

## **Customer Growth by Customer Class**

A utility whose service territory is experiencing strong economic growth would be viewed more favorably than a utility whose service territory is not growing. A statistic used in this report to measure economic growth is the growth in the number of customers or access lines in telecommunications.

Overall, customer growth has been very slow for New York utilities. For instance, in the electric industry the number of residential customers decreased by 0.23% from 2010 to 2014. The number of non-residential electric customers decreased by .62%. In the gas industry, the number of residential customers decreased by 3.06%. The number of non-residential gas customers increased by 9.97%.

In the telephone industry, the number of access lines decreased 39.54% annually from 2010 to 2014. Finally, the total number of customers of the largest private water companies in NYS decreased by .40% between 2010 and 2014.