

PUBLIC SERVICE COMMISSION OF MARYLAND

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

(October 2007 – September 2009)

Issued March 2010

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

In compliance with
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1st 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 arrearage, termination, and reconnection data for the period October 2008 through September 2009 (“2008-2009”) with the same categories of data for the period October 2007 through September 2008 (“2007-2008”). Charts showing trends for a three-year period are included as reference. The charts are illustrative of the change in residential termination notices issued, terminations, and reconnections over the past three years for the five major electric and gas utilities. The trend for most of the utilities has been a decline in the three measures from 2007-2008 to 2008-2009 to a level of residential termination notices issued, terminations, and reconnections closer to 2006-2007 levels. This result may be an outlier due, in part, to actions the Commission took to temporarily limit customer terminations and to require 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 winter of 2008-2009.

In 2008-2009, the gross arrearages owed by residential customers to all Maryland electric, gas, and gas and electric utilities (“Utilities”) exceeded 2007-2008 gross arrearage figures by 21.3 percent. Similarly, the average amount in arrears among customers with arrearages increased by 19 percent, from \$317 in 2007-2008 to \$378 in 2008-2009. However, the percentage of customers with arrearages declined 2.9 percent on a Statewide basis. Residential termination notices decreased by 21 percent in 2008-2009 compared with the immediately preceding year, and residential customer service terminations were down by 24 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 2008-2009. The decrease in termination notices and service terminations resulted, at least in part, from Commission Order No. 82509 issued in Case No. 9175.¹ Through that Order, 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.

¹ See Case No. 9175, *In the Matter of Arrearage Collection and Termination Practices of Maryland Electric, Gas, or Electric and Gas Utilities*, March 11, 2009.

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II. INTRODUCTION

This is the fourth 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, 1st Special Session.² The Report compares residential electric and gas customer arrearage, termination, and reconnection data for the period October 2008 through September 2009 with the same categories of data for the period October 2007 through September 2008.³

Specifically, in accordance with Section 11, Chapter 5, 2006 Maryland Laws, 1st 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 terminations⁴;
- the number of residential reconnections established; and
- the gross amount of residential customer arrearages⁵ for each class of customer.⁶

This Report provides an analysis of aggregated arrearage, termination, and reconnection data for the Utilities for the period October 2008 through September 2009 as compared with similar data reported for the previous 12-month period. Included in the Appendix to

² The first, second, and third 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, and November 2008, respectively.

³ As required by law, the Public Service Commission of Maryland examined 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, issued August 17, 2006.

⁴ The Commission specified that the number of residential customer terminations reported by each Utility should be limited to terminations for non-payment of bills. *Id.*

⁵ 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.

⁶ 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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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, three-year trend data is provided for each major Utility as a reference. The charts are illustrative of the change in residential termination notices issued, terminations, and reconnections over the past three years for the five major electric and gas Utilities. The trend for most of the Utilities has been a decline in the three measures from 2007-2008 to 2008-2009, to levels of residential termination notices issued, terminations, and reconnections closer to 2006-2007 levels. This result may be an outlier due, in part, to actions the Commission took to temporarily limit customer terminations and to require 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 winter of 2008-2009.

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. 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, 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) a statement that it is the responsibility of the customer to notify the Utility that he, or an occupant of the premises, is elderly, handicapped, has a serious illness, or relies upon life-support equipment; a brief explanation of the special provisions regarding elderly, handicapped, or persons seriously ill or relying on life-support equipment; and an explanation of notification procedures.
- Terminations. 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.

⁷ See COMAR Title 20, Subtitle 31.

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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.

- 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 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 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

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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.

Additionally, 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.⁸

B. ADDITIONAL TERMINATION RESTRICTIONS IN 2008-2009

On January 30, 2009, in the face of rapidly growing Utility arrearages and uncollectible balances, the Commission initiated a proceeding to investigate the collection and termination practices of the Utilities (Case No. 9175). The Commission expanded the scope of the proceeding on February 11, 2009 to investigate the significant increase in the number of complaints received by the Commission's Office of External Relations ("OER") regarding higher than normal energy bills (both electric and gas), including claims that bills had doubled from one month to the next. Complaints to the Commission's OER in January 2009 had increased 300 percent over January 2007 and 100 percent over January 2008's already-elevated levels. For purposes of its investigation, the Commission directed each Utility to submit: information addressing arrearages and uncollectible balances; collection and termination practices; the number of complaints the Utility had received about higher than normal Utility bills; the steps taken to investigate and respond to the complaints; and the reasons for the spikes in energy bills.

The data submitted by the Utilities and the evidence produced at hearings on February 26, 2009 and March 4, 2009 confirmed that a growing number of Maryland gas and electric customers were having difficulty paying their Utility bills, and the higher bills of the 2008-2009 winter season had only compounded the problem. For example, Baltimore Gas and Electric Company ("BGE") disclosed that its uncollectibles had nearly doubled between 2007 and 2008 (from \$24 million to \$44 million) and were on pace in 2009 to exceed 2008 levels. Potomac Electric Power Company's ("Pepco") uncollectibles had increased by nearly 50 percent between 2007 and 2008. Substantial arrearages resulting from much-higher-than-normal Utility bills, coupled with the various financial strains on families brought on by 2008-2009's severe economic downturn, portended a potentially disastrous scenario in which an unacceptably large number of households could face termination of their gas and/or electric service in the near future. Based on the Utilities' own figures, over 80,000 BGE customers and over 40,000 Pepco customers were potentially subject to termination.

⁸ In February 2010, Emergency Regulations were adopted that extended the temporary restriction against terminations during forecasted periods of extreme cold or hot weather from 24 hours to 72 hours.

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By Commission Order No. 82509, issued March 11, 2009, the Commission ordered the Utilities to refrain immediately from terminating any residential customer's gas or electric service for delinquent payment or outstanding balances. The Commission further directed that a work group headed by the Commission's Director of OER and consisting of all Utilities, Commission Staff, the Office of People's Counsel ("OPC"), the Mayor and City Council of Baltimore ("City"), OHEP, and other interested parties immediately convene for the purpose of developing flexible payment plan procedures ("9175 Work Group"). The Commission instructed the 9175 Work Group to file a written report by April 1, 2009 and to appear before the Commission on April 7, 2009 to discuss the results of the 9175 Work Group's deliberations.

On April 24, 2009, after reviewing the 9175 Work Group's proposal and after a hearing on April 7, 2009, the Commission, in Order No. 82628, defined the payment plan parameters and termination procedures that the Utilities were required to follow. Effective that date, the Commission lifted the temporary delay in terminations of residential gas and electric service, subject to certain conditions.⁹ Specifically, the Commission directed smaller Utilities, most of whom are municipal or cooperative electric and/or gas companies, to notify all customers in writing of their past due balance, the opportunity to negotiate a payment plan, and their right to appeal the Utility's payment plan proposal to the Commission's OER before initiating the termination process. The smaller Utilities also were directed to continue their practices of offering flexible and tailored payment plans to customers in arrears.

With regard to BGE, Pepco, Delmarva Power & Light Company ("Delmarva" or "DPL"), The Potomac Edison Company, d/b/a Allegheny Power ("AP"), and Washington Gas Light Company ("WGL") (collectively, the "Remaining Utilities,"), the Commission's Order No. 82628 defined payment plan parameters and procedures the Remaining Utilities were required to follow *before* issuing any termination notice or proceeding with any pending termination. The Commission directed the 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 required that, in crafting individual payment plans, each Remaining Utility give each customer every opportunity to provide information concerning the customer's ability to pay. Each Utility was directed to consider this information as well as the criteria set forth in COMAR 20.31.01.08 (including the size of the delinquent account, the customer's ability to pay, payment history, anticipated energy assistance benefits, length of time the debt has been outstanding, circumstances resulting in past due bills, and hardships that may result from lack of Utility service) in determining the appropriate conditions of each customer's payment plan. Late fees that had already accrued prior to

⁹ In effect, Commission Orders 82509 and 82628 prohibited residential terminations during the period from March 11, 2009 to April 24, 2009.

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the beginning of the payment plan were not waived. Fee waivers applied only to fees that would otherwise accrue while the customer made payments as agreed under the plan.

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. As an incentive to those customers who could pay the entire arrearage at once, the Commission instructed the Remaining Utilities to offer customers who agreed to pay their arrearage in full before the next billing a waiver of late fees already included in the arrearage. Those fees would not be waived if the customer entered into a payment plan.

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

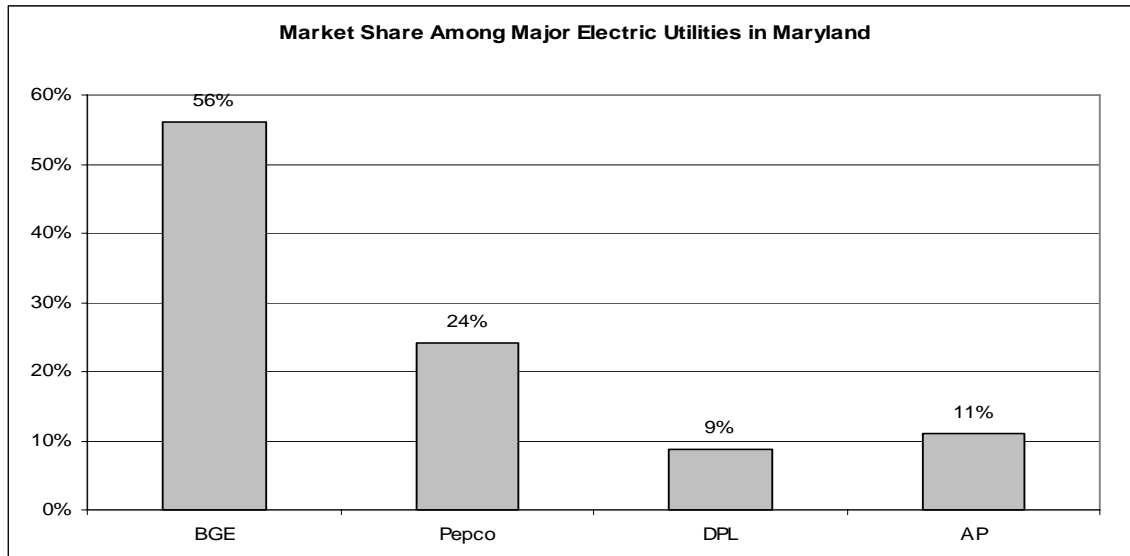
The Commission prohibited the Remaining Utilities from terminating the service of customers with whom no agreement on a payment plan could be reached until the later of: (a) five business days after the Utility provided in writing its "best and final offer"; or (b) the expiration of the 14-day notice period required by COMAR 20.31.02.05. The Commission contemplated that the right to appeal the Utility's payment plan offer directly to the Commission in accordance with COMAR 20.32.01 would serve as an important protection for customers should the Utilities fail to offer reasonable payment plans.¹⁰

¹⁰ 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 and were intended to provide relief to those customers affected by higher-than-expected 2008-2009 winter heating bills, and not to impose ongoing requirements.

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 2009. 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 2008-2009, residential customers experienced a colder than normal winter, in addition to 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 conducted by Commission Staff in March 2009 and filed in Case No. 9175, average temperatures for the 2008-2009 winter months of November through February¹¹ were colder than those for the previous three years. The winter temperature data for the Baltimore metropolitan area are summarized in the table below.

¹¹ The data in the chart below (Baltimore Area Average Winter Temperature) and the immediately succeeding chart (Baltimore Area Winter Heating Degree Days) were compiled for the Commission's March 4, 2009 hearing in Case No. 9175. At that time, data beyond February 2009 were not available. The same months in previous years were used for comparison purposes.

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Baltimore Area Average Winter Temperature (°F)

	2005-2006	2006-2007	2007-2008	2008-2009
November	48.1	49.6	46.2	45.4
December	34.0	42.4	37.8	38.5
January	41.5	39.1	35.4	29.3
February	36.1	29.1	37.1	37.4
Winter Average	39.9	40.1	39.1	37.7

The colder weather in winter 2008-2009 resulted in a higher number of heating degree days (“HDD”)¹² 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)

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009
November	487	502	456	559	584
December	845	955	692	835	814
January	952	720	767	909	1,103
February	786	802	1,000	799	768
Monthly Average	768	745	729	776	817
Total HDD	3,070	2,979	2,915	3,102	3,269

Commission Staff also developed a simple home heat loss model to explore the relationship between outside air temperature and energy usage in residential homes. Staff’s analysis showed that a change on the order of 10°F in average temperature can double the energy required to heat a home. Average temperature in the Baltimore region declined approximately 6°F from December 2008 to January 2009.¹³ Staff’s model projected heating costs increasing approximately 50 percent using temperature data filed by BGE in Case No. 9175.

¹² 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 5 cooling degree days (“CDD”).

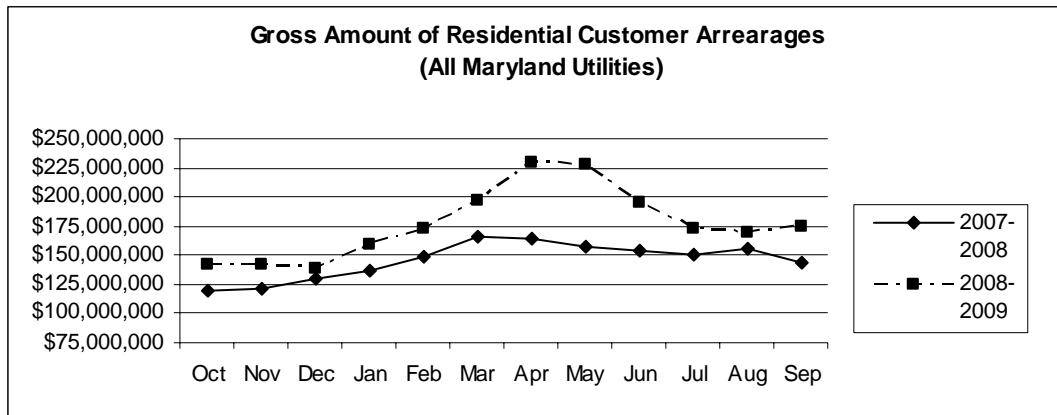
¹³ Staff’s weather data analysis indicated that January 2009 was the coldest January since 2004. January 2009 had 30 days with minimum temperatures below freezing and 8 days with the high temperature below freezing. February 2009 also had 22 days with minimum temperatures below 32°F.

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C. ARREARAGES

1. Gross Residential Customer Arrearage

The following graph illustrates the increase in the cumulative gross residential arrearages among all Utilities between October 2007-September 2008 and October 2008-September 2009. Comparison of the 2007-2008 and 2008-2009 winter heating seasons (November through March) shows the gross arrearage trend rising during this period. Arrearages in April and May 2009, the two months immediately following the 2008-2009 heating season, show a significant increase. Arrearages for these two months are approximately 50 percent higher than during the same two months following the 2007-2008 heating season.



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 51.8 percent of the average gross arrearage in 2008-2009. Pepco accounted for 18.1 percent; Delmarva accounted for 8 percent; and AP accounted for 8.2 percent. The Statewide average for October 2008-September 2009 is 21.3 percent higher than that for October 2007-September 2008.

Gross Arrearages – Major Utilities

	Statewide	BGE	Pepco	DPL	AP	WGL
October 2007-September 2008 (Average)	\$145,739,034	\$80,940,171	\$22,843,394	\$11,412,577	\$11,519,370	\$8,277,756
October 2008-September 2009 (Average)	\$176,765,511	\$91,644,416	\$32,041,580	\$14,096,249	\$14,453,765	\$11,515,747

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 from 2007-2008 to 2008-2009 for two of the five major Utilities: 6 percent for Pepco and 3 percent for WGL. In contrast, BGE customers with arrearages declined by 9.4 percent, bringing the level of customers with arrearages to a similar level found in 2006-2007. The number of customers with arrearages declined 3 percent for AP and 4 percent for DPL.¹⁴ Overall, the percentage of major Utility customers with arrearages declined slightly in 2008-2009 compared to 2007-2008.

The decline in the percentage of customers with arrearages arguably appears counterintuitive, in light of the cold weather during the winter of 2008-2009 and the increased level of complaints regarding high bills during that same period. The Commission is continuing to examine to what extent, if any, the payment plan parameters and procedures imposed under Order No. 82628 might have contributed to the decline in the percentage of BGE, AP and DPL customers with arrearages.

Percentage of Customers with Arrearage – Major Utilities

	Overall	BGE	Pepco	DPL	AP	WGL
October 2007- September 2008 (Average)	17.2%	12.7%	20.0%	23.4%	38.0%	12.4%
October 2008- September 2009 (Average)	16.7%	11.5%	21.1%	22.4%	36.6%	12.6%

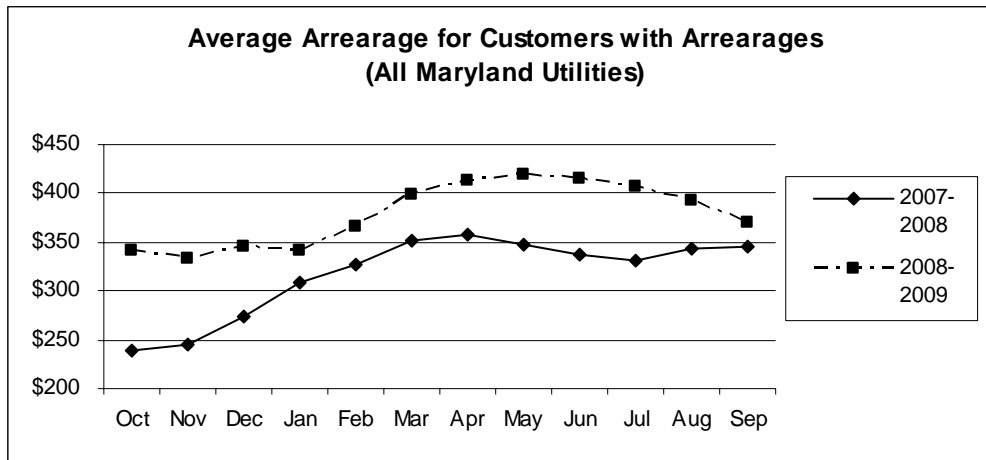
3. Average Arrearage Among Residential Customers with Arrearages

The average arrearage among residential customers with arrearages indicates the degree to which individual customers are behind on their bills. The following graph

¹⁴ The number of customers with arrearages fluctuates month to month for any given Utility. The table gives the average percentage of the Utility's customers that had an arrearage over the course of the year. An increased or decreased percentage indicates an incremental change in the average percentage. For example, the percentage of BGE customers with arrearages declined from 12.7 percent to 11.5 percent, resulting in an incremental reduction of 9.4 percent.

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compares the average monthly arrearage among customers with arrearages in 2007-2008 with the average monthly arrearage among customers with arrearages in 2008-2009. As shown, the average monthly arrearages in 2008-2009 were consistently higher than for the corresponding months in 2007-2008. The Statewide average monthly arrearage reached its highest level – approximately \$419 – in May 2009, shortly after the end of 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 2008-2009 with the average amount owed by a customer who was in arrears in 2007-2008. These figures were calculated by dividing the applicable average gross arrearage by the average number of customers with arrearages. The average amount owed in 2008-2009 increased for each major Utility, as compared with the average amount owed in 2007-2008.

Average Customer Arrearage

	Statewide	BGE	Pepco	DPL	AP	WGL
October 2007-September 2008 (Average)	\$317	\$596	\$240	\$284	\$140	\$164
October 2008-September 2009 (Average)	\$378	\$720	\$319	\$364	\$182	\$225

D. TERMINATIONS

1. Termination Notices

Termination notices are significant because they are often the first sign that a Utility customer may be in financial distress. Some Utilities are more aggressive than others in using these notices to motivate the customer to pay past due amounts before the 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, with the exception of Pepco, each major Utility experienced a decrease in the percentage of its customers to whom it issued one or more termination notices during 2008-2009, compared with those same figures for 2007-2008.¹⁵ In Pepco's case, the percentage of customers receiving one or more termination notices remained unchanged at approximately 7 percent.

Percentage of Customers Receiving One or More Termination Notices

	Overall	BGE	Pepco	DPL	AP	WGL
October 2007- September 2008	11%	15%	7%	10%	6%	10%
October 2008- September 2009	10%	12%	7%	8%	5%	8%

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 that it delayed the termination process for several months. This could explain the sharp decline in terminations during March, April, and May 2009, as well as the substantial increase in terminations in July and August 2009, compared with those same months in 2008. (*See Appendix, Table 1*).

¹⁵ 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.

Report on Residential Customer Terminations,
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2. Terminations of Service

The following table illustrates an overall decline in the number of residential service terminations in Maryland in 2008-2009 for each of the five major Utilities and on a Statewide basis.

	Statewide ¹⁶	BGE	Pepco	DPL	AP	WGL
October 2007- September 2008	97,897	35,147	17,306	5,727	7,878	19,641
October 2008- September 2009	79,198	30,687	13,616	4,460	7,464	13,841

The table above shows the following:

- Between 2007-2008 and 2008-2009, the number of terminations across the State decreased by 18,699 customers, or 19.1 percent;
- For BGE: terminations constituted 38.7 percent of the 2008-2009 Statewide total, and there was a 12.7 percent decrease in terminations in 2008-2009 as compared with 2007-2008.
- For Pepco: terminations constituted 17.2 percent of the 2008-2009 Statewide total, and there was a 21.3 percent decrease in terminations in 2008-2009 as compared with 2007-2008.
- For DPL: terminations constituted 5.6 percent of the 2008-2009 Statewide total, and there was a 22.1 percent decrease in terminations in 2008-2009 as compared with 2007-2008.
- For AP: terminations constituted 9.4 percent of the 2008-2009 Statewide total, and there was a 5.3 percent decrease in terminations in 2008-2009 as compared with 2007-2008.
- For WGL: terminations constituted 17.5 percent of the 2008-2009 Statewide total, and there was a 29.5 percent decrease in terminations in 2008-2009 as compared with 2007-2008.

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. Fewer customer services were terminated across the State in 2008-2009 as compared to 2007-2008.

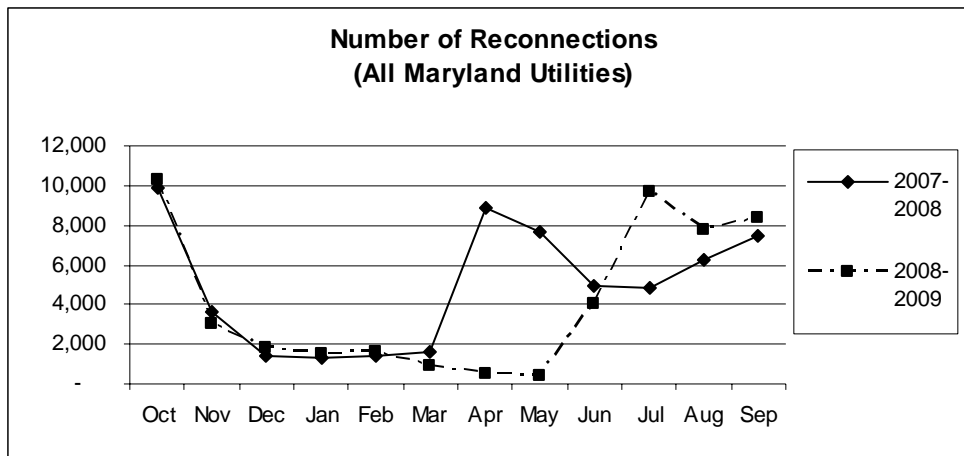
¹⁶ Statewide figures include customers of municipal Utilities, electric cooperatives and Columbia Gas of Maryland, Inc., as well as customers of the five major Utilities.

Report on Residential Customer Terminations,
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	Overall	BGE	Pepco	DPL	AP	WGL
October 2007- September 2008	3.6%	3.2%	3.6%	3.3%	3.6%	4.9%
October 2008- September 2009	2.9%	2.8%	2.9%	2.6%	3.4%	3.4%

E. RECONNECTIONS

During 2007-2008, of the 97,897 customers whose service was terminated, 59,291 customers, or 61 percent, were reconnected. By comparison, during 2008-2009, the number of customers whose service was terminated decreased to 79,198. Of those, 49,787 customers, or 63 percent, were reconnected. The graph below shows month-by-month comparisons of reconnections for those two years. In 2007-2008, most reconnections occurred immediately after the winter heating season months, as opposed to 2008-2009, when most reconnections occurred in July.



F. APPENDIX

The attached Appendix consists of tables containing detailed data for each of the metrics summarized above.

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**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	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	309,482	264,863	14,562	14,719	9,889	10,258	503,133	415,658	\$120,154,310	\$141,933,420
November	241,837	230,078	984	1,719	3,601	3,030	495,514	427,491	\$121,879,556	\$142,709,831
December	269,273	320,628	430	1,598	1,426	1,805	477,712	404,090	\$130,408,996	\$139,233,058
January	321,093	332,341	1,327	2,331	1,301	1,528	443,737	466,067	\$137,393,124	\$158,719,054
February	312,122	335,758	1,416	2,762	1,417	1,659	455,222	471,493	\$148,524,396	\$172,207,206
March	329,429	167,149	3,073	1,292	1,649	858	471,154	495,719	\$165,645,331	\$197,426,293
April	335,875	28,288	17,507	481	8,921	465	457,659	554,160	\$163,412,560	\$228,716,213
May	313,010	107,377	14,851	926	7,709	403	454,011	543,972	\$157,535,851	\$228,018,705
June	280,684	230,649	10,472	9,154	4,893	3,989	456,786	469,229	\$153,665,568	\$194,940,607
July	310,089	264,431	9,807	18,003	4,792	9,660	453,182	426,866	\$150,328,190	\$173,545,593
August	302,608	265,774	9,903	13,037	6,212	7,778	453,238	430,911	\$155,628,913	\$169,587,188
September	253,455	289,006	13,565	13,176	7,481	8,354	417,709	470,627	\$144,291,607	\$174,148,958
Totals	3,578,957	2,836,342	97,897	79,198	59,291	49,787				

Report on Residential Customer Terminations,
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**Table 2. Baltimore Gas and Electric Company (BGE)
Report on Residential Customer Terminations, Arrearages, and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	184,138	131,952	6,621	5,946	4,753	3,491	181,171	106,705	\$60,987,517	\$79,511,284
November	124,862	108,864	333	619	994	465	174,840	117,657	\$67,488,938	\$84,454,560
December	145,592	174,524	84	499	368	243	173,807	114,116	\$76,368,504	\$83,050,327
January	182,889	184,663	63	837	297	244	123,978	130,098	\$76,999,372	\$87,271,766
February	162,379	173,267	74	1,314	227	489	127,741	116,884	\$79,713,762	\$85,484,808
March	183,586	65,612	332	801	208	208	136,769	141,440	\$87,133,807	\$99,856,349
April	184,210	0	6,555	319	3,253	196	128,726	172,706	\$85,220,469	\$114,309,768
May	170,000	79,465	4,992	116	2,904	21	137,569	164,010	\$88,140,034	\$111,166,560
June	157,876	113,780	3,160	2,554	1,442	833	141,567	131,597	\$90,020,771	\$93,038,001
July	182,598	146,221	3,222	6,376	1,517	3,599	125,338	108,765	\$88,672,547	\$85,699,685
August	163,411	152,296	3,800	5,751	1,914	3,181	131,718	112,480	\$90,246,348	\$86,194,553
September	115,469	165,687	5,911	5,555	2,642	3,366	102,719	112,000	\$80,289,980	\$89,695,330
Totals	1,957,010	1,496,331	35,147	30,687	20,519	16,336				

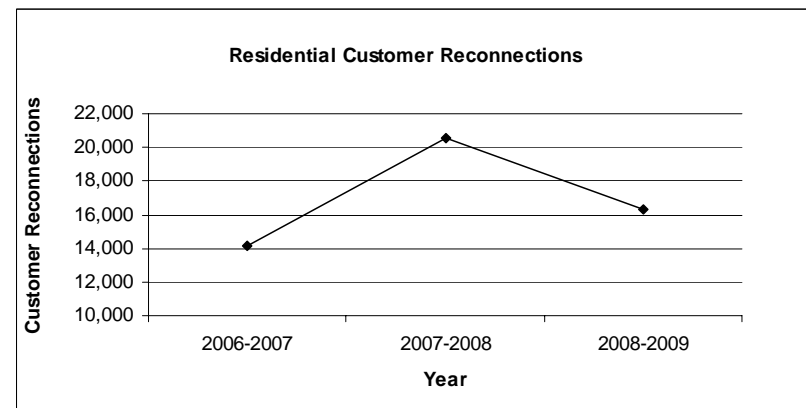
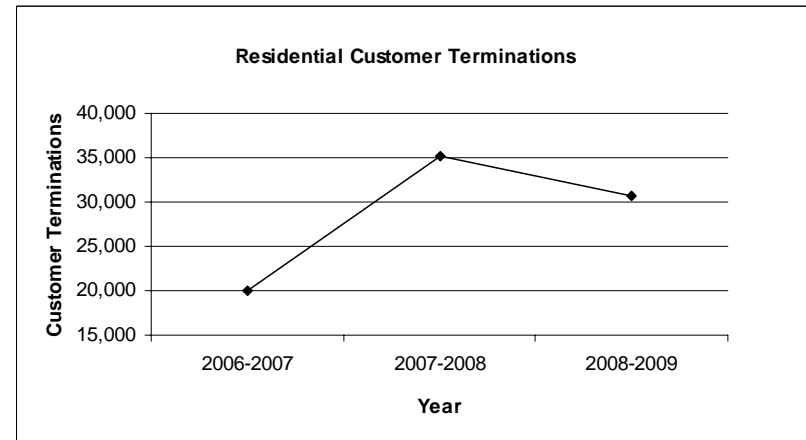
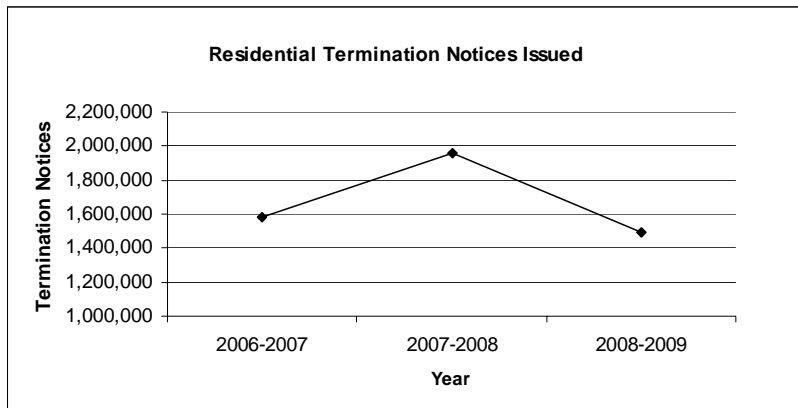
Footnote:

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 2007 - September 2009)

**Table 2.1 Baltimore Gas and Electric Company (BGE) 3-Year Trends
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



Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

Table 3. Electric Industry Summary¹
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	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	104,030	106,605	6,032	5,668	3,427	3,909	272,760	270,963	\$54,653,274	\$57,344,964
November	88,118	89,221	536	1,005	1,083	1,224	269,397	269,146	\$49,897,967	\$53,173,477
December	84,367	100,747	272	1,011	465	970	259,933	251,306	\$48,376,728	\$50,456,778
January	91,636	98,662	1,059	1,302	716	970	265,035	260,602	\$52,896,368	\$58,652,190
February	96,004	107,095	1,138	1,307	864	981	271,224	285,660	\$58,551,814	\$71,719,446
March	88,613	43,978	2,392	372	1,145	571	269,831	291,336	\$61,893,872	\$80,888,770
April	97,088	3,593	6,705	5	4,215	201	268,567	312,511	\$61,699,225	\$93,526,279
May	87,156	17,984	4,259	84	3,000	155	270,220	308,013	\$56,507,639	\$93,911,106
June	75,727	73,120	3,436	3,703	2,311	2,200	256,860	275,567	\$48,508,500	\$82,980,632
July	84,644	83,756	3,776	6,769	2,389	4,230	248,375	266,104	\$48,889,887	\$75,962,645
August	99,976	82,132	3,806	5,278	2,853	3,291	267,554	267,629	\$56,037,521	\$74,644,377
September	105,991	92,807	4,537	5,156	3,091	3,499	269,952	306,881	\$57,248,243	\$76,981,242
Totals	1,103,350	899,700	37,948	31,660	25,559	22,201				

Footnote:

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 for BGE and Easton. Somerset, Berlin, and Williamsport data also were excluded because complete data were unavailable.

Report on Residential Customer Terminations,
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Table 4. Gas Industry Summary¹
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ²		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	19,822	25,531	1,767	3,024	1,573	2,970	48,278	36,187	\$4,334,278	\$5,088,563
November	27,067	30,654	115	92	1,524	1,481	50,390	38,176	\$4,318,146	\$5,094,266
December	37,607	44,383	74	91	593	660	39,544	36,262	\$4,608,045	\$5,828,774
January	45,038	48,522	194	192	278	345	51,849	72,841	\$6,805,927	\$13,161,859
February	52,031	54,796	194	171	317	224	54,199	66,346	\$9,894,451	\$15,590,073
March	55,477	59,359	319	129	272	100	62,059	60,853	\$16,080,821	\$17,484,390
April	53,049	24,849	4,062	170	1,275	79	57,875	66,779	\$15,998,225	\$22,264,849
May	54,458	9,422	5,511	590	1,720	115	43,702	70,585	\$12,430,332	\$24,533,149
June	45,768	44,939	3,769	2,997	1,036	883	56,006	60,328	\$14,745,866	\$20,136,383
July	41,473	33,565	2,739	5,283	819	1,802	77,355	50,263	\$12,430,153	\$12,518,235
August	37,537	30,208	2,221	2,052	1,374	1,232	51,663	49,100	\$8,954,693	\$9,372,096
September	31,995	29,808	3,117	2,509	1,748	1,493	45,038	49,862	\$6,753,384	\$7,377,766
Totals	421,739	436,036	24,082	17,300	12,529	11,384				

Footnote:

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 for BGE and Easton.
2. Totals for Customers with Arrearages do not include Columbia Gas because complete data for all months was unavailable.

Report on Residential Customer Terminations,
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**Table 5. Potomac Electric Power Company (Pepco)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	46,345	44,556	3,112	2,525	1,358	1,563	103,668	102,394	\$25,708,960	\$26,721,076
November	37,027	37,523	161	472	543	577	102,039	100,732	\$23,755,718	\$24,691,650
December	31,749	33,507	91	692	286	730	97,250	93,351	\$22,058,057	\$22,600,547
January	34,876	40,156	621	1,022	392	732	100,621	100,102	\$24,343,065	\$27,107,817
February	37,121	44,251	803	860	578	668	100,371	107,449	\$25,395,983	\$31,899,031
March	34,160	23,495	1,576	190	722	380	90,004	100,824	\$23,793,307	\$33,777,119
April	32,851	0	2,389	0	1,203	198	91,504	111,608	\$23,013,615	\$39,739,904
May	28,653	0	1,763	1	1,076	125	91,225	108,035	\$21,024,209	\$39,450,723
June	26,498	24,401	1,342	315	808	150	85,368	95,139	\$18,024,356	\$35,927,490
July	29,612	29,329	1,720	2,969	978	1,553	84,761	94,219	\$18,743,668	\$33,603,736
August	41,727	29,579	1,781	2,416	1,330	1,257	92,865	92,746	\$23,045,126	\$32,921,295
September	45,583	35,774	1,947	2,154	1,143	1,283	98,584	98,519	\$25,214,664	\$36,058,568
Totals	426,529	342,571	17,306	13,616	10,417	9,216				

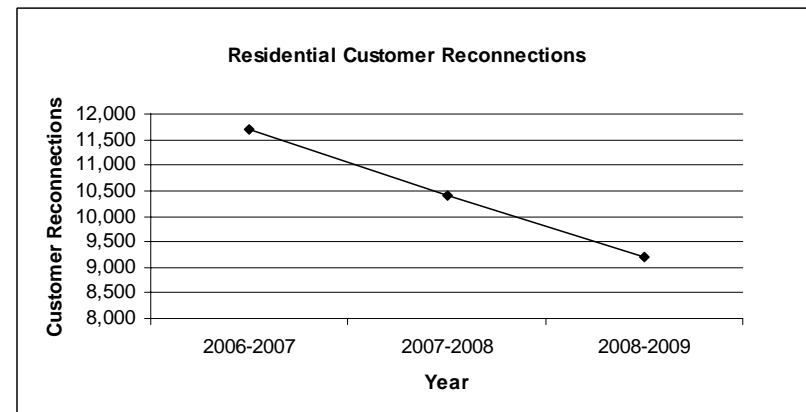
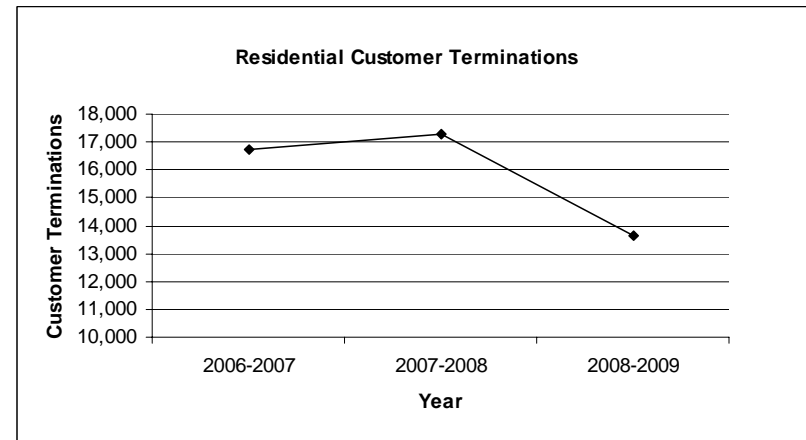
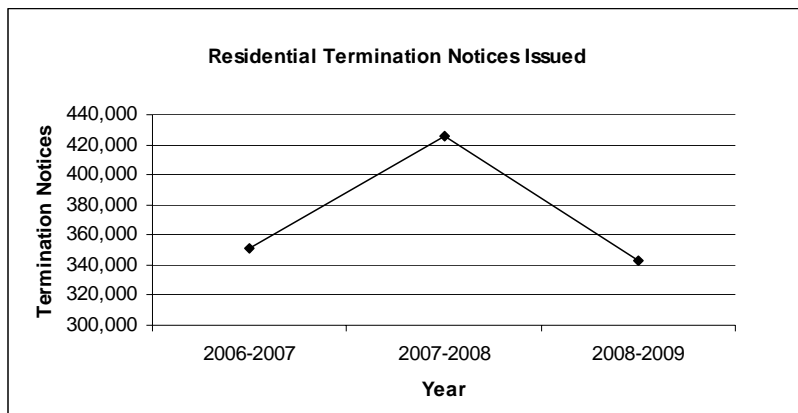
Footnote:

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 2007 - September 2009)

Table 5.1 Potomac Electric Power Company (Pepco) 3-Year Trends
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	342,571	13,616	9,216



Report on Residential Customer Terminations,
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**Table 6. Delmarva Power and Light Company (Delmarva)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	18,425	18,665	657	808	476	603	44,550	37,075	\$11,473,169	\$10,841,678
November	16,819	13,609	204	237	176	177	45,983	37,376	\$10,113,196	\$10,291,240
December	14,715	17,710	84	170	84	134	39,753	33,544	\$9,623,331	\$9,792,692
January	18,560	18,786	301	189	202	172	39,851	36,990	\$10,067,346	\$11,516,497
February	18,272	16,531	284	255	239	184	41,953	40,514	\$11,563,472	\$13,793,839
March	15,151	6,326	350	113	226	134	42,346	41,032	\$12,458,031	\$15,298,727
April	22,886	0	1,042	3	681	1	43,585	42,234	\$12,960,176	\$17,323,232
May	15,785	1	658	1	474	0	38,646	42,435	\$12,607,818	\$17,697,544
June	14,599	12,752	449	110	268	55	35,397	38,258	\$11,348,755	\$16,903,640
July	16,277	14,549	553	1,093	323	714	35,259	37,734	\$11,194,026	\$15,749,975
August	16,346	13,693	564	712	399	514	39,607	38,943	\$12,106,166	\$15,197,075
September	17,242	15,320	581	769	437	549	37,889	38,877	\$11,435,441	\$14,748,846
Totals	205,077	147,942	5,727	4,460	3,985	3,237				

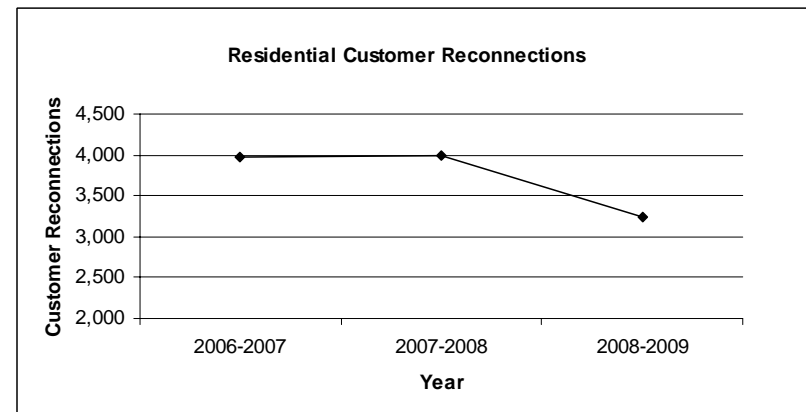
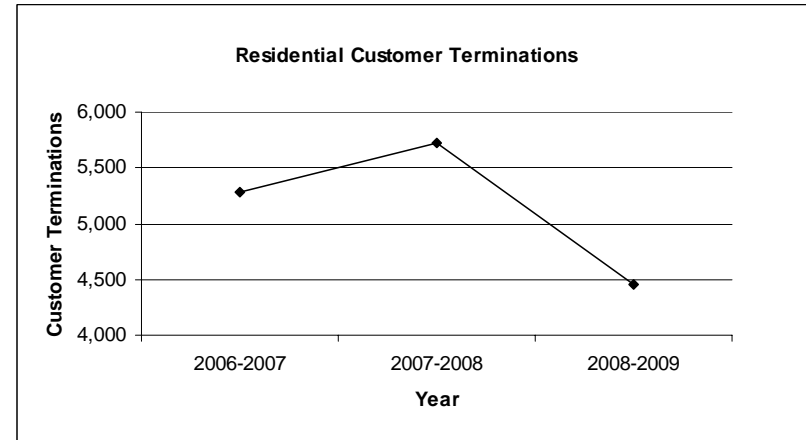
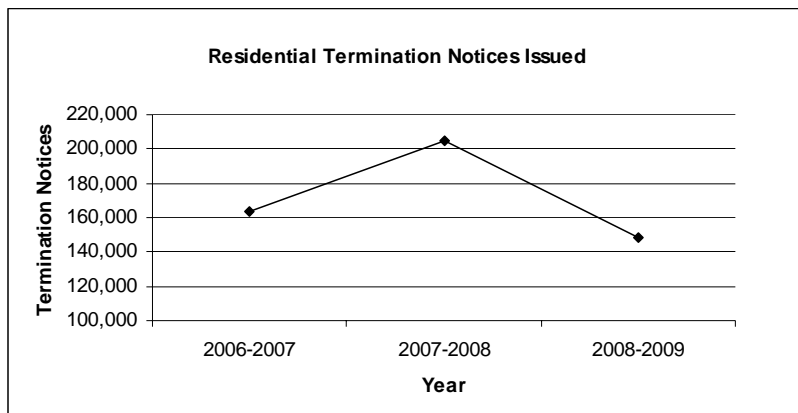
Footnote:

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 2007 - September 2009)

Table 6.1 Delmarva Power and Light Company (Delmarva) 3-Year Trends
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



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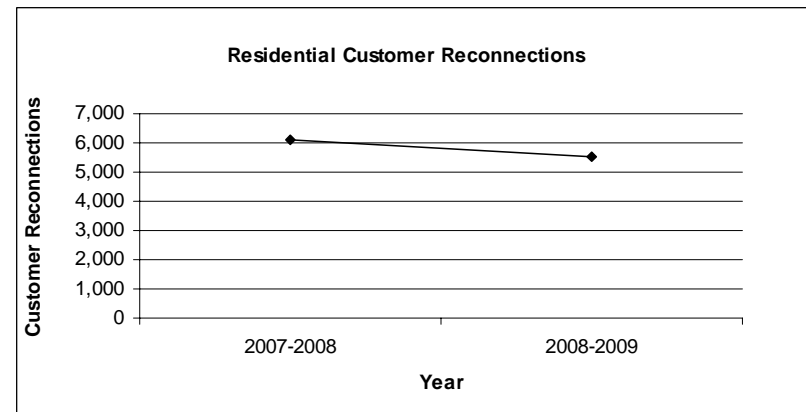
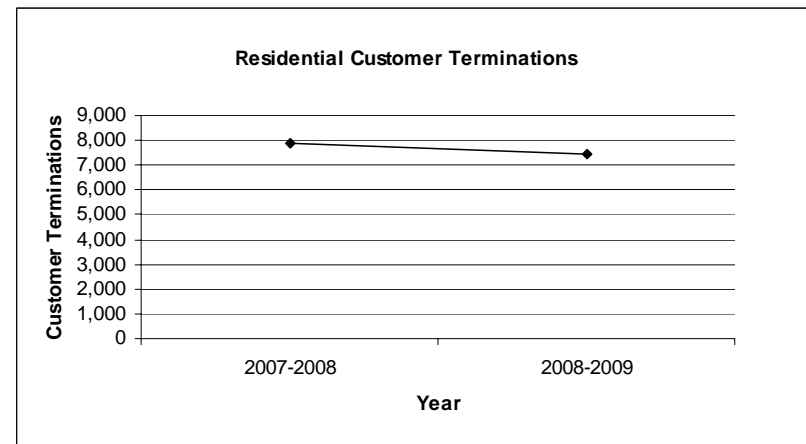
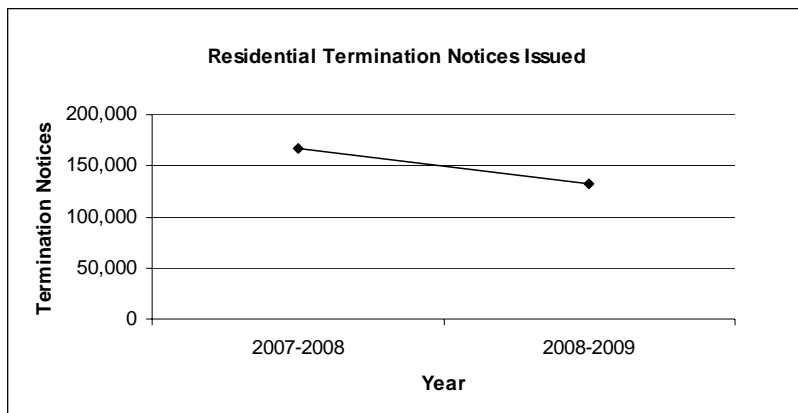
**Table 7. The Potomac Edison Company d/b/a Allegheny Power (AP)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	12,319	14,016	1,083	1,527	737	1,105	64,159	74,918	\$ 9,586,496	\$ 9,351,370
November	11,558	12,854	4	176	231	374	69,026	67,628	\$ 8,554,474	\$ 7,711,140
December	13,691	14,333	1	6	3	2	79,713	66,254	\$ 8,588,294	\$ 8,040,324
January	14,095	14,372	0	1	0	0	85,990	71,401	\$ 9,718,637	\$ 9,980,309
February	14,988	16,104	0	0	0	0	85,341	83,795	\$ 12,174,455	\$ 14,025,853
March	14,784	1,216	315	0	94	0	80,318	89,656	\$ 14,612,913	\$ 18,152,101
April	14,553	327	1,498	1	1,078	1	78,700	91,734	\$ 15,902,334	\$ 21,777,881
May	14,258	6,333	1,192	0	940	0	84,086	88,640	\$ 14,670,440	\$ 21,895,767
June	13,623	11,769	1,001	1,831	829	1,043	86,417	82,104	\$ 12,177,526	\$ 18,151,932
July	13,748	12,867	886	1,467	678	1,046	84,857	78,367	\$ 10,966,460	\$ 15,431,361
August	14,636	14,068	858	1,335	693	989	78,672	79,433	\$ 11,154,726	\$ 14,834,131
September	14,537	14,375	1,040	1,120	802	958	77,090	81,269	\$ 10,125,690	\$ 14,093,011
Totals	139,384	132,634	6,785	7,464	5,558	5,518				

Report on Residential Customer Terminations,
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(October 2007 - September 2009)

**Table 7.1 The Potomac Edison Company d/b/a Allegheny Power (AP) 3-Year Trends
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Year	Residential Termination Notices Issued	Residential Customer Terminations	Residential Reconnections
2006-2007 ¹⁷	NA	NA	NA
2007-2008	166,790	7,878	6,085
2008-2009	132,634	7,464	5,518



¹⁷ Data for the year 2006-2007 is not available as AP did not report this information prior to 2007.

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Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 8. Southern Maryland Electric Cooperative, Inc. (SMECO)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ^{1,2}		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	20,796	23,177	557	362	395	267	39,046	45,991	\$6,169,173	\$8,582,524
November	16,904	19,688	122	98	82	74	42,102	52,478	\$6,019,861	\$8,777,871
December	18,512	30,305	68	127	63	89	45,243	48,386	\$6,573,709	\$8,909,864
January	18,456	19,780	76	66	62	55	42,053	41,737	\$7,096,562	\$8,762,384
February	19,875	24,513	0	143	0	95	39,205	42,829	\$7,444,674	\$10,254,640
March	18,981	7,127	71	49	41	39	45,222	48,438	\$8,861,167	\$11,575,793
April	21,128	0	464	0	183	0	42,762	54,067	\$7,825,299	\$12,361,675
May	23,547	5,605	304	0	192	0	42,789	58,190	\$6,899,179	\$12,545,558
June	16,318	19,752	410	625	210	307	46,729	51,456	\$5,831,898	\$10,299,305
July	20,602	22,677	310	881	183	510	41,282	47,344	\$7,007,044	\$9,804,487
August	22,348	20,464	410	510	282	332	44,068	47,458	\$8,548,696	\$10,281,882
September	22,794	22,792	492	702	331	455	45,187	78,433	\$8,936,506	\$10,533,013

Footnotes:

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 2007 - September 2009)

**Table 9. Choptank Electric Cooperative (Choptank)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008 ²	2008-2009	2007-2008	2008-2009
October	2,811	2,903	198	114	130	119		7,171	\$1,180,165	\$973,341
November	2,696	2,619	45	22	46	20		7,914	\$974,841	\$981,760
December	2,497	2,260	28	16	25	15		7,034	\$1,065,073	\$743,317
January	2,513	2,695	61	24	56	11		7,348	\$1,079,524	\$841,318
February	2,422	2,747	50	36	44	25		7,920	\$1,185,688	\$1,203,393
March	2,306	2,864	52	11	41	11		8,293	\$1,385,588	\$1,374,887
April	2,715	3,696 ³	251	0	235	0		9,490	\$1,384,656	\$1,527,912
May	2,490	2,937	107	20	108	16	7,425	7,425	\$895,556	\$1,575,948
June	2,332	2,201	96	174	90	162	6,186	6,186	\$817,893	\$1,260,482
July	2,158	2,035	102	124	85	90	5,974	5,974	\$730,627	\$1,016,402
August	2,742	2,314	82	186	77	122	6,866	6,866	\$929,430	\$1,153,631
September	2,864	2,299	124	186	115	115	7,391	7,391	\$1,056,589	\$1,257,464

Footnotes:

1. An amount in arrears is defined as an amount greater than 30 days past due.
2. Choptank did not record the number of customers with arrearages between October 2007 and April 2008, only the total dollar amount of arrearages.
3. This figure reflects the number of “soft notices” sent. Soft notices informed members of their delinquent balances, but contained no threat of termination.

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

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

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	2,607	2,607	325	325	245	245		2,607	\$383,703	\$383,703
November	2,409	2,174	0	0	0	0		2,174	\$333,171	\$252,882
December	2,523	2,339	0	0	0	0		2,339	\$310,283	\$257,418
January	2,649	2,524	0	0	0	0	2,331	2,524	\$390,366	\$333,517
February	2,551	2,647	0	13	0	9	2,282	2,647	\$505,803	\$397,619
March	2,596	2,609	28	9	17	7	2,490	2,609	\$569,885	\$570,174
April	2,207	2,910	898	0	700	0	2,521	2,910	\$409,360	\$640,120
May	2,063	3,085	228	55	205	13	2,736	3,085	\$301,377	\$674,630
June	1,978	2,216	127	648	98	483	2,317	2,216	\$247,275	\$380,637
July	1,920	2,269	198	235	137	317	2,424	2,269	\$202,579	\$309,781
August	1,889	1,991	102	115	70	74	2,225	1,991	\$201,545	\$223,316
September	2,002	2,222	221	224	154	138	2,243	2,222	\$230,870	\$265,938

Footnote:

1. The Company did not provide data on the number of customers with arrearages in October through December 2007.

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 11. Somerset Rural Electric Cooperative (Somerset)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	187	144	2	0	2	0			\$521	\$378
November	197	162	0	0	0	0			\$449	\$472
December	192	157	0	0	0	0			\$472	\$462
January	152	159	0	0	0	0			\$400	\$492
February	152	176	0	0	0	0			\$503	\$539
March	165	145	0	0	0	1			\$465	\$514
April	166	135	5	4	4	0			\$471	\$356
May	167	156	1	1	0	1			\$409	\$391
June	173	137	2	1	1	4			\$365	\$360
July	152	145	1	0	1	3			\$296	\$290
August	172	154	0	0	0	1			\$445	\$363
September	142	118	1	0	1	0			\$349	\$247

Footnote:

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

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 12. Easton Utilities Commission (Easton) – All Services
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	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	1,492	1,356	142	134	136	125	924	1,803	\$179,241	\$430,051
November	1,790	1,970	0	7	0	4	887	2,512	\$174,505	\$424,696
December	1,707	2,000	0	0	0	0	4,428	2,406	\$1,055,719	\$406,784
January	1,530	2,158	11	0	10	0	2,875	2,526	\$691,457	\$478,096
February	1,708	2,544	10	0	9	0	2,058	2,603	\$364,369	\$552,202
March	1,753	0	30	0	24	0	2,495	2,090	\$536,831	\$649,130
April	1,528	0	185	0	178	0	2,491	2,164	\$494,641	\$585,145
May	1,396	1,514	89	142	85	118	2,520	1,364	\$457,846	\$557,229
June	1,313	1,698	107	101	104	96	2,353	1,737	\$390,431	\$456,208
July	1,374	2,019	70	110	67	106	2,114	1,734	\$335,603	\$432,726
August	1,684	1,924	76	136	71	127	2,303	1,702	\$390,351	\$448,471
September	1,533	1,389	114	98	110	94	1,851	1,884	\$456,710	\$482,997

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 13. Berlin Municipal Electric Company (Berlin)¹
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 ²	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	506	572	95		84		506	572	\$134,286	\$454,779
November	484	499	0		5		484	499	\$132,741	\$391,798
December	459		0		4		459		\$135,211	
January	311		0		4		311		\$171,856	
February	592		0		3		592		\$239,050	
March	431		0		4		431		\$164,352	
April	396		122		109		396		\$106,790	
May										
June										
July										
August										
September	658		118		97		658		\$192,843	

Footnotes:

1. Blank cells indicate that the Company provided no data for those months. Commission Staff is continuing to work with the Company to obtain the requested data.
2. The amount in arrears includes all arrearages for electric, water, and sewer. The data also show 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 2007 - September 2009)

**Table 14. Thurmont Municipal Light Company (Thurmont)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland¹**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October										
November										
December										
January										
February										
March										
April										
May										
June										
July										
August										
September										

Footnote:

1. No data were provided by the Company. Commission Staff is continuing to work with the Company to obtain the requested data.

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

Table 15. Williamsport Municipal Electric Light System (Williamsport)¹
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	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October		108		5		5		181		\$29,824
November		255						265		\$68,362
December		267						267		\$95,368
January		316						305		\$76,199
February		260						267		\$76,482
March		263						248		\$62,811
April	148	299	32		21		240	245	\$54,491	\$75,768
May	154		6		5		187		\$69,626	
June	177		6		6		220		\$31,891	
July	156		4		4		215		\$22,400	
August	87		6		2		180		\$35,923	
September	145		13		11		182		\$43,070	

Footnote:

1. Blank cells indicate that the Company provided no data for those months. Commission Staff is continuing to work with the Company to obtain the requested data.

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 16. A & N Electric Cooperative (ANEC)¹
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued ²		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	28		3		0		28		\$4,174	
November	24		0		0		24		\$3,584	
December	29	26	0	0	0	0	29	56	\$4,849	\$6,135
January	24	33	0	0	0	0	44	59	\$5,790	\$9,041
February	31	42	0	0	0	0	53	68	\$9,216	\$14,618
March	38	34	0	0	0	0	63	61	\$8,779	\$11,316
April	17	31	0	1	0	1	39	54	\$3,644	\$8,104
May	23	23	0	3	0	1	56	42	\$4,035	\$4,305
June	21	18	1	0	1	0	40	43	\$2,734	\$2,446
July	14	19	0	0	0	0	28	44	\$2,651	\$3,402
August	26	23	0	1	0	1	46	51	\$4,744	\$4,279
September	24	23	0	0	0	0	46	40	\$4,654	\$4,120

Footnote:

1. Blank cells indicate that the Company provided no data for those months.
2. 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. Staff is inquiring into the manner in which termination notices are issued by the Company.

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 17. Washington Gas Light Company (WGL) - All Gas Services
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	18,420	24,082	1,537	2,862	1,215	2,518	44,970	34,235	\$3,547,509	\$4,376,636.38
November	25,758	29,171	61	46	1,114	1,181	47,359	36,125	\$3,628,751	\$4,381,701.57
December	35,924	41,995	35	56	447	498	36,051	32,694	\$3,752,204	\$4,891,427.35
January	42,332	45,505	85	86	156	208	48,345	69,019	\$5,621,823	\$11,749,771
February	48,968	51,613	88	63	222	136	50,593	62,280	\$8,338,714	\$13,781,830
March	52,027	55,417	81	91	192	45	57,984	56,441	\$14,021,918	\$15,191,617
April	49,060	22,800	3,148	121	1,018	49	53,633	62,081	\$13,333,987	\$19,346,025
May	51,402	6,112	4,593	28	1,412	31	39,658	66,140	\$9,763,835	\$21,539,441
June	43,227	40,089	3,093	2,393	812	720	52,105	56,195	\$12,612,804	\$17,756,530
July	39,305	31,116	2,253	4,254	620	1561	73,767	46,441	\$10,931,281	\$10,858,380
August	35,937	28,283	1,865	1,656	1,179	1,057	47,985	45,308	\$7,792,354	\$7,789,404
September	30,226	27,882	2,802	2,185	1,524	1,268	41,680	46,355	\$5,987,888	\$6,526,197
Totals	472,586	404,065	19,641	13,841	9,911	9,272				

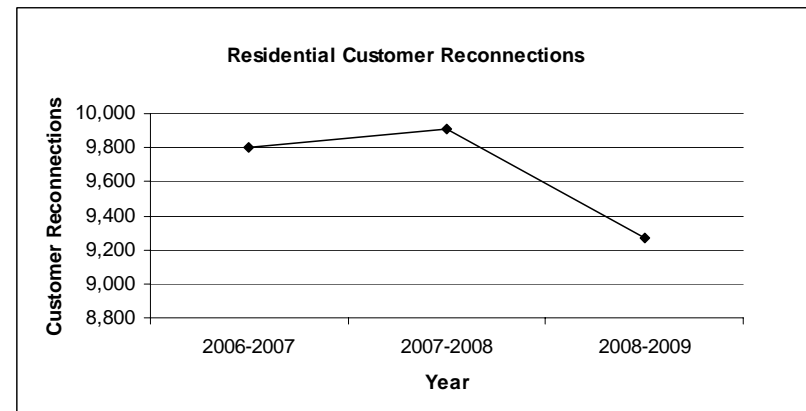
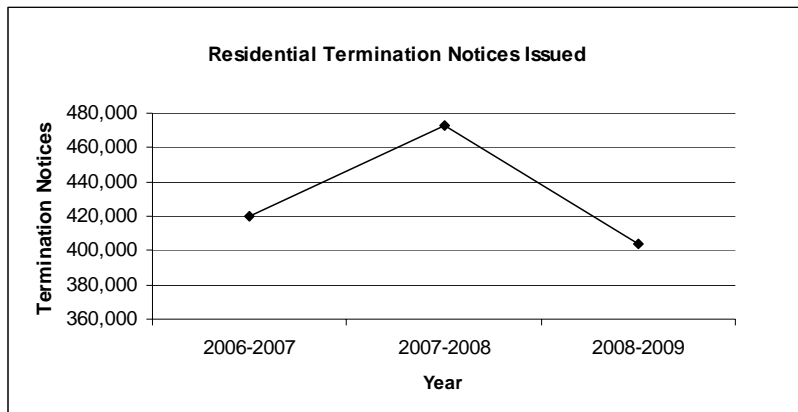
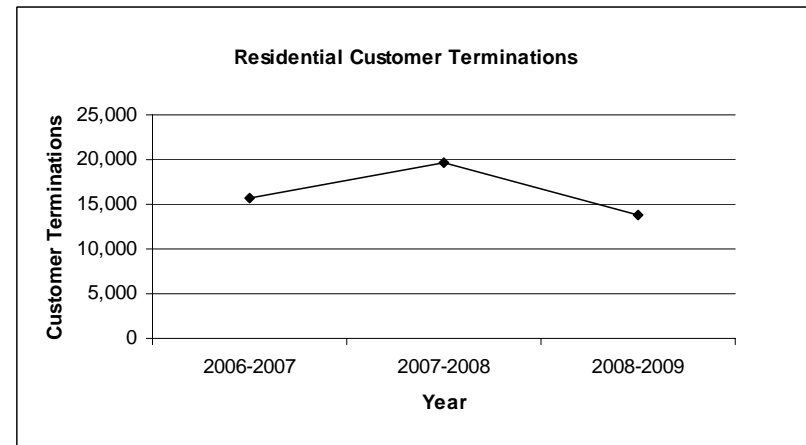
Footnote:

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 2007 - September 2009)

Table 17.1 Washington Gas Light Company (WGL) 3-Year Trends
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



Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

Table 18. Columbia Gas of Maryland (Columbia)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage ²	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	390	581	79	53	185	237			\$413,778	\$441,442
November	426	631	3	4	202	144			\$355,870	\$437,169
December	701	1,026	4	3	73	68			\$455,824	\$509,605
January	1,446	1,664	11	0	36	31		4,315	\$704,170	\$844,857
February	1,802	1,944	8	30	19	35		4,825	\$1,017,805	\$1,139,323
March	1,948	1,800	63	10	23	21		5,924	\$1,442,569	\$1,452,346
April	1,911	154	457	13	111	11		7,862	\$2,010,390	\$1,969,828
May	1,633	1,008	360	6	124	6		8,157	\$2,076,762	\$2,149,339
June	1,315	2,888	267	201	76	23		6,582	\$1,606,046	\$1,670,617
July	969	1,130	206	535	67	77		5,205	\$1,057,060	\$1,067,698
August	673	786	183	180	80	53		4,923	\$750,187	\$1,072,309
September	676	685	136	142	100	98		4,123	\$388,377	\$702,035

Footnotes:

1. The Company reports that it currently is unable to provide data on the number of customers with arrearages for the years 2007 and 2008, but that it has requested programming to able to do so in the future.
2. 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 2007 - September 2009)

**Table 19. Pivotal Utility Holdings, Inc. d/b/a Elkton Gas (Elkton)
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	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	50	63	22	14	15	5	1,219	1,368	\$56,514	\$87,272
November	42	45	1	9	4	4	1,184	1,436	\$47,855	\$88,315
December	53	17	9	4	0	4	1,437	1,521	\$81,884	\$129,101
January	60	133	9	0	4	0	1,528	1,604	\$147,090	\$205,997
February	135	71	11	21	7	8	1,596	1,651	\$177,344	\$237,713
March	159	121	38	10	8	4	1,687	1,718	\$220,967	\$270,866
April	340	0	175	0	62	1	1,642	1,716	\$235,142	\$282,863
May	217	260	130	21	47	1	1,593	1,738	\$203,597	\$260,295
June	278	205	148	113	27	13	1,567	1,702	\$169,783	\$224,420
July	169	286	84	272	18	41	1,468	1,602	\$132,092	\$191,134
August	91	164	44	109	17	30	1,436	1,539	\$106,700	\$123,344
September	88	76	54	39	23	12	1,360	1,355	\$90,538	\$96,110

Report on Residential Customer Terminations,
Arrearages and Reconnections in Maryland
(October 2007 - September 2009)

**Table 20. Chesapeake Utilities Corporation (Chesapeake)
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland**

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ¹		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	962	868	129	109	158	215	2,089	1,952	\$316,477	\$270,484
November	841	852	50	42	204	156	1,847	2,051	\$285,670	\$275,396
December	929	1,345	26	28	73	90	2,056	2,047	\$318,133	\$298,641
January	1,200	1,220	89	106	82	106	1,976	2,218	\$332,844	\$361,234
February	1,126	1,168	87	57	69	45	2,010	2,415	\$360,588	\$431,207
March	1,343	2,021	137	18	49	30	2,388	2,694	\$395,367	\$569,561
April	1,738	1,895	282	36	84	18	2,600	2,982	\$418,706	\$666,133
May	1,206	2,042	428	535	137	77	2,451	2,707	\$386,138	\$584,074
June	948	1,757	261	290	121	127	2,334	2,431	\$357,233	\$484,816
July	1,030	1,033	196	222	114	123	2,120	2,220	\$309,720	\$401,023
August	836	975	129	107	98	92	2,242	2,253	\$305,452	\$387,040
September	1,005	1,165	125	143	101	115	1,998	2,152	\$286,581	\$367,082

Footnote:

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 2007 - September 2009)

Table 21. UGI Central Penn Gas, Inc.¹
Report on Residential Customer Terminations, Arrearages and Reconnections in Maryland

Month	Residential Termination Notices Issued		Residential Customer Terminations		Residential Reconnections		Customers with Arrearages ²		Gross Amount of Residential Customer Arrearage	
	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009	2007-2008	2008-2009
October	6	1	0	2	0	2	105	54	\$12,627	\$6,669
November	0	0	0	0	0	2	93	80	\$9,932	\$6,774
December	0	0	0	0	0	0	109	75	\$17,449	\$11,113
January	0	0	0	0	0	0	132	136	\$22,822	\$25,108
February	0	0	1	0	0	0	151	171	\$32,970	\$53,971
March	1	44	0	0	0	0	153	175	\$39,385	\$65,842
April	21	26	4	0	1	0	152	169	\$38,389	\$71,683
May	16	0	0	4	0	0	166	161	\$34,990	\$66,631
June	8	11	2	0	0	0	144	165	\$25,807	\$54,700
July	5	11	2	0	0	0	128	153	\$20,136	\$43,501
August	3	0	3	3	0	2	106	141	\$10,720	\$28,768
September	0	2	0	1	0	1	82	130	\$7,567	\$20,282

Footnotes:

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.