

**Number of Residential Accounts with Balance
Transferred During Their Start Service**

YEAR/MONTH	Count*
2013	
Jan	319
Feb	302
Mar	321
Apr	342
May	334
Jun	268
Jul	347
Aug	373
Sep	538
Oct	1,140
Nov	595
Dec	363
2014	
Jan	259
Feb	258
Mar	223
Apr	337
May	245
Jun	201
Jul	224
Aug	269
Sep	1,197
Oct	1,636
Nov	753
Dec	298
2015	
Jan	221
Feb	182
Mar	166
Apr	165
May	161
Jun	181
Jul	204
Aug	292
Sep	680
Oct	1,283
Nov	560
Dec	309

**Number of Residential Accounts with Balance
Transferred During Their Start Service**

YEAR/MONTH	Count*
2016	
Jan	181
Feb	147
Mar	157
Apr	126
May	296
Jun	484
Jul	462
Aug	539
Sep	848
Oct	1,177
Nov	816
Dec	512
2017	
Jan	366
Feb	439
Mar	687
Apr	473
May	710
Jun	775
Jul	507
Aug	661
Sep	956
Oct	1,814
Nov	1,134
Dec	768
2018	
Jan	548
Feb	461
Mar	542
Apr	453
May	461
Jun	605
Jul	434
Aug	560
Sep	837
Oct	1,568
Nov	859
Dec	463

**Number of Residential Accounts with Balance
Transferred During Their Start Service**

YEAR/MONTH	Count*
2019	
Jan	367
Feb	326
Mar	384
Apr	328
May	456
Jun	418
Jul	469
Aug	471
Sep	746
Oct	1,693
Nov	924
Dec	511
Grand Total	43,471

*The counts of customers who started service with balances transferred during their service start includes residential customers with late pay charges on their unpaid final bill or with a late payment on their final bill.