 2,521                                  | 2,207     | 279                               | 898       | 173                       | 700       |                                        |           | \$531,887                                      | \$409,360 |
| <b>May</b>       | 2,736                                  | 2,063     | 102                               | 228       | 73                        | 205       |                                        |           | \$532,329                                      | \$301,377 |
| <b>June</b>      | 2,317                                  | 1,978     | 149                               | 127       | 76                        | 98        |                                        |           | \$398,145                                      | \$247,275 |
| <b>July</b>      | 2,424                                  | 1,920     | 90                                | 198       | 53                        | 137       |                                        |           | \$361,776                                      | \$202,579 |
| <b>August</b>    | 2,225                                  | 1,889     | 192                               | 102       | 136                       | 70        |                                        |           | \$317,455                                      | \$201,545 |
| <b>September</b> | 2,243                                  | 2,002     | 144                               | 221       | 91                        | 154       |                                        |           | \$327,608                                      | \$230,870 |

**Footnote:**

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



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**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 amount of Residential Customer Arrearage |           |
|-----------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|----------------------------------------|-----------|------------------------------------------------|-----------|
|           | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008 |
| 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     |
| January   | 163                                    | 152       | 0                                 | 0         | 0                         | 0         |                                        |           | \$453                                          | \$400     |
| February  | 155                                    | 152       | 0                                 | 0         | 0                         | 0         |                                        |           | \$425                                          | \$503     |
| March     | 156                                    | 165       | 0                                 | 0         | 0                         | 0         |                                        |           | \$502                                          | \$465     |
| April     | 172                                    | 166       | 2                                 | 5         | 0                         | 4         |                                        |           | \$476                                          | \$471     |
| May       | 148                                    | 167       | 2                                 | 1         | 2                         | 0         |                                        |           | \$414                                          | \$409     |
| June      | 182                                    | 173       | 0                                 | 2         | 0                         | 1         |                                        |           | \$439                                          | \$365     |
| July      | 142                                    | 152       | 2                                 | 1         | 2                         | 1         |                                        |           | \$372                                          | \$296     |
| August    | 170                                    | 172       | 1                                 | 0         | 0                         | 0         |                                        |           | \$411                                          | \$445     |
| September | 188                                    | 142       | 0                                 | 1         | 0                         | 1         |                                        |           | \$531                                          | \$349     |

**Footnote:**

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

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**Table 12a. Easton Utilities Commission (Easton) – Electric Services  
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| Month            | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages |           | Gross amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|---------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 0                                      | 1,491     | 0                                 | 142       | 0                         | 136       | 1843                      | 733       | \$347,493                                      | \$144,669 |
| <b>November</b>  | 444                                    | 1,506     | 0                                 | 0         | 0                         | 0         | 2034                      | 702       | \$345,006                                      | \$140,590 |
| <b>December</b>  | 309                                    | 1,310     | 0                                 | 0         | 0                         | 0         | 2134                      | 3,169     | \$323,661                                      | \$822,959 |
| <b>January</b>   | 763                                    | 1,094     | 0                                 | 10        | 0                         | 10        | 3,054                     | 2,062     | \$642,620                                      | \$499,745 |
| <b>February</b>  | 979                                    | 1,238     | 0                                 | 10        | 0                         | 9         | 1,535                     | 1,612     | \$318,345                                      | \$267,551 |
| <b>March</b>     | 1,355                                  | 1,321     | 13                                | 30        | 10                        | 24        | 2,950                     | 1,767     | \$706,762                                      | \$399,070 |
| <b>April</b>     | 1,188                                  | 1,118     | 97                                | 183       | 93                        | 176       | 1,530                     | 1,771     | \$329,145                                      | \$365,593 |
| <b>May</b>       | 1,047                                  | 1,094     | 99                                | 83        | 91                        | 80        | 1,069                     | 1,781     | \$231,631                                      | \$347,475 |
| <b>June</b>      | 1,024                                  | 953       | 76                                | 107       | 73                        | 104       | 933                       | 1,688     | \$199,939                                      | \$307,445 |
| <b>July</b>      | 931                                    | 1,096     | 63                                | 70        | 56                        | 67        | 759                       | 1,505     | \$158,690                                      | \$272,800 |
| <b>August</b>    | 821                                    | 1,408     | 81                                | 76        | 77                        | 71        | 741                       | 1,665     | \$153,467                                      | \$337,584 |
| <b>September</b> | 1,172                                  |           | 72                                |           | 66                        |           | 744                       |           | \$150,164                                      |           |

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**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 amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|---------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 0                                      | 1         | 0                                 | 0         | 0                         | 0         | 655                       | 191       | \$40,635                                       | \$34,572  |
| <b>November</b>  | 11                                     | 284       | 0                                 | 0         | 0                         | 0         | 738                       | 185       | \$47,768                                       | \$33,914  |
| <b>December</b>  | 53                                     | 397       | 0                                 | 0         | 0                         | 0         | 748                       | 1,259     | \$63,893                                       | \$232,759 |
| <b>January</b>   | 337                                    | 436       | 0                                 | 1         | 0                         | 0         | 1,183                     | 813       | \$217,099                                      | \$191,712 |
| <b>February</b>  | 124                                    | 470       | 0                                 | 0         | 0                         | 0         | 535                       | 446       | \$88,663                                       | \$96,819  |
| <b>March</b>     | 367                                    | 432       | 0                                 | 0         | 0                         | 0         | 1,154                     | 728       | \$292,615                                      | \$137,761 |
| <b>April</b>     | 273                                    | 410       | 1                                 | 2         | 0                         | 2         | 528                       | 720       | \$107,184                                      | \$129,049 |
| <b>May</b>       | 280                                    | 302       | 0                                 | 6         | 0                         | 5         | 323                       | 739       | \$60,482                                       | \$110,371 |
| <b>June</b>      | 47                                     | 360       | 0                                 | 0         | 0                         | 0         | 281                       | 665       | \$51,905                                       | \$82,986  |
| <b>July</b>      | 3                                      | 278       | 0                                 | 0         | 0                         | 0         | 221                       | 609       | \$39,113                                       | \$62,804  |
| <b>August</b>    | 3                                      | 276       | 0                                 | 0         | 0                         | 0         | 204                       | 638       | \$36,214                                       | \$52,766  |
| <b>September</b> | 1                                      |           | 0                                 |           | 0                         |           | 194                       |           | \$35,598                                       |           |

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**Table 12c. Easton Utilities Commission (Easton) – All Services  
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| Month            | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages |           | Gross amount of Residential Customer Arrearage |             |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|---------------------------|-----------|------------------------------------------------|-------------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008   |
| <b>October</b>   | 0                                      | 1,492     | 0                                 | 142       | 0                         | 136       | 2,498                     | 924       | \$388,128.19                                   | \$179,241   |
| <b>November</b>  | 455                                    | 1,790     | 0                                 | 0         | 0                         | 0         | 2,772                     | 887       | \$392,773.52                                   | \$174,505   |
| <b>December</b>  | 362                                    | 1,707     | 0                                 | 0         | 0                         | 0         | 2,882                     | 4,428     | \$387,553.45                                   | \$1,055,719 |
| <b>January</b>   | 1,100                                  | 1,530     | 0                                 | 11        | 0                         | 10        | 4,237                     | 2,875     | \$859,718                                      | \$691,457   |
| <b>February</b>  | 1,103                                  | 1,708     | 0                                 | 10        | 0                         | 9         | 2,070                     | 2,058     | \$407,008                                      | \$364,369   |
| <b>March</b>     | 1,722                                  | 1,753     | 13                                | 30        | 10                        | 24        | 4,104                     | 2,495     | \$999,378                                      | \$536,831   |
| <b>April</b>     | 1,461                                  | 1,528     | 98                                | 185       | 93                        | 178       | 2,058                     | 2,491     | \$436,329                                      | 494,641     |
| <b>May</b>       | 1,327                                  | 1,396     | 99                                | 89        | 91                        | 85        | 1,392                     | 2,520     | \$292,113                                      | 457,846     |
| <b>June</b>      | 1,071                                  | 1,313     | 76                                | 107       | 73                        | 104       | 1,214                     | 2,353     | \$251,843                                      | 390,431     |
| <b>July</b>      | 934                                    | 1,374     | 63                                | 70        | 56                        | 67        | 980                       | 2,114     | \$197,803                                      | 335,603     |
| <b>August</b>    | 824                                    | 1,684     | 81                                | 76        | 77                        | 71        | 945                       | 2,303     | \$189,680                                      | 390,351     |
| <b>September</b> | 1,173                                  |           | 72                                |           | 66                        |           | 938                       |           | \$185,762                                      |             |

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

| Month            | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages <sup>2</sup> |           | Gross amount of Residential Customer Arrearage <sup>3</sup> |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|----------------------------------------|-----------|-------------------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                                   | 2007-2008 |
| <b>October</b>   |                                        | 506       |                                   | 95        |                           | 84        |                                        | 506       |                                                             | \$134,286 |
| <b>November</b>  |                                        | 484       |                                   | 0         |                           | 5         |                                        | 484       |                                                             | \$132,741 |
| <b>December</b>  |                                        | 459       |                                   | 0         |                           | 4         |                                        | 459       |                                                             | \$135,211 |
| <b>January</b>   | 468                                    | 311       | 0                                 | 0         | 4                         | 4         | 468                                    | 311       | \$187,249.62                                                | \$171,856 |
| <b>February</b>  | 507                                    | 592       | 0                                 | 0         | 3                         | 3         | 507                                    | 592       | \$225,065.28                                                | \$239,050 |
| <b>March</b>     | 461                                    | 431       | 0                                 | 0         | 4                         | 4         | 461                                    | 431       | \$172,974.77                                                | \$164,352 |
| <b>April</b>     | 437                                    | 396       | 157                               | 122       | 154                       | 109       | 437                                    | 396       | \$142,849.26                                                | \$106,790 |
| <b>May</b>       | 401                                    |           | 162                               |           | 155                       |           | 401                                    |           | \$155,766.30                                                |           |
| <b>June</b>      | 355                                    |           | 133                               |           | 129                       |           | 355                                    |           | \$115,618.44                                                |           |
| <b>July</b>      | 367                                    |           | 98                                |           | 87                        |           | 367                                    |           | \$162,351.36                                                |           |
| <b>August</b>    | 332                                    |           | 88                                |           | 83                        |           | 332                                    |           | \$168,732.33                                                |           |
| <b>September</b> | 311                                    |           | 72                                |           | 70                        |           | 311                                    |           | \$73,440                                                    |           |

**Footnotes:**

1. No data were provided for the months of October 2006 – December 2006, May 2008 – September 2008.
2. The amount in arrears includes all arrearages for electric, water, and sewer.
3. The data show the arrearages for all classes of customers, since the Company's billing system does not separate residential and non-residential customers.

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**Table 14. Thurmont Municipal Light Company (Thurmont)  
Residential Customer Termination and Arrearage Report<sup>2</sup>**

| Month            | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages <sup>1</sup> |           | Gross amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|----------------------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 304                                    |           | 56                                |           | 56                        |           |                                        |           | 100,111                                        |           |
| <b>November</b>  | 267                                    |           | 0                                 |           | 0                         |           |                                        |           | 95,654                                         |           |
| <b>December</b>  | 288                                    |           | 0                                 |           | 0                         |           |                                        |           | 93,811                                         |           |
| <b>January</b>   | 366                                    |           | 0                                 |           | 0                         |           |                                        |           | 140,976                                        |           |
| <b>February</b>  | 307                                    |           | 0                                 |           | 0                         |           |                                        |           | 126,245                                        |           |
| <b>March</b>     | 374                                    |           | 0                                 |           | 0                         |           |                                        |           | 154,766                                        |           |
| <b>April</b>     | 371                                    |           | 0                                 |           | 0                         |           |                                        |           | 183,854                                        |           |
| <b>May</b>       | 339                                    |           | 0                                 |           | 0                         |           |                                        |           | 162,380                                        |           |
| <b>June</b>      | 260                                    |           | 32                                |           | 32                        |           |                                        |           | 139,140                                        |           |
| <b>July</b>      | 284                                    |           | 0                                 |           | 0                         |           |                                        |           | 134,011                                        |           |
| <b>August</b>    | 357                                    |           | 42                                |           | 38                        |           |                                        |           | 142,675                                        |           |
| <b>September</b> |                                        |           |                                   |           |                           |           |                                        |           |                                                |           |

**Footnote:**

- 1. The Company did not provide data on the number of customers with arrearages.**
- 2. No data were provided by the Company for September 2007 through September 2008.**

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

| Month            | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages |           | Gross amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|---------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 10                                     |           | 7                                 |           | 4                         |           | 242                       |           | 28,771                                         |           |
| <b>November</b>  | 11                                     |           | 0                                 |           | 0                         |           | 241                       |           | 29,476                                         |           |
| <b>December</b>  | 20                                     |           | 0                                 |           | 0                         |           | 163                       |           | 20,345                                         |           |
| <b>January</b>   | 44                                     |           | 0                                 |           | 0                         |           | 226                       |           | 49,714                                         |           |
| <b>February</b>  | 0                                      |           | 0                                 |           | 0                         |           | 160                       |           | 60,117                                         |           |
| <b>March</b>     | 0                                      |           | 0                                 |           | 0                         |           | 165                       |           | 63,914                                         |           |
| <b>April</b>     | 0                                      | 148       | 0                                 | 32        | 0                         | 21        | 163                       | 240       | 65,672                                         | 54,491    |
| <b>May</b>       | 148                                    | 154       | 28                                | 6         | 26                        | 5         | 160                       | 187       | 62,592                                         | 69,626    |
| <b>June</b>      | 134                                    | 177       | 18                                | 6         | 18                        | 6         | 165                       | 220       | 63,762                                         | 31,891    |
| <b>July</b>      | 94                                     | 156       | 4                                 | 4         | 4                         | 4         | 164                       | 215       | 64,451                                         | 22,400    |
| <b>August</b>    | 98                                     | 87        | 17                                | 6         | 17                        | 2         | 166                       | 180       | 63,749                                         | 35,923    |
| <b>September</b> |                                        | 145       |                                   | 13        |                           | 11        |                           | 182       |                                                | 43,070    |

1. No data were available for September 2007 and October 2007.

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**Table 16. A & N Electric Cooperative (ANEC)  
Residential Customer Termination and Arrearage Report**

| Month            | Residential Termination Notices Issued <sup>1</sup> |           | Residential Customer Terminations |           | Residential Reconnections |           | Customers with Arrearages |           | Gross amount of Residential Customer Arrearage |           |
|------------------|-----------------------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|---------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                                           | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 47                                                  | 28        | 3                                 | 3         | 1                         | 0         | 47                        | 28        | \$8,520                                        | \$4,174   |
| <b>November</b>  | 44                                                  | 24        | 0                                 | 0         | 2                         | 0         | 44                        | 24        | \$6,737                                        | \$3,584   |
| <b>December</b>  | 49                                                  | 29        | 0                                 | 0         | 0                         | 0         | 49                        | 29        | \$8,323                                        | \$4,849   |
| <b>January</b>   | 38                                                  | 24        | 0                                 | 0         | 0                         | 0         | 38                        | 44        | \$9,302                                        | \$5,790   |
| <b>February</b>  | 37                                                  | 31        | 0                                 | 0         | 0                         | 0         | 37                        | 53        | \$10,982                                       | \$9,216   |
| <b>March</b>     | 28                                                  | 38        | 0                                 | 0         | 0                         | 0         | 28                        | 63        | \$8,834                                        | \$8,779   |
| <b>April</b>     | 27                                                  | 17        | 4                                 | 0         | 2                         | 0         | 27                        | 39        | \$7,037                                        | \$3,644   |
| <b>May</b>       | 35                                                  | 23        | 0                                 | 0         | 0                         | 0         | 35                        | 56        | \$4,822                                        | \$4,035   |
| <b>June</b>      | 20                                                  | 21        | 3                                 | 1         | 2                         | 1         | 20                        | 40        | \$2,313                                        | \$2,734   |
| <b>July</b>      | 22                                                  | 14        | 1                                 | 0         | 1                         | 0         | 22                        | 28        | \$3,481                                        | \$2,651   |
| <b>August</b>    | 22                                                  | 26        | 2                                 | 0         | 2                         | 0         | 22                        | 46        | \$3,725                                        | \$4,744   |
| <b>September</b> | 37                                                  | 24        | 0                                 | 0         | 0                         | 0         | 37                        | 46        | \$7,225                                        | \$4,654   |

**Footnotes:**

**1. The Company does not issue a separate termination notice. A past due notice appears at the top of the customer's bill if the customer has a balance forward at billing. This notice advises the customer to pay the past due to avoid disconnection.**



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**Table 17. Washington Gas Light Company (WGL) - All Gas Services  
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| Month            | Residential Termination Notices Issued |                | Residential Customer Terminations |               | Residential Reconnections |              | Customers with Arrearages <sup>1</sup> |           | Gross amount of Residential Customer Arrearage |             |
|------------------|----------------------------------------|----------------|-----------------------------------|---------------|---------------------------|--------------|----------------------------------------|-----------|------------------------------------------------|-------------|
|                  | 2006-2007                              | 2007-2008      | 2006-2007                         | 2007-2008     | 2006-2007                 | 2007-2008    | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008   |
| <b>October</b>   | 20,542                                 | 18,420         | 1,491                             | 1,537         | 1,605                     | 1,215        | 62,397                                 | 44,970    | \$4,801,897                                    | \$3,547,509 |
| <b>November</b>  | 27,129                                 | 25,758         | 153                               | 61            | 755                       | 1,114        | 59,086                                 | 47,359    | \$4,433,325                                    | \$3,628,751 |
| <b>December</b>  | 35,799                                 | 35,924         | 146                               | 35            | 441                       | 447          | 62,132                                 | 36,051    | \$6,462,168                                    | \$3,752,204 |
| <b>January</b>   | 31,216                                 | 42,332         | 94                                | 85            | 195                       | 156          | 66,887                                 | 48,345    | \$9,617,955                                    | \$5,621,823 |
| <b>February</b>  | 40,041                                 | 48,968         | 35                                | 88            | 172                       | 222          | 67,692                                 | 50,593    | \$11,778,735                                   | 8,338,714   |
| <b>March</b>     | 45,803                                 | 52,027         | 55                                | 81            | 48                        | 192          | 81,865                                 | 57,984    | \$20,154,782                                   | 14,021,918  |
| <b>April</b>     | 47,201                                 | 49,060         | 3,207                             | 3,148         | 1,221                     | 1,018        | 83,852                                 | 53,633    | \$19,990,363                                   | 13,333,987  |
| <b>May</b>       | 46,110                                 | 51,402         | 2,777                             | 4,593         | 1,330                     | 1,412        | 84,807                                 | 39,658    | \$17,015,570                                   | 9,763,835   |
| <b>June</b>      | 38,553                                 | 43,227         | 2,521                             | 3,093         | 1,231                     | 812          | 41,692                                 | 52,105    | \$7,264,814                                    | 12,612,804  |
| <b>July</b>      | 33,040                                 | 39,305         | 1,594                             | 2,253         | 878                       | 620          | 67,293                                 | 73,767    | \$8,928,009                                    | 10,931,281  |
| <b>August</b>    | 29,236                                 | 35,937         | 1,822                             | 1,865         | 980                       | 1,179        | 47,611                                 | 47,985    | \$5,323,609                                    | 7,792,354   |
| <b>September</b> | 25,033                                 | 30,226         | 1,780                             | 2,802         | 943                       | 1,524        | 35,211                                 | 41,680    | \$3,716,205                                    | 5,987,888   |
| <b>Totals</b>    | <b>419,703</b>                         | <b>472,586</b> | <b>15,675</b>                     | <b>19,641</b> | <b>9,799</b>              | <b>9,911</b> |                                        |           |                                                |             |

**Footnote:**

1. For purposes of this report, the Company defines "arrearages" as more than 30 days due.

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**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 amount of Residential Customer Arrearage <sup>2</sup> |             |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|----------------------------------------|-----------|-------------------------------------------------------------|-------------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                                   | 2007-2008   |
| <b>October</b>   | 581                                    | 390       | 84                                | 79        | 279                       | 185       |                                        |           | \$350,213                                                   | \$413,778   |
| <b>November</b>  | 727                                    | 426       | 0                                 | 3         | 91                        | 202       |                                        |           | \$323,332                                                   | \$355,870   |
| <b>December</b>  | 1,244                                  | 701       | 2                                 | 4         | 58                        | 73        |                                        |           | \$406,992                                                   | \$455,824   |
| <b>January</b>   | 1,735                                  | 1,446     | 4                                 | 11        | 27                        | 36        |                                        |           | \$610,528                                                   | \$704,170   |
| <b>February</b>  | 1,999                                  | 1,802     | 8                                 | 8         | 42                        | 19        |                                        |           | \$790,323                                                   | \$1,017,805 |
| <b>March</b>     | 2,225                                  | 1,948     | 39                                | 63        | 24                        | 23        |                                        |           | \$1,567,561                                                 | \$1,442,569 |
| <b>April</b>     | 2,359                                  | 1,911     | 332                               | 457       | 110                       | 111       |                                        |           | \$2,076,943                                                 | \$2,010,390 |
| <b>May</b>       | 2,198                                  | 1,633     | 376                               | 360       | 92                        | 124       |                                        |           | \$2,217,268                                                 | \$2,076,762 |
| <b>June</b>      | 1,828                                  | 1,315     | 356                               | 267       | 97                        | 76        |                                        |           | \$1,670,814                                                 | \$1,606,046 |
| <b>July</b>      | 1,275                                  | 969       | 194                               | 206       | 92                        | 67        |                                        |           | \$1,063,656                                                 | \$1,057,060 |
| <b>August</b>    | 705                                    | 673       | 201                               | 183       | 83                        | 80        |                                        |           | \$682,238                                                   | \$750,187   |
| <b>September</b> | 485                                    | 676       | 83                                | 136       | 78                        | 100       |                                        |           | \$511,138                                                   | \$388,377   |

**Footnotes:**

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

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**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 amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|---------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 184                                    | 50        | 36                                | 22        | 18                        | 15        | 980                       | 1,219     | \$43,606                                       | \$56,514  |
| <b>November</b>  | 201                                    | 42        | 15                                | 1         | 46                        | 4         | 1082                      | 1,184     | \$58,444                                       | \$47,855  |
| <b>December</b>  | 320                                    | 53        | 10                                | 9         | 24                        | 0         | 1268                      | 1,437     | \$79,216                                       | \$81,884  |
| <b>January</b>   | 375                                    | 60        | 14                                | 9         | 22                        | 4         | 1,375                     | 1,528     | \$155,399                                      | \$147,090 |
| <b>February</b>  | 163                                    | 135       | 10                                | 11        | 10                        | 7         | 1,237                     | 1,596     | \$117,606                                      | \$177,344 |
| <b>March</b>     | 165                                    | 159       | 48                                | 38        | 15                        | 8         | 1,121                     | 1,687     | \$150,843                                      | \$220,967 |
| <b>April</b>     | 172                                    | 340       | 137                               | 175       | 65                        | 62        | 1,547                     | 1,642     | \$198,175                                      | \$235,142 |
| <b>May</b>       | 261                                    | 217       | 183                               | 130       | 30                        | 47        | 1,660                     | 1,593     | \$208,955                                      | \$203,597 |
| <b>June</b>      | 237                                    | 278       | 188                               | 148       | 42                        | 27        | 1,544                     | 1,567     | \$153,549                                      | \$169,783 |
| <b>July</b>      | 100                                    | 169       | 90                                | 84        | 24                        | 18        | 800                       | 1,468     | \$79,869                                       | \$132,092 |
| <b>August</b>    | 76                                     | 91        | 39                                | 44        | 18                        | 17        | 1,303                     | 1,436     | \$80,471                                       | \$106,700 |
| <b>September</b> | 92                                     | 88        | 60                                | 54        | 12                        | 23        | 1,250                     | 1,360     | \$59,549                                       | \$90,538  |

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**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 <sup>1</sup> |           | Gross amount of Residential Customer Arrearage |           |
|------------------|----------------------------------------|-----------|-----------------------------------|-----------|---------------------------|-----------|----------------------------------------|-----------|------------------------------------------------|-----------|
|                  | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                 | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008 |
| <b>October</b>   | 962                                    | 962       | 119                               | 129       | 250                       | 158       | 1,934                                  | 2,089     | \$299,128                                      | \$316,477 |
| <b>November</b>  | 758                                    | 841       | 63                                | 50        | 154                       | 204       | 1,821                                  | 1,847     | \$283,102                                      | \$285,670 |
| <b>December</b>  | 1,006                                  | 929       | 38                                | 26        | 86                        | 73        | 2,058                                  | 2,056     | \$301,620                                      | \$318,133 |
| <b>January</b>   | 1,337                                  | 1,200     | 96                                | 89        | 106                       | 82        | 1,899                                  | 1,976     | \$299,764                                      | \$332,844 |
| <b>February</b>  | 971                                    | 1,126     | 70                                | 87        | 69                        | 69        | 1,978                                  | 2,010     | \$314,790                                      | \$360,588 |
| <b>March</b>     | 1,314                                  | 1,343     | 173                               | 137       | 76                        | 49        | 2,452                                  | 2,388     | \$452,108                                      | \$395,367 |
| <b>April</b>     | 1,634                                  | 1,738     | 376                               | 282       | 143                       | 84        | 2,807                                  | 2,600     | \$527,556                                      | \$418,706 |
| <b>May</b>       | 1,527                                  | 1,206     | 414                               | 428       | 145                       | 137       | 2,560                                  | 2,451     | \$460,986                                      | \$386,138 |
| <b>June</b>      | 1,012                                  | 948       | 313                               | 261       | 155                       | 121       | 2,511                                  | 2,334     | \$442,995                                      | \$357,233 |
| <b>July</b>      | 1,065                                  | 1,030     | 184                               | 196       | 98                        | 114       | 2,255                                  | 2,120     | \$365,862                                      | \$309,720 |
| <b>August</b>    | 892                                    | 836       | 208                               | 129       | 140                       | 98        | 2,133                                  | 2,242     | \$343,460                                      | \$305,452 |
| <b>September</b> | 706                                    | 1,005     | 153                               | 125       | 128                       | 101       | 2,299                                  | 1,998     | \$335,082                                      | \$286,581 |

**Footnote:**

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

**Table 21. UGI Central Penn Gas, Inc.<sup>1</sup>  
Residential Customer Termination and Arrearage Report**

| Month     | Residential Termination Notices Issued |           | Residential Customer Terminations |           | Residential Reconnections <sup>2</sup> |           | Customers with Arrearages <sup>1</sup> |           | Gross amount of Residential Customer Arrearage |           |
|-----------|----------------------------------------|-----------|-----------------------------------|-----------|----------------------------------------|-----------|----------------------------------------|-----------|------------------------------------------------|-----------|
|           | 2006-2007                              | 2007-2008 | 2006-2007                         | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                              | 2007-2008 | 2006-2007                                      | 2007-2008 |
| October   | 3                                      | 6         | 0                                 | 0         | 0                                      | 0         | 84                                     | 105       | \$7,679                                        | \$12,627  |
| November  | 8                                      | 0         | 0                                 | 0         | 0                                      | 0         | 70                                     | 93        | \$6,339                                        | \$9,932   |
| December  | 8                                      | 0         | 0                                 | 0         | 0                                      | 0         | 84                                     | 109       | \$9,391                                        | \$17,449  |
| January   | 13                                     | 0         | 0                                 | 0         | 0                                      | 0         | 106                                    | 132       | \$19,450                                       | \$22,822  |
| February  | 23                                     | 0         | 0                                 | 1         | 0                                      | 0         | 144                                    | 151       | \$32,990                                       | \$32,970  |
| March     | 27                                     | 1         | 0                                 | 0         | 0                                      | 0         | 160                                    | 153       | \$60,423                                       | \$39,385  |
| April     | 11                                     | 21        | 4                                 | 4         | 0                                      | 1         | 156                                    | 152       | \$67,831                                       | \$38,389  |
| May       | 11                                     | 16        | 3                                 | 0         | 3                                      | 0         | 164                                    | 166       | \$67,124                                       | \$34,990  |
| June      | 10                                     | 8         | 0                                 | 2         | 0                                      | 0         | 152                                    | 144       | \$49,396                                       | \$25,807  |
| July      | 5                                      | 5         | 1                                 | 2         | 0                                      | 0         | 141                                    | 128       | \$35,713                                       | \$20,136  |
| August    | 9                                      | 3         | 1                                 | 3         | 0                                      | 0         | 129                                    | 106       | \$27,791                                       | \$10,720  |
| September | 3                                      | 0         | 1                                 | 0         | 1                                      | 0         | 133                                    | 82        | \$21,036                                       | \$7,567   |

**Footnote:**

1. PPL Gas Utilities Corporation was sold to UGI, Inc. effective October 1, 2008 and now trades under UGI Central Penn Gas, Inc.
2. Arrearages are accounts overdue by 25 days, which include a 5 day grace period.
3. The disconnect in February occurred because of a meter tampering.