

**PUBLIC SERVICE COMMISSION OF MARYLAND**

**Report on Residential Customer  
Terminations, Arrearages, and  
Reconnections in Maryland**

**(October 2009 – September 2010)**

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

In compliance with

Section 11, Chapter 5, 2006 Maryland Laws,  
1<sup>st</sup> Special Session

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## I. EXECUTIVE SUMMARY

The Public Service Commission of Maryland (“Commission”) provides this Report comparing residential electric and gas customer termination, arrearage, and reconnection data in Maryland for the period October 2009 through September 2010 (“2009-2010”) with the same categories of data for the period October 2008 through September 2009 (“2008-2009”). Charts showing trends for a four-year period are included as a reference. The charts illustrate the change in residential termination notices issued, terminations performed, and reconnections completed over the past four years for the five major electric and gas utilities, *i.e.*, Baltimore Gas and Electric Company (“BGE”), Potomac Electric Power Company (“Pepco”), Delmarva Power and Light Company (“Delmarva”), The Potomac Edison Company d/b/a Allegheny Power (“AP”), and Washington Gas Light Company (“WGL”). The overall trend for most of the utilities has been an increase in the three measures (termination notices, terminations, and reconnections) from 2008-2009 to 2009-2010. During 2008-2009, the Commission temporarily limited customer terminations and required alternative payment plans in response to reports that a growing number of Maryland gas and electric customers were having difficulty paying their utility bills for the 2008-2009 winter heating season.<sup>1</sup> This intervention appears to have caused a decrease in these measures during the 2008-2009 period, although some of the alternative payment plans may have continued in effect during 2009-2010.

In 2009-2010, the gross arrearages owed by residential customers to all Maryland electric, gas, and gas and electric utilities (“Utilities”) exceeded 2008-2009 gross arrearage figures by 10.1 percent. Similarly, the average amount in arrears among customers with arrearages increased by \$9 (2.4 percent), from \$379 in 2008-2009 to \$388 in 2009-2010. The percentage of customers with arrearages increased 1.3 percent on a statewide basis. Residential termination notices increased by 3 percent in 2009-2010 compared to the immediately preceding year, and residential customer terminations were up by 0.9 percent.

The Commission attributes the growth in arrearages, at least in part, to the state of the economy, which made it more difficult for some customers to pay their utility bills, and to an increase in usage due to a colder-than-normal winter during 2009–2010. This situation was mitigated somewhat by lower commodity prices during this period than during the prior winter.

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<sup>1</sup> See Case No. 9175, *In the Matter of Arrearage, Collection and Termination Practices of Maryland Electric, Gas, or Electric and Gas Utilities*. Through Order No. 82509, issued March 11, 2009, the Commission directed Utilities to refrain from terminating any residential customer’s gas or electric service for delinquent payment or outstanding balances. The Order was issued during the Commission’s investigation of the collection and termination practices of the Utilities, which investigation was prompted by a perceived rapid growth in utility arrearages and uncollectible balances. By Order No. 82628, issued April 24, 2009 in Case No. 9175, the Commission lifted the temporary delay of terminations, subject to certain payment plan parameters and termination procedures.

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## II. INTRODUCTION

This is the fifth Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland that the Commission is providing to the Senate Finance Committee and House Economic Matters Committee pursuant to Section 11(b), Chapter 5, 2006 Maryland Laws, 1<sup>st</sup> Special Session.<sup>2</sup> The Report compares residential electric and gas customer termination, arrearage, and reconnection data for the period October 2009 through September 2010 with the same categories of data for the period October 2008 through September 2009.<sup>3</sup>

Specifically, in accordance with Section 11, Chapter 5, 2006 Maryland Laws, 1<sup>st</sup> Special Session, the Commission obtained and analyzed the following data on a monthly basis from the Utilities:

- the number of residential utility termination notices issued;
- the number of residential customer terminations performed;<sup>4</sup>
- the number of residential reconnections completed; and
- the gross amount of residential customer arrearages for each class of customer.<sup>5,6</sup>

This Report provides an analysis of aggregated arrearage, termination, and reconnection data for the Utilities for the period October 2009 through September 2010 as compared with similar data reported for the previous 12-month period. Included in the

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<sup>2</sup> The first, second, third, and fourth Reports on Residential Customer Terminations, Arrearages, and Reconnections in Maryland were submitted to the Senate Finance Committee and House Economic Matters Committee in October 2007, June 2008, November 2008, and March 2010, respectively.

<sup>3</sup> As required by law, the Commission examined the impact of fuel prices on residential customers, both electric and gas. See Case No. 9074, *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, issued August 17, 2006.

<sup>4</sup> The Commission specified that the number of residential customer terminations reported by the Utilities should be limited to terminations for non-payment of bills. *Id.*

<sup>5</sup> For purposes of this Report, unless otherwise noted, the Commission adopted as the definition of arrearage the point at which the Utility may impose a late charge, *i.e.*, if not paid within 20 days after the rendition of the bill. See COMAR 20.30.03.01A. This definition also is used by the Office of Home Energy Programs of the Department of Human Resources (“OHEP”), which administers energy assistance programs for low-income households. However, a slightly longer period (30/31 days) was accepted in cases where such data was more easily accessible to a reporting Utility. Arrearage balances were calculated: (i) in the aggregate for each Utility (referred to as “gross arrearage,” or the cumulative amount of money that is owed to the Utility and unpaid by the date after which late charges may accrue or longer if so reported by the Utility, *i.e.*, 30/31 days); and (ii) the average amount of arrearage among customers with an arrearage. An increase in a Utility’s gross arrearage can result from more customers falling into arrears, the same number of customers accumulating larger arrearages, or some combination of those two factors.

<sup>6</sup>The Commission also directed the Utilities to report the number of residential accounts with arrearages. Case No. 9074, Notice of Proceeding, issued August 17, 2006, *op.cit.*

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Appendix to this Report are tables reflecting two years of comparative data from each Utility, as well as summary tables reflecting aggregated data from all Utilities. In addition, four-year trend data is provided for each major Utility as a reference. The charts illustrate the changes in residential termination notices issued, terminations performed, and reconnections completed over the past four years for the five major electric and/or gas Utilities. The trend for most of the Utilities has been an increase in the three measures from 2008-2009 to 2009-2010, to levels of residential termination notices issued, terminations performed, and reconnections completed closer to, or greater than, 2007-2008 levels.

### **III. REGULATORY BACKGROUND**

#### **A. COMMISSION REGULATIONS GOVERNING TERMINATION NOTICES AND RESIDENTIAL SERVICE TERMINATIONS**

- Termination Notices. Under Commission regulations, a Utility must send to a customer, by personal delivery or first-class mail, a notice of termination at least 14 days before the date on or after which termination for non-payment will occur. *See* COMAR 20.31.02.05. Notices of termination must 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; (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) a statement that it is the responsibility of the customer to notify the Utility that the customer, or an occupant of the premises, is elderly, handicapped, has a serious illness, or relies upon life-support equipment; a brief explanation of the special provisions regarding persons who are elderly, have disabilities, or are seriously ill or relying on life-support equipment; and an explanation of notification procedures.
- Terminations. The Commission has extensive regulations governing termination of service.<sup>7</sup> The following is not a comprehensive overview, but rather is a summary of restrictions on terminations. Terminations are highest between April 1 and October 31 because of restrictions that apply during winter months, as described more fully below.

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<sup>7</sup> *See* COMAR Title 20, Subtitle 31.

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- 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 must 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 must inform the customer of possible sources of financial assistance and of the availability of alternate payment plans offered by the Utility. *See* COMAR 20.31.03.01.
- Restrictions for Elderly Persons or Persons with Disabilities: Upon receiving notice from the customer that the customer or an occupant of the premises to which the service is going to be terminated is an elderly person or a person with a disability, a Utility may terminate service to that premises only after the Utility has, at a minimum, attempted to make personal contact with the customer on two separate occasions by telephone or by visiting the premises and leaving a copy of the notice of termination. If personal contact is made, the Utility must 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: The Commission's regulations provide that neither electric nor gas service to occupants of residential buildings may be terminated for non-payment of bills from November 1 through and including March 31 of the immediately succeeding calendar 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 between the date the notice of termination is mailed to the customer and the date on or after which service is to be terminated. Contact may be attempted 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's winter termination rights, including the Utility Service Protection Program<sup>8</sup>. The customer must be notified both in writing and

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<sup>8</sup> The Utility Service Protection Program provides certain protections against winter terminations to low income families that receive help with their heating bills from the Maryland Energy Assistance Program ("MEAP") and have paid down arrearages prior to the beginning of the heating season. *See* COMAR 20.31.05 for details of the USPP.



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by personal contact, if made, of his/her rights and remedies, and must be informed of possible sources of financial assistance, 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.

○ Extreme Weather Restrictions: The Commission's regulations also provide protections against termination during three-day periods that may include extreme hot or cold temperatures. Specifically, a Utility is not permitted to terminate service due to non-payment of any customer in the Utility's designated weather station area during an extreme weather period. An extreme weather period is a period of 72 hours, beginning at 6 a.m. on any given day, comprised of three consecutive 24-hour segments during any one of which the temperature, as forecast, is not expected to exceed 32 degrees Fahrenheit or is expected to be 95 degrees Fahrenheit or above. Determination of the existence of an extreme weather period must be repeated every 24 hours at 6 a.m. *See* COMAR 20.31.01.02B (8), COMAR 20.31.03.03E, and 20.31.03.04.

## **B. ADDITIONAL TERMINATION RESTRICTIONS IN 2008-2009**

Within the context of Case No. 9175, which was discussed in detail in the Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland (October 2008-September 2009), the Commission, in Order No. 82628, defined the payment plan parameters and termination procedures that the five investor-owned utilities would be required to follow beginning in April 2009. Specifically, the Commission directed BGE, Pepco, Delmarva, AP, and WGL ("Remaining Utilities") to offer a flexible payment plan, free of interest or late fees during the pendency of the plan, to each requesting customer that had not yet been terminated, whether the customer contact came before or after the Utility issued a termination notice. The Commission directed the Remaining Utilities to offer interest-free and late fee-free payment plans of up to twelve months, with each plan to be tailored to the customer's individual circumstances, and to strongly encourage, but not mandate, the use of "budget billing" (even monthly payment plans) in conjunction with the extended payment plans. Under the terms of Order No. 82628, the Remaining Utilities could not require any down payment from customers whose service had not previously been terminated, from customers who had made payments within the last 90 days, or from customers who had not defaulted on previous payment plans. For customers who had defaulted on earlier payment plans, been terminated, or not made payments for at least 90 days, the Remaining Utilities could require up to a 25 percent down payment. As proposed by the parties and approved by the Commission, customers who later defaulted on an offered payment plan would not automatically be subject to accelerated payments, but would be entitled to one "reset"

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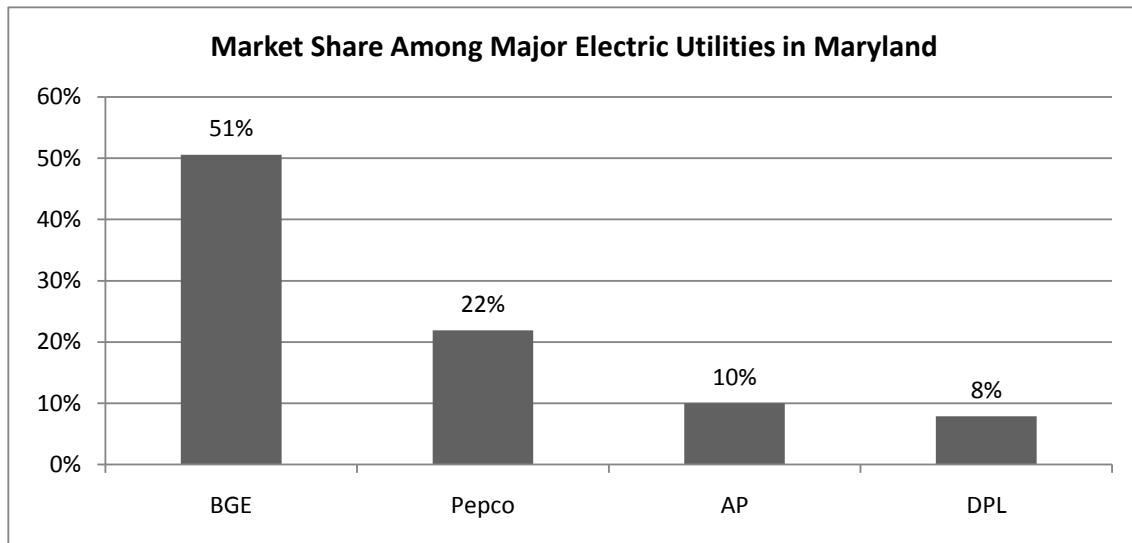
prior to disconnection of service to allow customers to bring the debt current by paying all outstanding payments under the payment plan while also keeping current on new charges.

On November 23, 2009, the Commission issued Order No. 83027, in which, among other things, it clarified that the measures adopted in Order No. 82628 were temporary, were intended to provide relief to those customers affected by higher-than-expected 2008-2009 winter heating bills, and were not intended to impose ongoing requirements. However, some of these alternate payment plans may have remained in effect during the 2009-2010 period described in this report.

#### **IV. ANALYSIS**

##### **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 as of September 2010. With 1.1 million residential customers, BGE serves approximately one half of the residential electric customers in the State.



##### **B. WINTER WEATHER AND ECONOMIC CONDITIONS**

During 2009-2010, residential customers experienced a colder-than-normal winter for the second consecutive year, in addition to continuing financial strains resulting from a severe global and national economic downturn. According to a review of National Weather Service temperature data for the Baltimore area, average temperatures for the

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2009-2010 winter months of November through February were colder than those for the previous four years. The winter temperature data for the Baltimore area are summarized in the table below.

**Baltimore Area Average Winter Temperature (°F)<sup>9</sup>**

	2005 - 2006	2006 - 2007	2007 - 2008	2008 - 2009	2009 - 2010
<b>November</b>	48.1	49.6	46.2	45.4	49.7
<b>December</b>	34.0	42.4	37.8	38.5	34.8
<b>January</b>	41.5	39.1	35.4	29.3	32.7
<b>February</b>	36.1	29.1	37.1	37.4	30.9
<b>Winter Weighted Average</b>	<b>40.0</b>	<b>40.2</b>	<b>39.1</b>	<b>37.6</b>	<b>37.1</b>

The colder weather in winter 2009-2010 resulted in a higher number of heating degree days (“HDD”)<sup>10</sup> for the season in comparison to the previous four years. Heating degree days data for past winters are summarized in the table below.

**Baltimore Area Winter Heating Degree Days (HDD)<sup>11</sup>**

	2005 - 2006	2006 - 2007	2007 - 2008	2008 - 2009	2009 - 2010
<b>November</b>	502	456	559	584	451
<b>December</b>	955	692	835	814	929
<b>January</b>	720	767	909	1,103	993
<b>February</b>	802	1,000	799	768	947
<b>Winter Weighted Average</b>	<b>745</b>	<b>724</b>	<b>777</b>	<b>820</b>	<b>830</b>
<b>Total HDD Days</b>	<b>2,979</b>	<b>2,915</b>	<b>3,102</b>	<b>3,269</b>	<b>3,320</b>

## C. ARREARAGES

### 1. Gross Residential Customer Arrearages

The following graph illustrates the increase in the cumulative gross residential arrearages among all Utilities between October 2007-September 2008; October 2008-September 2009; and October 2009-September 2010. Comparison of the winter heating seasons (November through March) shows the gross arrearage trend rising during the winter period. Arrearages in April and May 2010, the two months immediately following the 2009-2010 heating season, show a 10 percent decrease compared to the same two

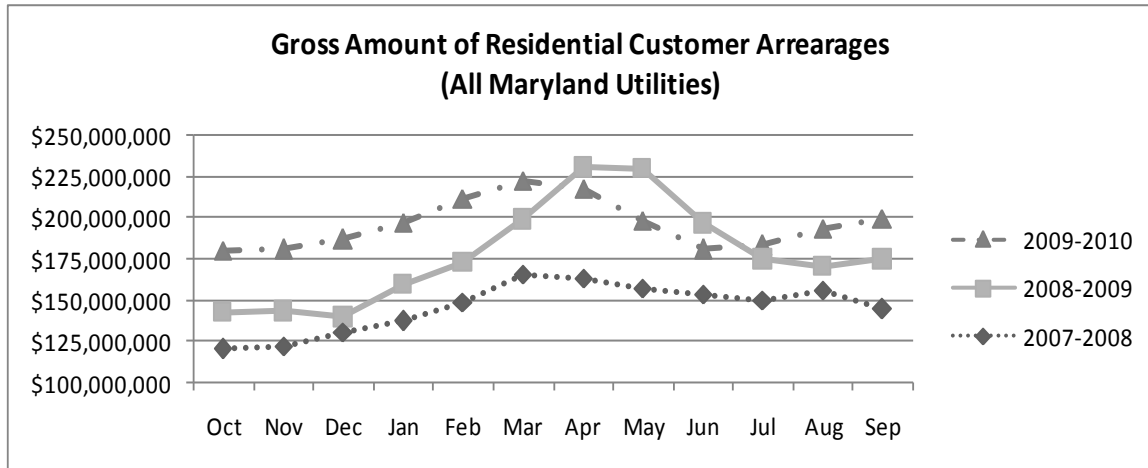
<sup>9</sup> Source: National Weather Service Forecast Office, <http://www.weather.gov/climate/index.php?wfo=lwx>

<sup>10</sup> A heating degree day is a unit for estimating the demand for energy required for heating or cooling. In the United States, the typical standard indoor temperature is 65°F (18.3°C). For each 1°F decrease or increase from this standard in the average outside temperature, one heating or cooling degree day is recorded. For example, if the average outside temperature for a day is 60°F, it records as 5 HDD; if it is 70°F, it records as five cooling degree days (“CDD”).

<sup>11</sup> Source: National Weather Service Forecast Office, <http://www.weather.gov/climate/index.php?wfo=lwx>

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months following the 2008-2009 heating season. It is difficult to determine with certainty the cause of the 10 percent arrearage decrease.



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 Utilities. The numbers below are an average of the gross arrearages for the timeframes specified in the column to the left. BGE accounted for 54 percent of the average gross arrearage in 2009-2010. Pepco accounted for 19 percent; Delmarva accounted for 8 percent; and AP accounted for 8 percent. The Statewide average for October 2009-September 2010 is 10 percent higher than that for October 2008-September 2009.

**Gross Arrearages – Major Utilities**

	Statewide	BGE	Pepco	DPL	AP	WGL
<b>October 2008 - September 2009 (Average)</b>	\$178,017,719	\$91,644,416	\$32,041,580	\$14,096,249	\$14,453,765	\$11,515,747
<b>October 2009 - September 2010 (Average)</b>	\$195,962,206	\$105,629,969	\$37,866,687	\$15,351,790	\$15,356,404	\$9,856,721

**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 percentage of customers with arrearages among these Utilities. The percentage of customers with arrearages increased, or remained the same, from 2008-2009 to 2009-2010 for all five of the major Utilities: 9 percent for Pepco; 8 percent for DPL; 7 percent for BGE; 4 percent for AP; and the percentage of WGL customers with arrearages remained the same as the prior year. Overall, the percentage of major Utility customers with arrearages increased by 7.5 percent in 2009-2010 as compared to 2008-2009.

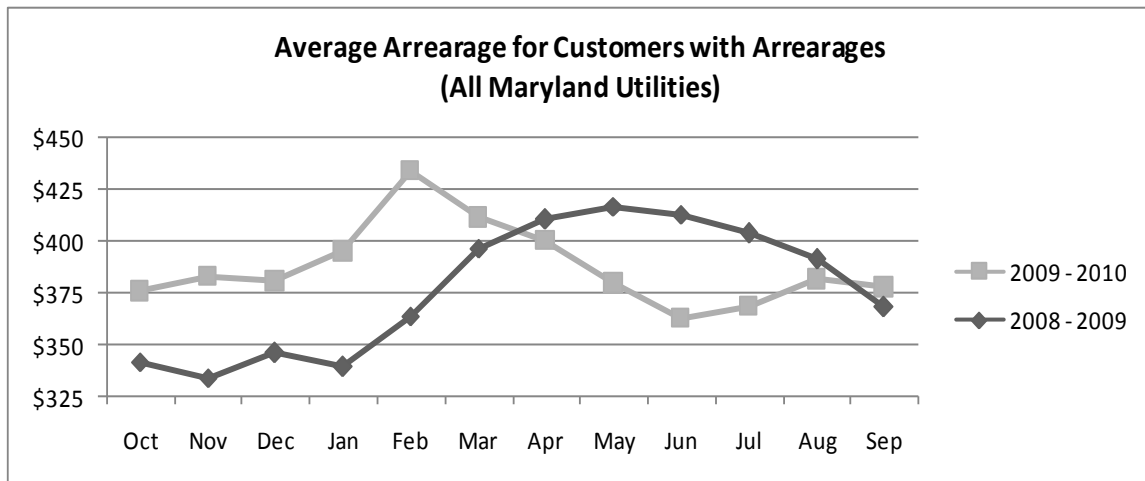
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**Percentage of Customers with Arrearages – Major Utilities**

	Statewide	BGE	Pepco	DPL	AP	WGL
<b>October 2008 - September 2009 (Average)</b>	17.8%	11.5%	21.2%	22.4%	36.4%	12.7%
<b>October 2009 - September 2010 (Average)</b>	19.0%	12.2%	22.7%	24.1%	37.4%	12.7%

**3. Average Arrearage Among Residential Customers with Arrearages**

The average arrearage among residential customers with arrearages indicates the degree to which individual customers are behind on their bills. The following graph compares the average monthly arrearage among customers with arrearages in 2008-2009 with the average monthly arrearage among customers with arrearages in 2009-2010. As shown, the average arrearages in the winter months (*i.e.*, October - March) of 2009-2010 were higher than for the corresponding months in 2008-2009. During the summer months (*i.e.*, May - August), however, the average arrearage level was less in 2010 than in 2009. The Statewide average monthly arrearage reached its highest level – approximately \$435 – in February 2010, during the winter heating season.



The following table compares, for each major Utility, and on a Statewide basis, the average amount owed by a customer who was in arrears in 2009-2010 with the average amount owed by a customer who was in arrears in 2008-2009. These figures were calculated by dividing the applicable average gross arrearage by the average number of customers with arrearages. The average amount owed in 2009-2010 increased for BGE, Pepco, DPL, and AP as compared with the average amount owed in 2008-2009.

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However, the average amount owed in the 2009-2010 period by WGL customers decreased from the prior 12-month period.

**Average Customer Arrearage**

	Statewide	BGE	Pepco	DPL	AP	WGL
<b>October 2008 - September 2009 (Average)</b>	\$379	\$720	\$319	\$364	\$182	\$225
<b>October 2009 - September 2010 (Average)</b>	\$388	\$777	\$347	\$367	\$186	\$191

**D. TERMINATIONS**

**1. Termination Notices**

Some Utilities are more aggressive than others in using termination notices to motivate a customer to pay past due amounts before an arrearage gets so high as to become unmanageable. Utilities generally refrain from terminating service following issuance of a termination notice when the customer agrees to a payment arrangement.

The following table illustrates that each major Utility experienced an increase in the percentage of its customers to whom it issued one or more termination notices during 2009-2010, compared with those same figures for 2008-2009.<sup>12</sup>

**Percentage of Customers Receiving One or More Termination Notices**

	Statewide	BGE	Pepco	DPL	AP	WGL
<b>October 2008 - September 2009</b>	9%	11%	6%	7%	5%	8%
<b>October 2009 - September 2010</b>	12%	16%	8%	9%	7%	11%

As a result of Commission Order Nos. 82509 and 82628, Utilities were prohibited from terminating residential customer service from March 11, 2009 to April 24, 2009. Some representatives of the Utilities stated during Case No. 9175 hearings (held in October 2009) that this prohibition resulted in fewer termination notices and delayed the termination process for several months. This could explain the substantial increases in terminations during the 2009-2010 period (*see* Appendix, Table 1). In other words, it is

<sup>12</sup> The data is presented as a percentage of a Utility's customers because raw numbers may be misleading, insofar as the total number of customers for each Utility varies, and some customers receive multiple notices of termination.

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possible that terminations that would have occurred during the 2008-2009 period were postponed to 2009-2010.

## 2. Terminations of Service

The following table illustrates an overall increase in the number of residential service terminations in Maryland in 2009-2010 on a statewide basis. BGE, DPL, AP, and WGL experienced increased customer terminations whereas Pepco experienced a slight decrease in terminations.

	Statewide	BGE	Pepco	DPL	AP	WGL
<b>October 2008 - September 2009</b>	80,530	30,687	13,616	4,460	7,464	13,841
<b>October 2009 - September 2010</b>	103,912	44,417	13,459	5,551	8,762	17,810

The table above shows the following:

- Between 2008-2009 and 2009-2010, the number of terminations across the State increased by 23,382 customers, or 29 percent;<sup>13</sup>
- For BGE: terminations constituted 43 percent of the 2009-2010 Statewide total, and there was a 45 percent increase in BGE terminations in 2009-2010 as compared with 2008-2009;
- For Pepco: terminations constituted 13 percent of the 2009-2010 Statewide total, and there was a 1 percent decrease in Pepco terminations in 2009-2010 as compared with 2008-2009;
- For DPL: terminations constituted 5 percent of the 2009-2010 Statewide total, and there was a 24 percent increase in DPL terminations in 2009-2010 as compared with 2008-2009;
- For AP: terminations constituted 8 percent of the 2009-2010 Statewide total, and there was a 17 percent increase in AP terminations in 2009-2010 as compared with 2008-2009;
- For WGL: terminations constituted 17 percent of the 2009-2010 statewide total, and there was a 29 percent increase in terminations in 2009-2010 as compared with 2008-2009.

<sup>13</sup> The five investor-owned utilities accounted for 86 percent of terminations statewide, with the remaining 14 percent of terminations coming from cooperatives, municipal utilities, and small gas companies.

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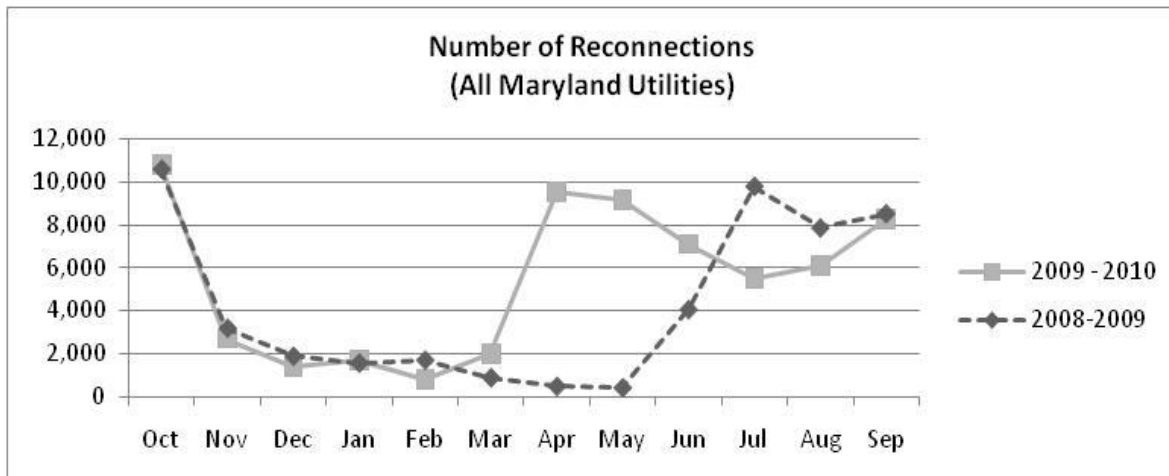
**3. Percentage of Residential Customers with Terminations**

The following table illustrates the number of service terminations expressed as a percentage of each Utility’s residential customer base. More customers’ services were terminated across the State in 2009-2010 compared to 2008-2009.

	Statewide	BGE	Pepco	DPL	AP	WGL
<b>October 2008 - September 2009 (Average)</b>	3.1%	2.8%	2.9%	2.6%	3.4%	3.4%
<b>October 2009 - September 2010 (Average)</b>	3.9%	4.0%	2.8%	3.2%	4.0%	4.4%

**E. RECONNECTIONS**

During 2009-2010, the number of customers whose service was terminated for non-payment was 103,912; of those terminated, 64,595 customers (61%) were reconnected. By comparison during 2008-2009, there were 80,530 customers whose service was terminated for non-payment, of which 50,734 customers (63%) were reconnected. The graph below shows month-by-month comparisons of reconnections for 2008-2009 and 2009-2010. The peak level of reconnections for 2009-2010 occurred in April whereas the peak level of reconnections for 2008-2009 did not occur until July.





Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**F. APPENDIX**

The attached Appendix consists of tables containing detailed data for each of the metrics summarized within this Report.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 1. All Maryland Utilities Combined Summary  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009- 2010	2008-2009	2009- 2010	2008-2009	2009- 2010	2008-2009	2009- 2010	2008-2009	2009- 2010
<b>October</b>	265,961	310,166	14,838	15,564	10,550	10,799	417,336	480,249	\$142,625,008	\$180,629,907
<b>November</b>	231,166	228,298	1,732	1,586	3,178	2,664	429,177	472,455	\$143,373,897	\$180,983,715
<b>December</b>	322,055	298,847	1,601	1,441	1,873	1,323	404,334	491,332	\$139,877,687	\$187,173,302
<b>January</b>	334,472	315,120	2,331	1,587	1,559	1,660	470,690	499,027	\$159,706,183	\$197,191,645
<b>February</b>	338,155	335,016	2,792	769	1,694	758	476,595	487,584	\$173,466,067	\$211,518,330
<b>March</b>	169,094	344,009	1,302	3,606	880	1,974	501,901	541,562	\$199,007,936	\$222,721,817
<b>April</b>	32,273	345,439	498	19,981	476	9,468	562,282	541,324	\$230,818,266	\$217,277,012
<b>May</b>	108,803	304,839	933	15,624	410	9,119	552,391	523,745	\$230,277,731	\$198,763,895
<b>June</b>	233,911	328,650	9,382	12,224	4,042	7,086	476,048	498,890	\$196,694,980	\$180,981,533
<b>July</b>	265,980	328,343	18,552	8,375	9,754	5,480	432,345	497,371	\$174,698,210	\$183,231,334
<b>August</b>	266,915	348,867	13,217	11,019	7,832	6,078	436,035	506,757	\$170,724,061	\$193,383,644
<b>September</b>	290,100	353,295	13,352	12,218	8,486	8,260	475,041	527,749	\$174,942,608	\$199,418,898
<b>Totals</b>	<b>2,858,885</b>	<b>3,840,889</b>	<b>80,530</b>	<b>103,994</b>	<b>50,734</b>	<b>64,669</b>				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 2. Electric Industry Summary  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
<b>October</b>	106,605	99,792	5,668	6,824	3,909	4,754	270,963	285,334	\$57,344,964	\$76,295,085
<b>November</b>	89,221	81,825	1,005	647	1,224	1,008	269,146	273,693	\$53,173,477	\$67,337,704
<b>December</b>	100,747	87,055	1,011	487	970	678	251,306	259,670	\$50,456,778	\$64,036,626
<b>January</b>	98,662	91,144	1,302	673	970	921	260,602	292,676	\$58,652,190	\$69,992,322
<b>February</b>	107,095	106,943	1,307	297	981	395	285,660	306,977	\$71,719,446	\$89,940,611
<b>March</b>	43,978	98,741	372	1,454	571	871	291,336	335,025	\$80,888,770	\$92,076,980
<b>April</b>	3,593	98,711	5	6,454	201	3,980	312,511	334,013	\$93,526,279	\$90,874,691
<b>May</b>	17,984	85,154	84	5,172	155	3,634	308,013	327,774	\$93,911,106	\$81,419,683
<b>June</b>	73,120	84,721	3,703	3,652	2,200	2,794	275,567	301,654	\$82,980,632	\$69,619,423
<b>July</b>	83,756	96,383	6,769	2,677	4,230	2,154	266,104	302,247	\$75,962,645	\$72,540,534
<b>August</b>	82,132	109,642	5,278	3,364	3,291	2,177	267,629	324,960	\$74,644,377	\$83,093,293
<b>September</b>	92,807	120,547	5,156	5,134	3,499	3,440	306,881	338,303	\$76,981,242	\$86,969,324
<b>Totals</b>	<b>899,700</b>	<b>1,160,658</b>	<b>31,660</b>	<b>36,835</b>	<b>22,201</b>	<b>26,806</b>				

1. Totals do not include BGE and Easton data because those utilities provide both gas and electric service and data by service type is not available.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 3. Gas Industry Summary**  
**Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	25,531	33,782	3,024	2,226	2,970	2,229	36,187	49,906	\$5,088,563	\$6,835,607
November	30,654	28,969	92	85	1,481	880	38,176	52,940	\$5,094,266	\$6,878,562
December	44,383	43,321	91	91	660	600	36,262	54,869	\$5,828,744	\$7,931,275
January	48,522	48,464	192	135	345	243	72,841	57,336	\$13,161,859	\$9,555,274
February	54,796	55,340	171	197	224	189	66,346	62,927	\$15,590,073	\$13,068,055
March	59,359	63,294	129	466	100	181	60,853	74,719	\$17,484,390	\$18,797,260
April	24,849	61,677	170	5,381	79	1,843	66,779	73,840	\$22,264,849	\$19,008,025
May	9,422	52,225	590	3,588	115	1,816	70,585	67,264	\$24,533,149	\$15,887,585
June	44,939	49,141	2,997	3,011	883	1,331	60,328	66,466	\$20,136,383	\$12,125,865
July	33,565	42,288	5,283	2,140	1,802	1,132	50,263	57,709	\$12,518,235	\$9,668,733
August	30,208	40,953	2,052	3,220	1,232	1,499	49,100	54,407	\$9,372,096	\$7,905,898
September	29,808	31,007	2,509	1,555	1,493	1,130	49,862	46,574	\$7,377,766	\$6,274,850
Totals	436,036	550,461	17,300	22,095	11,384	13,073				

1. Totals do not include BGE and Easton data because those utilities provide both gas and electric service and data by service type is not available.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

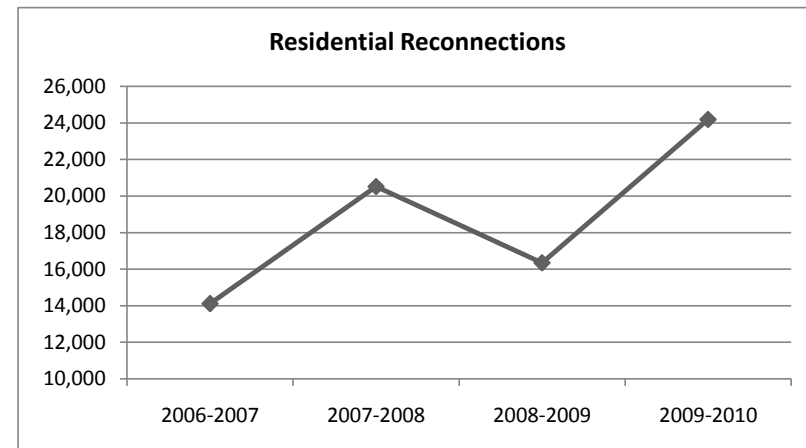
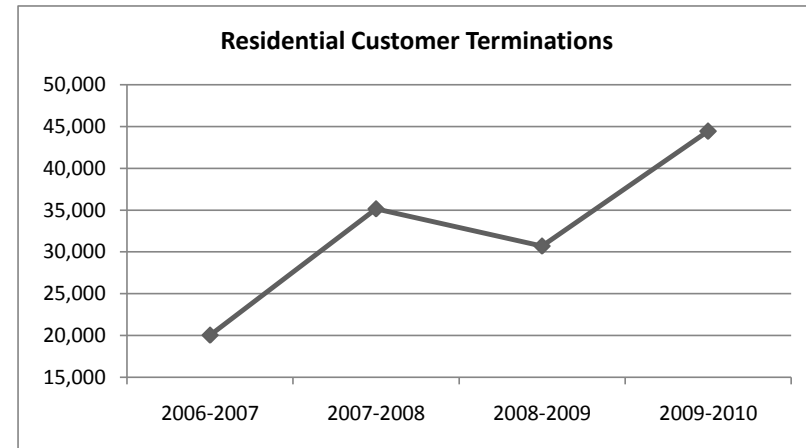
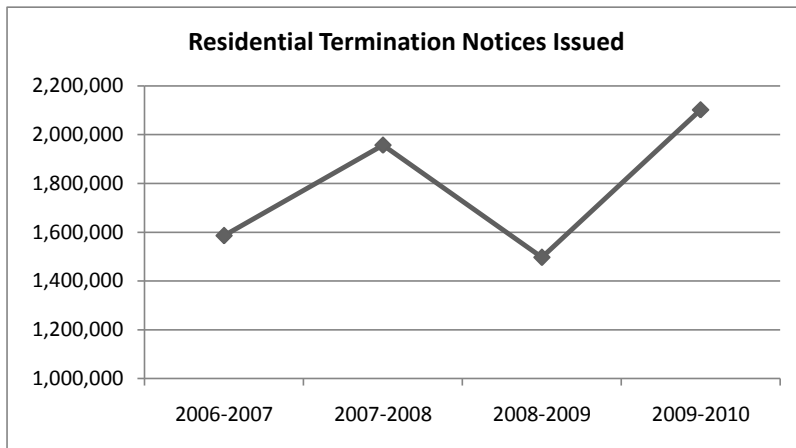
**Table 4. Baltimore Gas and Electric Company  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009- 2010	2008-2009	2009- 2010	2008-2009	2009- 2010	2008-2009	2009- 2010	2008-2009	2009- 2010
<b>October</b>	131,952	175,005	5,946	6,411	3,491	3,717	106,705	142,507	\$79,511,284	\$96,977,416
<b>November</b>	108,864	115,826	619	851	465	774	117,657	143,331	\$84,454,560	\$106,280,046
<b>December</b>	174,524	166,646	499	863	243	45	114,116	173,048	\$83,050,327	\$114,543,410
<b>January</b>	184,663	172,741	837	779	244	496	130,098	145,863	\$87,271,766	\$116,988,019
<b>February</b>	173,267	170,303	1,314	275	489	174	116,884	114,234	\$85,484,808	\$107,714,225
<b>March</b>	65,612	179,420	801	1,673	208	910	141,440	128,183	\$99,856,349	\$111,052,875
<b>April</b>	0	182,568	319	7,978	196	3,487	172,706	131,111	\$114,309,768	\$106,769,743
<b>May</b>	79,465	164,992	116	6,758	21	3,569	164,010	124,518	\$111,166,560	\$100,714,430
<b>June</b>	113,780	192,610	2,554	5,494	833	2,902	131,597	127,956	\$93,038,001	\$98,703,561
<b>July</b>	146,221	187,173	6,376	3,520	3,599	2,159	108,765	134,821	\$85,699,685	\$100,495,486
<b>August</b>	152,296	195,309	5,751	4,375	3,181	2,346	112,480	124,764	\$86,194,553	\$101,809,077
<b>September</b>	165,687	198,969	5,555	5,440	3,366	3,605	112,000	140,062	\$89,695,330	\$105,511,339
<b>Totals</b>	<b>1,496,331</b>	<b>2,101,562</b>	<b>30,687</b>	<b>44,417</b>	<b>16,336</b>	<b>24,184</b>				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 4-1. Baltimore Gas and Electric Company 4-Year Trend  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Year	Residential Termination Notices Issued	Residential Customer Terminations	Residential Reconnections
2006-2007	1,585,231	20,028	14,107
2007-2008	1,957,010	35,147	20,519
2008-2009	1,496,331	30,687	16,336
2009-2010	2,101,562	44,417	24,184



Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 5. Potomac Electric Power Company  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

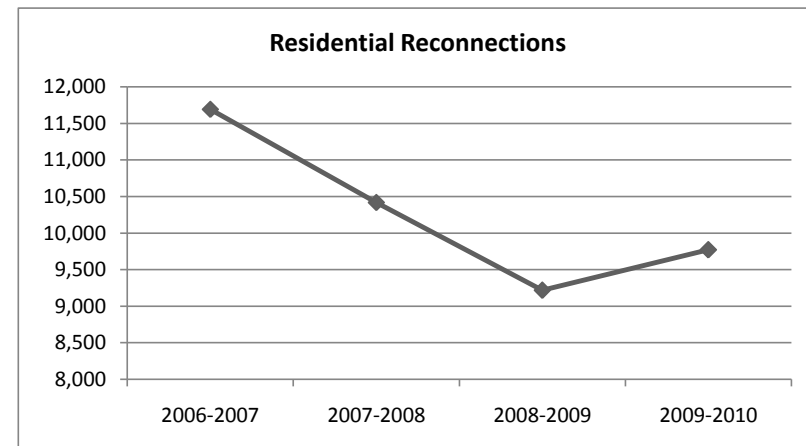
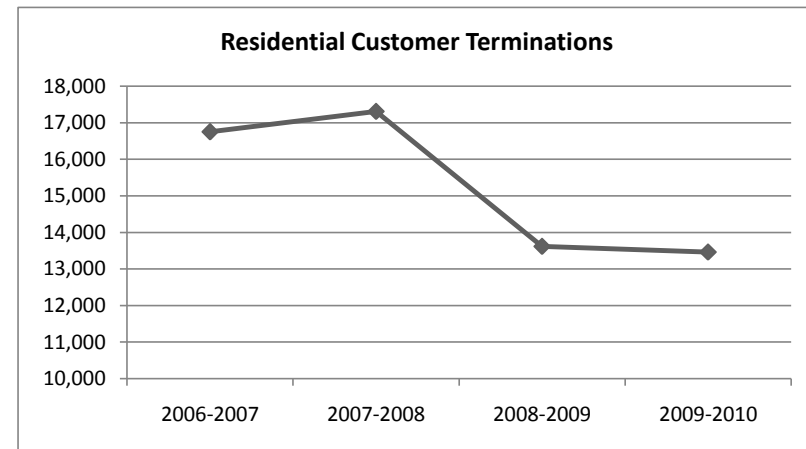
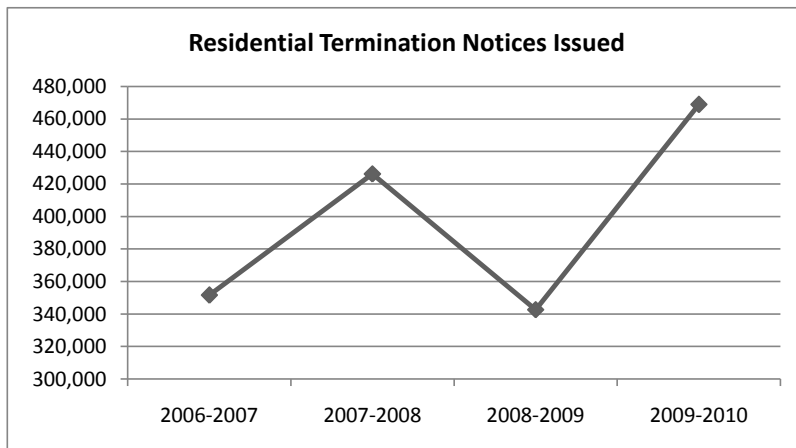
Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	44,556	38,517	2,525	3,008	1,563	1,719	102,394	108,410	\$26,721,076	\$38,087,970
November	37,523	32,704	472	202	577	584	100,732	104,299	\$24,691,650	\$33,898,693
December	33,507	29,743	692	281	730	516	93,351	99,938	\$22,600,547	\$32,080,326
January	40,156	35,378	1,022	460	732	770	100,102	103,332	\$27,107,817	\$34,295,460
February	44,251	44,317	860	61	668	227	107,449	118,629	\$31,899,031	\$43,491,185
March	23,495	37,024	190	623	380	387	100,824	117,060	\$33,777,119	\$43,336,369
April	0	36,317	0	2,104	198	1,098	111,608	114,320	\$39,739,904	\$41,825,357
May	0	34,271	1	1,581	125	1,043	108,035	108,802	\$39,450,723	\$36,702,515
June	24,401	32,391	315	1,226	150	1,009	95,139	100,173	\$35,927,490	\$31,546,172
July	29,329	40,024	2,969	723	1,553	740	94,219	103,577	\$33,603,736	\$34,568,732
August	29,579	51,147	2,416	1,236	1,257	646	92,746	113,195	\$32,921,295	\$40,849,467
September	35,774	57,013	2,154	1,954	1,283	1,030	98,519	119,601	\$36,058,568	\$43,717,992
Totals	342,571	468,846	13,616	13,459	9,216	9,769				

1. An amount in arrears is defined as an amount greater than 30 days past due.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 5-1. Potomac Electric Power Company 4-Year Trend  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Year	Residential Termination Notices Issued	Residential Customer Terminations	Residential Reconnections
2006-2007	351,529	16,746	11,692
2007-2008	426,202	17,306	10,417
2008-2009	152,296	5,751	3,181
2009-2010	195,309	4,375	2,346





Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 6. Delmarva Power and Light Company  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

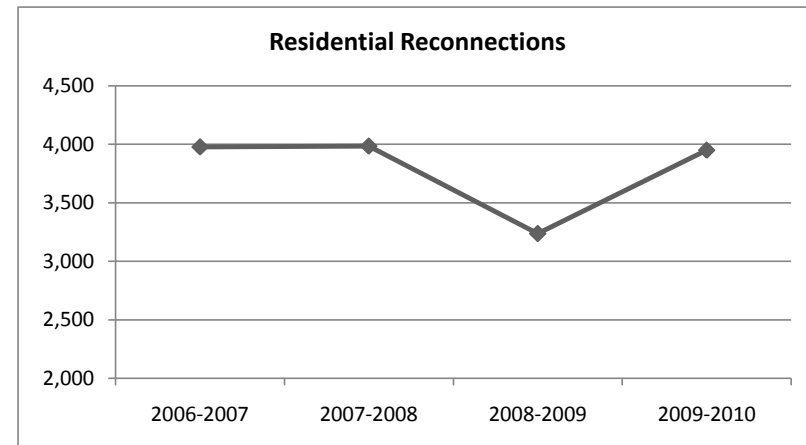
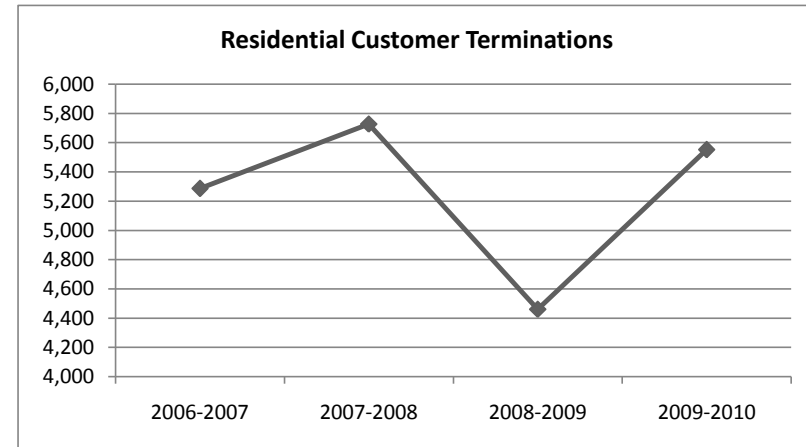
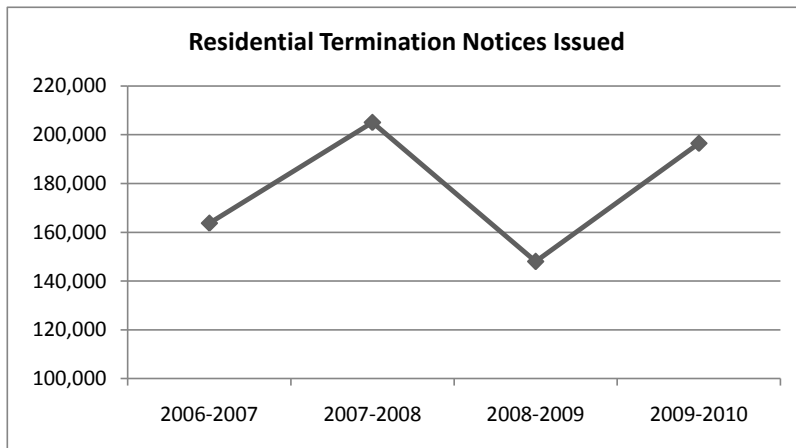
Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	18,665	17,211	808	871	603	651	37,075	39,592	\$10,841,678	\$13,954,130
November	13,609	12,679	237	267	177	216	37,376	36,790	\$10,291,240	\$12,155,751
December	17,710	15,982	170	134	134	109	33,544	34,177	\$9,792,692	\$11,712,899
January	18,786	16,081	189	191	172	140	36,990	57,352	\$11,516,497	\$12,561,953
February	16,531	17,575	255	153	184	102	40,514	44,507	\$13,793,839	\$16,610,885
March	6,326	18,203	113	459	134	319	41,032	41,247	\$15,298,727	\$16,732,055
April	0	17,088	3	911	1	627	42,234	43,347	\$17,323,232	\$18,312,813
May	1	14,245	1	645	0	479	42,435	42,569	\$17,697,544	\$17,375,961
June	12,752	15,635	110	463	55	312	38,258	38,313	\$16,903,640	\$15,185,976
July	14,549	16,011	1,093	365	714	217	37,734	39,473	\$15,749,975	\$15,665,825
August	13,693	17,135	712	467	514	320	38,943	41,847	\$15,197,075	\$16,685,167
September	15,320	18,622	769	625	549	458	38,877	43,304	\$14,748,846	\$17,268,064
Totals	147,942	196,467	4,460	5,551	3,237	3,950				

1. An amount in arrears is defined as an amount greater than 30 days past due.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 6-1. Delmarva Power and Light Company 4-Year Trend  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Year	Residential Termination Notices Issued	Residential Customer Terminations	Residential Reconnections
2006-2007	163,747	5,286	3,977
2007-2008	205,077	5,727	3,985
2008-2009	147,942	4,460	3,237
2009-2010	196,467	5,551	3,950



Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

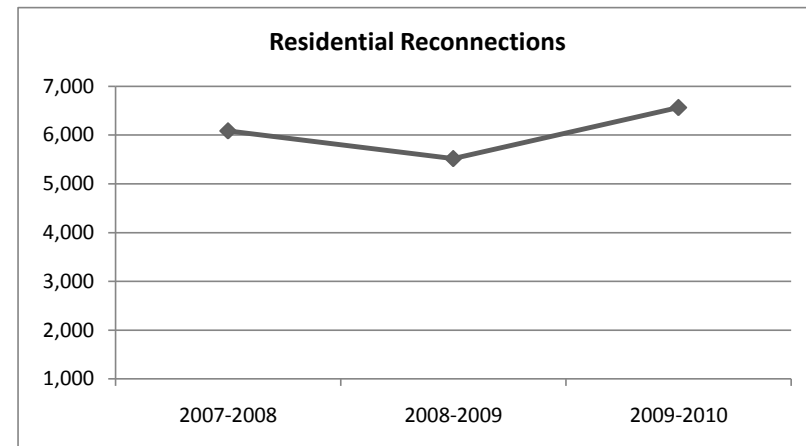
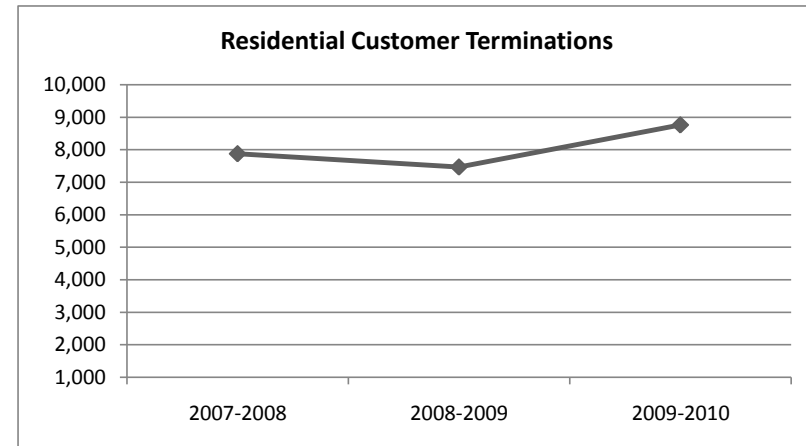
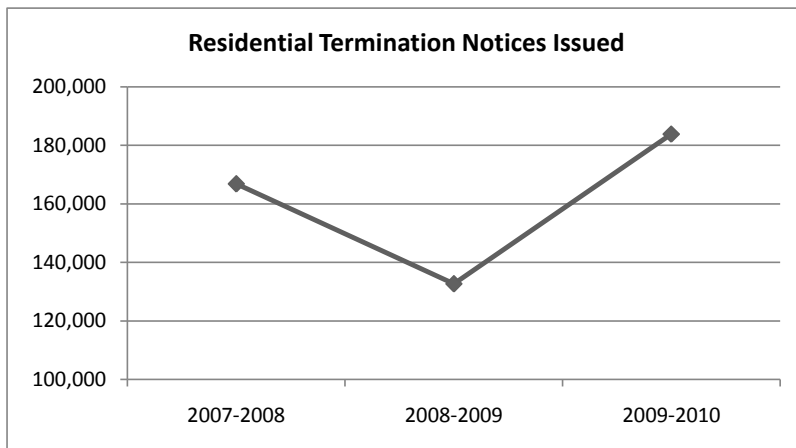
**Table 7. The Potomac Edison Company d/b/a Allegheny Power  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	14,016	14,012	1,527	1,595	1,105	1,316	74,918	79,166	\$9,351,370	\$12,950,764
November	12,854	13,659	176	10	374	61	67,628	72,611	\$7,711,140	\$11,184,691
December	14,333	14,873	6	0	2	1	66,254	69,540	\$8,040,324	\$10,911,011
January	14,372	16,471	1	2	0	2	71,401	73,418	\$9,980,309	\$12,737,642
February	16,104	17,981	0	1	0	2	83,795	83,680	\$14,025,853	\$16,394,149
March	1,216	15,809	0	92	0	23	89,656	89,784	\$18,152,101	\$19,669,910
April	327	15,853	1	1,429	1	931	91,734	90,362	\$21,777,881	\$20,270,794
May	6,333	14,779	0	1,863	0	1,334	88,640	85,876	\$21,895,767	\$18,054,056
June	11,769	13,734	1,831	1,153	1,043	963	82,104	81,398	\$18,151,932	\$15,020,627
July	12,867	14,242	1,467	748	1,046	570	78,367	81,512	\$15,431,361	\$14,227,471
August	14,068	16,045	1,335	707	989	507	79,433	89,425	\$14,834,131	\$16,235,317
September	14,375	16,347	1,120	1,162	958	856	81,269	91,519	\$14,093,011	\$16,620,414
Totals	132,634	183,805	7,464	8,762	5,518	6,566				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 7-1. Allegheny Power 4-Year Trend  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Year	Residential Termination Notices Issued	Residential Customer Terminations	Residential Reconnections
2006-2007	NA	NA	NA
2007-2008	166,790	7,878	6,085
2008-2009	132,634	7,464	5,518
2009-2010	183,805	8,762	6,566



Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 8. Southern Maryland Electric Cooperative, Inc.  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	23,177	25,104	362	603	267	473	45,991	48,226	\$8,582,524	\$9,779,042
November	19,688	18,219	98	146	74	107	52,478	50,104	\$8,777,871	\$8,960,866
December	30,305	21,659	127	54	89	40	48,386	46,049	\$8,909,864	\$8,103,653
January	19,780	18,253	66	0	55	0	41,737	47,788	\$8,762,384	\$9,064,665
February	24,513	21,826	143	58	95	49	42,829	48,520	\$10,254,640	\$11,495,051
March	7,127	22,205	49	174	39	91	48,438	76,184	\$11,575,793	\$10,351,880
April	0	24,206	0	934	0	528	54,067	75,738	\$12,361,675	\$8,864,006
May	5,605	17,059	0	677	0	485	58,190	79,883	\$12,545,558	\$7,800,597
June	19,752	18,693	625	472	307	290	51,456	72,408	\$10,299,305	\$6,668,004
July	22,677	21,741	881	487	510	369	47,344	68,474	\$9,804,487	\$6,913,006
August	20,464	20,719	510	655	332	485	47,458	70,780	\$10,281,882	\$7,886,331
September	22,792	23,491	702	1,026	455	834	78,433	73,443	\$10,533,013	\$7,739,843
Totals	215,880	253,175	3,563	5,286	2,223	3,751				

1. An amount in arrears is defined as an amount greater than 30 days past due.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 9. Choptank Electric Cooperative  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	2,903	2,557	114	178	119	126	7,171	7,658	\$973,341	\$1,192,784
November	2,619	2,092	22	20	20	13	7,914	7,531	\$981,760	\$845,911
December	2,260	1,953	16	9	15	6	7,034	7,246	\$743,317	\$858,663
January	2,695	2,306	24	20	11	9	7,348	7,930	\$841,318	\$945,707
February	2,747	2,665	36	18	25	9	7,920	8,867	\$1,203,393	\$1,441,483
March	2,864	2,476	11	48	11	21	8,293	7,555	\$1,374,887	\$1,286,593
April	3,696	2,546	0	285	0	176	9,490	7,381	\$1,527,912	\$1,027,333
May	2,937	2,193	20	158	16	103	7,425	7,855	\$1,575,948	\$1,066,463
June	2,201	1,991	174	122	162	74	6,186	6,944	\$1,260,482	\$870,642
July	2,035	1,926	124	101	90	74	5,974	6,601	\$1,016,402	\$856,298
August	2,314	2,302	186	121	122	75	6,866	7,251	\$1,153,631	\$1,131,931
September	2,299	2,636	186	148	115	105	7,391	7,826	\$1,257,464	\$1,243,568
Totals	31,570	27,643	913	1,228	706	791				

1. An amount in arrears is defined as an amount greater than 30 days past due.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 10. Hagerstown Municipal Electric Light Plant  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	2,607	1,897	325	558	245	459	2,607	1,897	\$383,703	\$230,874
November	2,174	2,089	0	2	0	27	2,174	2,089	\$252,882	\$224,712
December	2,339	2,335	0	9	0	6	2,339	2,336	\$257,418	\$282,083
January	2,524	2,366	0	0	0	0	2,524	2,366	\$333,517	\$302,223
February	2,647	2,196	13	6	9	6	2,647	2,196	\$397,619	\$365,020
March	2,609	2,643	9	58	7	30	2,609	2,643	\$570,174	\$542,746
April	2,910	2,316	0	771	0	596	2,910	2,316	\$640,120	\$434,998
May	3,085	2,308	55	237	13	189	3,085	2,308	\$674,630	\$310,117
June	2,216	1,967	648	216	483	146	2,216	1,967	\$380,637	\$221,839
July	2,269	2,119	235	235	317	171	2,269	2,119	\$309,781	\$205,998
August	1,991	1,948	115	157	74	124	1,991	1,948	\$223,316	\$198,421
September	2,222	2,046	224	204	138	142	2,222	2,046	\$265,938	\$259,426
Totals	29,593	26,230	1,624	2,453	1,286	1,896				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 11. Somerset Rural Electric Cooperative  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	144	130	0	0	0	2			\$378	\$278
November	162	139	0	0	0	0			\$472	\$421
December	157	151	0	0	0	0			\$462	\$372
January	159		0	0	0	0		175	\$492	\$469
February	176		0	0	0	0		169	\$539	\$505
March	145		0	0	1	0		151	\$514	\$248
April	135		4	1	0	6		141	\$356	\$397
May	156		1	1	1	0		162	\$391	\$366
June	137		1	0	4	0		123	\$360	\$274
July	145		0	0	3	0		154	\$290	\$321
August	154		0	0	1	0		158	\$363	\$344
September	118		0	0	0	0		148	\$247	\$340
<b>Totals</b>	<b>1,788</b>	<b>420</b>	<b>6</b>	<b>2</b>	<b>10</b>	<b>8</b>				

1. Blank cells indicate that the Company provided no data for those months.



Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 12. Easton Utilities Commission  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	1,356	1,482	134	96	125	93	1,803	1,642	\$430,051	\$414,652
November	1,970	1,576	7	3	4	2	2,512	1,701	\$424,696	\$389,168
December	2,000	1,678	0	0	0	0	2,406	1,756	\$406,784	\$407,248
January	2,158	2,478	0	0	0	0	2,526	1,989	\$478,096	\$460,252
February	2,544	2,132	0	0	0	0	2,603	1,839	\$552,202	\$534,080
March	0	2,201	0	5	0	4	2,090	2,047	\$649,130	\$529,257
April	0	2,298	0	168	0	158	2,164	2,118	\$585,145	\$555,878
May	1,514	2,165	142	86	118	84	1,364	1,942	\$557,229	\$434,653
June	1,698	1,953	101	50	96	48	1,737	1,740	\$456,208	\$381,812
July	2,019	2,065	110	31	106	28	1,734	1,914	\$432,726	\$411,406
August	1,924	2,375	136	48	127	45	1,702	1,994	\$448,471	\$472,341
September	1,389	2,156	98	72	94	70	1,884	2,003	\$482,997	\$528,094
Totals	18,572	24,559	728	559	670	532				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 13. Berlin Municipal Electric Company  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1, 2</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	572	105	0	7	0	6	572	860	\$454,779	\$107,148
November	499	102	0	0	0	0	499	790	\$391,798	\$98,236
December	0	147	0	0	0	0	0	1,989	\$0	\$254,742
January	0	293	0	0	0	0	0	870	\$0	\$118,373
February	0	298	0	0	0	0	0	1,310	\$0	\$170,653
March	0	270	0	0	0	0	0	1,290	\$0	\$169,764
April										
May	0	268	0	20	0	16	0	1,960	\$0	\$243,028
June	0	225	0	17	0	11	0	850	\$0	\$101,960
July	0	184	0	7	0	7	0	435	\$0	\$60,595
August	0	311	0	12	0	11	0	360	\$0	\$43,035
September	0	344	0	17	0	15	0	535	\$0	\$73,290
<b>Totals</b>	<b>1,071</b>	<b>2,547</b>	<b>0</b>	<b>80</b>	<b>0</b>	<b>66</b>				

1. Blank cells indicate that the Company provided no data for those months.
2. The amount in arrears includes all arrearages for electric, water, and sewer. The data also shows the arrearages for all classes of customers, since the Company's billing system does not separate residential and non-residential customers.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 14. Thurmont Municipal Light Company  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	310	336	52	10	50	8	310	336	\$162,497	\$94,303
November	250	223	0	0	0	0	250	223	\$138,110	\$62,813
December	244	329	0	0	0	0	244	329	\$134,562	\$82,251
January	308	259	0	0	0	0	308	259	\$141,780	\$77,466
February	277	342	0	0	0	0	277	342	\$118,999	\$129,838
March	0	356	0	0	0	0	258	356	\$128,783	\$150,745
April	0	356	0	18	0	18	260	356	\$131,869	\$133,235
May	262	283	0	9	0	1	262	283	\$109,296	\$106,953
June	237	291	26	0	26	0	237	291	\$83,396	\$103,290
July	274	298	14	18	14	13	274	298	\$84,629	\$99,637
August	201	326	0	20	0	20	201	326	\$64,200	\$102,982
September	291	369	34	15	34	15	291	369	\$91,368	\$115,284
<b>Totals</b>	<b>2,654</b>	<b>3,768</b>	<b>126</b>	<b>90</b>	<b>124</b>	<b>75</b>				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 15. Williamsport Municipal Electric Light System  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	108	0	5	0	5	0	181	0	\$29,824	\$0
November	255	0	0	0	0	0	265	0	\$68,362	\$0
December	267	0	0	0	0	0	267	0	\$95,368	\$0
January	316	0	0	0	0	0	305	293	\$76,199	\$77,405
February	260	0	0	0	0	0	267	297	\$76,482	\$90,707
March	263	83	0	8	0	8	248	298	\$62,811	\$95,680
April	299	185	0	0	0	0	245	242	\$75,768	\$68,674
May	0	35	0	0	0	0	0	287	\$0	\$64,516
June	0	0	0	0	0	0	0	224	\$0	\$48,911
July	0	250	0	0	0	0	0	245	\$0	\$54,581
August	0	241	0	0	0	0	0	241	\$0	\$57,860
September	0	272	0	0	0	0	0	272	\$0	\$62,001
Totals	1,768	1,066	5	8	5	8				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 16. A & N Electric Cooperative  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	0	28	0	1	0	0	0	49	\$0	\$4,941
November	0	21	0	0	0	0	0	46	\$0	\$3,845
December	26	30	0	0	0	0	56	55	\$6,135	\$5,369
January	33	30	0	0	0	0	59	56	\$9,041	\$6,738
February	42	41	0	0	0	0	68	67	\$14,618	\$12,494
March	34	25	0	0	0	0	61	45	\$11,316	\$6,434
April	31	29	1	1	1	0	54	52	\$8,104	\$5,759
May	23	16	3	1	1	0	42	36	\$4,305	\$2,654
June	18	19	0	0	0	0	43	37	\$2,446	\$2,599
July	19	22	0	0	0	0	44	39	\$3,402	\$3,246
August	23	20	1	1	1	0	51	30	\$4,279	\$3,333
September	23	23	0	0	0	0	40	47	\$4,120	\$4,393
<b>Totals</b>	<b>272</b>	<b>304</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>0</b>				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 17. Washington Gas Light Company  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

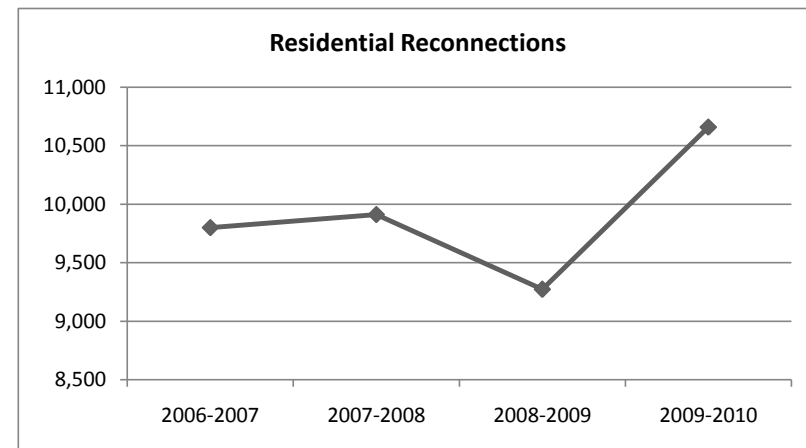
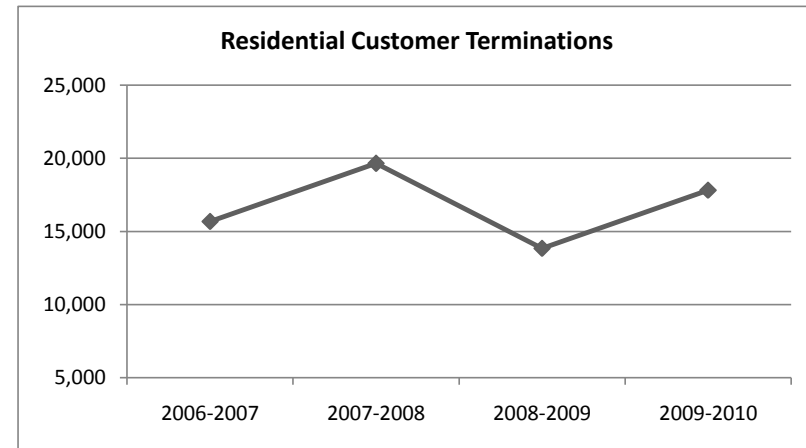
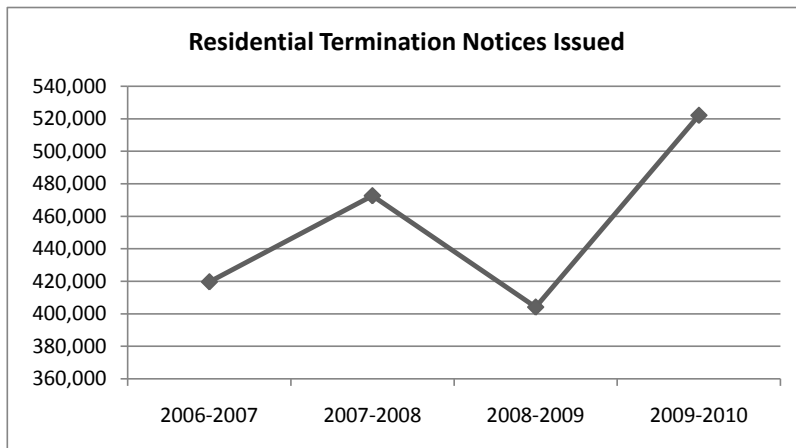
Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	24,082	32,386	2,862	2,010	2,518	1,821	34,235	42,691	\$4,376,636	\$5,874,093
November	29,171	27,735	46	39	1,181	647	36,125	45,593	\$4,381,702	\$5,970,113
December	41,995	41,040	56	71	498	431	32,694	47,680	\$4,891,427	\$6,969,672
January	45,505	45,956	86	99	208	173	69,019	49,396	\$11,749,771	\$8,334,968
February	51,613	52,184	63	96	136	118	62,280	54,003	\$13,781,830	\$11,308,115
March	55,417	59,107	91	158	45	52	56,441	64,459	\$15,191,617	\$16,763,956
April	22,800	58,676	121	4,267	49	1,536	62,081	62,801	\$19,346,025	\$16,961,290
May	6,112	49,446	28	2,760	31	1,556	66,140	57,469	\$21,539,441	\$14,106,216
June	40,089	46,227	2,393	2,417	720	1,106	56,195	57,864	\$17,756,530	\$10,730,260
July	31,116	40,526	4,254	1,672	1,561	932	46,441	49,553	\$10,858,380	\$8,631,717
August	28,283	39,194	1,656	2,870	1,057	1,346	45,308	46,866	\$7,789,404	\$7,062,546
September	27,882	29,597	2,185	1,351	1,268	940	46,355	39,397	\$6,526,197	\$5,567,713
Totals	404,065	522,074	13,841	17,810	9,272	10,658				

1. An amount in arrears is defined as an amount greater than 30 days past due.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 17-1. Washington Gas Light Company 4-Year Trend  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Year	Residential Termination Notices Issued	Residential Customer Terminations	Residential Reconnections
2006-2007	419,703	15,675	9,799
2007-2008	472,586	19,641	9,911
2008-2009	404,065	13,841	9,272
2009-2010	522,074	17,810	10,658



Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 18. Columbia Gas of Maryland  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	581	591	53	80	237	202	0	3,816	\$441,442	\$524,611
November	631	212	4	1	144	109	0	3,825	\$437,169	\$478,947
December	1,026	826	3	9	68	78	0	3,610	\$509,605	\$514,892
January	1,664	1,280	0	7	31	31	4,315	4,064	\$844,857	\$678,728
February	1,944	1,616	30	18	35	21	4,825	4,562	\$1,139,323	\$1,012,070
March	1,800	1,859	10	80	21	31	5,924	5,993	\$1,452,346	\$1,256,828
April	154	1,601	13	456	11	120	7,862	6,450	\$1,969,828	\$1,251,653
May	1,008	1,271	6	268	6	71	8,157	5,347	\$2,149,339	\$1,122,459
June	2,888	1,349	201	231	23	56	6,582	4,736	\$1,670,617	\$884,337
July	1,130	815	535	255	77	69	5,205	4,346	\$1,067,698	\$598,986
August	786	614	180	134	53	54	4,923	3,920	\$1,072,309	\$443,096
September	685	490	142	63	98	75	4,123	3,600	\$702,035	\$326,457
Totals	14,297	12,524	1,177	1,602	804	917				

1. An amount in arrears is defined as an amount greater than 30 days past due.



Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 19. Pivotal Utility Holdings, Inc. d/b/a Elkton Gas  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	63	62	14	38	5	20	1,368	1,291	\$87,272	\$82,715
November	45	62	9	9	4	7	1,436	1,447	\$88,315	\$89,069
December	17	58	4	10	4	3	1,521	1,421	\$129,101	\$96,725
January	133	93	0	3	0	3	1,604	1,489	\$205,997	\$136,182
February	71	44	21	3	8	0	1,651	1,590	\$237,713	\$201,171
March	121	161	10	34	4	15	1,718	1,579	\$270,866	\$214,971
April	0	104	0	260	1	82	1,716	1,617	\$282,863	\$209,302
May	260	232	21	161	1	43	1,738	1,682	\$260,295	\$174,593
June	205	123	113	132	13	46	1,702	1,420	\$224,420	\$118,494
July	286	110	272	83	41	27	1,602	1,442	\$191,134	\$94,017
August	164	110	109	75	30	23	1,539	1,358	\$123,344	\$82,206
September	76	69	39	48	12	16	1,355	1,361	\$96,110	\$81,324
Totals	1,441	1,228	612	856	123	285				

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 20. Chesapeake Utilities Corporation  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	868	736	109	97	215	184	1,952	2,008	\$270,484	\$340,196
November	852	960	42	36	156	117	2,051	1,984	\$275,396	\$328,317
December	1,345	1,397	28	1	90	88	2,047	2,073	\$298,641	\$336,237
January	1,220	1,135	106	26	106	36	2,218	2,290	\$361,234	\$387,746
February	1,168	1,496	57	80	45	50	2,415	2,653	\$431,207	\$525,217
March	2,021	2,160	18	194	30	83	2,694	2,584	\$569,561	\$540,940
April	1,895	1,292	36	398	18	105	2,982	2,880	\$666,133	\$565,933
May	2,042	1,275	535	398	77	146	2,707	2,682	\$584,074	\$467,944
June	1,757	1,439	290	227	127	123	2,431	2,376	\$484,816	\$380,871
July	1,033	829	222	129	123	104	2,220	2,311	\$401,023	\$338,114
August	975	1,033	107	141	92	76	2,253	2,216	\$387,040	\$314,280
September	1,165	850	143	93	115	98	2,152	2,172	\$367,082	\$296,023
<b>Totals</b>	<b>16,341</b>	<b>14,602</b>	<b>1,693</b>	<b>1,820</b>	<b>1,194</b>	<b>1,210</b>				

1. An amount in arrears is defined as an amount greater than 30 days past due.

Report on Residential Customer Terminations,  
Arrearages, and Reconnections in Maryland  
(October 2009 - September 2010)

**Table 21. UGI Central Penn Gas, Inc.  
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland<sup>1, 2</sup>**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010	2008-2009	2009-2010
October	1	7	2	1	2	2	54	100	\$6,669	\$13,991
November	0	0	0	0	2	0	80	91	\$6,774	\$12,116
December	0	0	0	0	0	0	75	85	\$11,113	\$13,749
January	0	0	0	0	0	0	136	97	\$25,108	\$17,650
February	0	0	0	0	0	0	171	119	\$53,971	\$21,482
March	44	7	0	0	0	0	175	104	\$65,842	\$20,566
April	26	4	0	0	0	0	169	92	\$71,683	\$19,847
May	0	1	4	1	0	0	161	84	\$66,631	\$16,373
June	11	3	0	4	0	0	165	70	\$54,700	\$11,903
July	11	8	0	1	0	0	153	57	\$43,501	\$5,899
August	0	2	3	0	2	0	141	47	\$28,768	\$3,770
September	2	1	1	0	1	1	130	44	\$20,282	\$3,334
<b>Totals</b>	<b>95</b>	<b>33</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>3</b>				

1. PPL Gas Utilities Corporation was sold to UGI, Inc. effective October 1, 2008 and now trades under UGI Central Penn Gas, Inc.
2. An amount in arrears is defined as an amount 25 days or more past due, including a 5-day grace period.