



January 13, 2022

Via Electronic Filing

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: Public Utility Service Termination Moratorium - At-Risk Accounts Pursuant to Docket No. M-2020-3019244

Dear Secretary Chiavetta,

In response to the Pennsylvania Public Utility Commission's Order entered October 13, 2020 and further modified by Order entered March 18, 2021, at the above-referenced docket, Frontier submits a quarterly report for at-risk accounts related to the 4th Quarter 2021.

If you have any questions, or require any additional information, please contact me at carl.yastremski@ftr.com.

Sincerely,

A handwritten signature in blue ink that reads "Carl Yastremski".

Carl Yastremski
Manager, Regulatory Affairs

Enclosure

Utility Quarterly Reporting Requirements
Docket No. M-2020-3019244

A.) Total number of Residential and Non Residential accounts at risk of termination at the end of the month and for the same month in 2019 and 2020.

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B.) Total aggregate dollars of arrears at the end of the month and for the same month in 2019 and 2020 (both total and by vintage, i.e., 30-60 days, 60-90 days, 90+days).

Response:

Please refer to the chart below for requested information related to both (A) & (B).

Account Type	Month / Year	No. of Accounts At-Risk of Termination	Total Aggregate Dollars in Arrears	Arrears by Vintage		
				30 - 60 Days	60 - 90 Days	90+ Days
Residential Accounts	as of October 31, 2021	4,364	\$196,984	\$156,529	\$23,897	\$16,558
Non-Residential Accounts	as of October 31, 2021	375	\$350,940	\$127,982	\$52,246	\$170,712
Residential Accounts	as of October 31, 2020	6,064	\$780,886	\$313,215	\$136,731	\$330,941
Non-Residential Accounts	as of October 31, 2020	619	\$550,011	\$213,188	\$98,608	\$238,215
Residential Accounts	as of October 31, 2019	6,238	\$379,486	\$285,291	\$55,745	\$38,451
Non-Residential Accounts	as of October 31, 2019	494	\$114,105	\$65,097	\$21,545	\$27,463
Residential Accounts	as of November 30, 2021	4,354	\$193,562	\$155,277	\$21,394	\$16,891
Non-Residential Accounts	as of November 30, 2021	380	\$339,499	\$109,650	\$48,146	\$181,703
Residential Accounts	as of November 30, 2020	6,098	\$805,327	\$307,968	\$147,755	\$349,604
Non-Residential Accounts	as of November 30, 2020	627	\$562,216	\$212,707	\$90,327	\$259,182
Residential Accounts	as of November 30, 2019	5,968	\$379,998	\$287,956	\$55,373	\$36,669
Non-Residential Accounts	as of November 30, 2019	500	\$171,576	\$92,168	\$36,347	\$43,061
Residential Accounts	as of December 31, 2021	4,616	\$209,110	\$167,416	\$24,474	\$17,220
Non-Residential Accounts	as of December 31, 2021	395	\$399,159	\$129,036	\$58,083	\$212,039
Residential Accounts	as of December 31, 2020	6,510	\$759,942	\$281,736	\$106,835	\$371,372
Non-Residential Accounts	as of December 31, 2020	672	\$499,563	\$188,104	\$67,002	\$244,456
Residential Accounts	as of December 31, 2019	5,962	\$374,876	\$284,972	\$52,478	\$37,427
Non-Residential Accounts	as of December 31, 2019	471	\$181,167	\$123,229	\$31,329	\$26,609



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Docket No. M-2020-3019244

C.) The number of accounts disconnected for non-payment with dollar amounts owed.

Response:

Please refer to the chart below for requested information related to (C).

<u>Account Type</u>	<u>Month / Year</u>	<u>No. of Accounts Disconnected</u>	<u>Amount Owed Upon Disconnect</u>
Residential Accounts	as of October 31, 2021	105	\$23,163
Non-Residential Accounts	as of October 31, 2021	19	\$6,204
Residential Accounts	as of October 31, 2020	-	\$0
Non-Residential Accounts	as of October 31, 2020	-	\$0
Residential Accounts	as of October 31, 2019	218	\$46,053
Non-Residential Accounts	as of October 31, 2019	12	\$7,315
Residential Accounts	as of November 30, 2021	128	\$29,504
Non-Residential Accounts	as of November 30, 2021	19	\$6,040
Residential Accounts	as of November 30, 2020	-	\$0
Non-Residential Accounts	as of November 30, 2020	-	\$0
Residential Accounts	as of November 30, 2019	207	\$47,593
Non-Residential Accounts	as of November 30, 2019	11	\$6,668
Residential Accounts	as of December 31, 2021	73	\$16,498
Non-Residential Accounts	as of December 31, 2021	24	\$6,644
Residential Accounts	as of December 31, 2020	194	\$103,997
Non-Residential Accounts	as of December 31, 2020	13	\$12,982
Residential Accounts	as of December 31, 2019	158	\$39,571
Non-Residential Accounts	as of December 31, 2019	12	\$6,088