

Quarterly COVID-Related Impacts Tracking Summary

Company Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty

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Date: April 30, 2021

A Lost Revenues Please see Liberty Utilities Arrearage Spreadsheet filed with the Department April 16, 2021 for billed usage and revenues.

C Data Collection

a. Continue Monthly Arrearage Please see Liberty Utilities Arrearage Spreadsheet filed with the Department April 16, 2021.

	Fall River & N. Attleboro Service Area			Blackstone Service Area		
	Jan-21	Feb-21	Mar-21	Jan-21	Feb-21	Mar-21
b. Bad Debt Expense (1)						
1 Reported Revenues	8,982,999	9,867,869	7,594,127	381,901	301,570	264,720
2 Accounts Receivable	16,634,770	19,684,022	16,990,276	465,151	616,974	503,152
3 Gross Accounts Receivable Write-offs	1,250	161,765	52,766	-	-	-
4 Accounts Receivable Recoveries	(29,438)	(40,894)	(40,736)			

	Liberty			Liberty Utilities Co		
	Jan-21	Feb-21	Mar-21	Jan-21	Feb-21	Mar-21
c. Financial Health Information						
Bank Lines of Credit (2)						
1 Increase to Bank Lines of Credit	n/a	n/a	n/a	0	0	0
Requested Increase to Bank Lines of Credit	n/a	n/a	n/a	0	0	0
Dividends (3)						
2 Issuance of Dividends	0	0	0	0	0	0
Plans to Issue Dividends	n/a	n/a	n/a	n/a	n/a	n/a
Increase in Dividend Amounts	0	0	0	0	0	0
Plans to Increase in Dividend Amounts	n/a	n/a	n/a	n/a	n/a	n/a
3 Capital Markets Access (4)	n/a	n/a	n/a	n/a	n/a	n/a
4 Credit Rating Agency Actions (5)	n/a	n/a	n/a	n/a	n/a	n/a

Notes:

- (1) The Company is unable to provide the bad debt expense information by zipcode. The Company is able to provide it by Fall River and North Attleboro, and Blackstone service areas.
- (2) Liberty and Liberty Utilities Co (parent company) did not increase or request an increase in its bank lines of credit.
- (3) Liberty and Liberty Utilities Co did not issue or plan to issue dividends during this time period.
- (4) Liberty and Liberty Utilities Co did not need to access the capital markets.
- (5) Liberty isn't rated by the credit rating agencies. There was no change in the credit rating of Liberty Utilities Co.

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d. Customer Specific Data	Jan-21	Feb-21	Mar-21
1 Number of Customers by Customer Class			
Residential	43,444	43,351	43,359
Low Income Residential	10,098	10,273	10,296
Small C&I	3,810	3,820	3,815
Medium C&I	539	538	539
Large C&I	19	19	20
Total Customers	57,910	58,001	58,029
2 Number of Disconnects by Customer Class			
Residential	-	-	-
Low Income Residential	-	-	-
Small C&I	4	-	2
Medium C&I	2	-	1
Large C&I	-	-	-
3 Number of Disconnection Notices by Customer Class (1)			
All Rate Classes	305	249	497
4 Number of Reconnects by Customer Class (2)			
All Rate Classes	3	1	13
5 Number of Reconnection Fees by Customer Class (3)			
All Rate Classes	3	1	13
Total Assessed Reconnection Fees by Customer Class (3)			
All Rate Classes	\$ 30.00	\$ 10.00	\$ 130.00
6 Number of Credit Card Fees by Customer Class			
Residential	6,114	6,120	8,005
Low Income Residential	949	948	1,158
Small C&I	110	144	183
Medium C&I	18	23	50
Large C&I	2	-	2
Total Assessed Credit Card Fees by Customer Class (4)			
Residential	\$ 24,150.30	\$ 24,174.00	\$ 31,619.75
Low Income Residential	\$ 3,748.55	\$ 3,744.60	\$ 4,574.10
Small C&I	\$ 1,094.50	\$ 1,432.80	\$ 1,820.85
Medium C&I	\$ 27.95	\$ 228.85	\$ 497.50
Large C&I	\$ 19.90	\$ -	\$ 19.90
7 Number of Late Payment Fees by Customer Class (5)			
All Rate Classes	4,205	4,238	4,240
Total Assessed Late Payment Fees by Customer Class (5)			
All Rate Classes	\$ 8,247.39	\$ 5,793.66	\$ 10,049.66
8 Number of Existing Deferred Payment Arrangements by Customer Class			
Residential	126	134	164
Low Income Residential	20	13	21
Small C&I	6	12	13
Medium C&I	3	-	2
Large C&I	-	-	-
9 Number of Completed Deferred Payment Arrangements by Customer Class			
Residential	4	2	5
Low Income Residential	1	-	1
Small C&I	-	-	-
Medium C&I	-	-	-
Large C&I	-	-	-
10 Number of New Deferred Payment Arrangements by Customer Class (6)			
All Rate Classes	153	68	117
11 Number of Renegotiated Deferred Payment Arrangements by Customer Class (7)			
All Rate Classes	n/a	n/a	n/a
12 Number of Existing Hardship Protections by Customer Class			
Residential	1,249	1,134	1,132
Low Income Residential	9,284	9,191	9,378
Small C&I	-	-	-
Medium C&I	-	-	-

Large C&I	-	-	-
13 Number of Completed Hardship Protections by Customer Class			
Residential	-	115	2
Low Income Residential	-	93	-
Small C&I	-	-	-
Medium C&I	-	-	-
Large C&I	-	-	-
14 Number of New Hardship Protections by Customer Class			
Residential	228	-	-
Low Income Residential	514	-	187
Small C&I	-	-	-
Medium C&I	-	-	-
Large C&I	-	-	-
15 Number of Customers Completing an AMP Program (8)			
All Residential & Low Income Residential Classes	359	63	72
16 Number of Customers Enrolling an AMP Program			
Residential	-	6	-
Low Income Residential	-	58	-
Small C&I	-	-	-
Medium C&I	-	-	-
Large C&I	-	-	-
17 Number of Customers Re-Enrolling an AMP Program (7)			
All Rate Classes	n/a	n/a	n/a
18 Number of Customers Dropping Off an AMP Program			
Residential	376	6	2
Low Income Residential			
Small C&I			
Medium C&I			
Large C&I			
19 Number of Enrolling (New) Low-Income Customers	276	293	93
20 Number of Dropping Off Low-Income Customers	193	140	104
21 Number of Required Deposits by Customer Class			
Residential	-	-	-
Low Income Residential	-	-	-
Small C&I	8	11	11
Medium C&I	-	-	2
Large C&I	1	-	-
22 Number of Required New or Increased Deposits by Customer Class			
Residential	-	-	-
Low Income Residential	-	-	-
Small C&I	8	11	11
Medium C&I	-	-	2
Large C&I	1	-	-
23 Number of Required Reduced/Foregone Deposits by Customer Class			
Residential	-	-	-
Low Income Residential	-	-	-
Small C&I	-	-	-
Medium C&I	-	-	-
Large C&I	-	-	-
24 Number of Deposits Returned by Customer Class			
Residential	-	-	-
Low Income Residential	-	-	-
Small C&I	-	-	-
Medium C&I	-	-	-
Large C&I	-	-	-

Notes:

- (1) The Company is unable to provide the number of disconnection notices by rate class. However, the Company did not send disconnection notices to the residential rate class during this time frame. Therefore, the number provided represents the C&I rate classes.
- (2) The Company is unable to provide the number of reconnects by rate class.
- (3) The Company is unable to provide the number and amount of reconnection fees by rate class.
- (4) Credit card fees are charged through a third party. Estimated credit card fees were calculated based on the payments received.
- (5) Late payment charges were not applied or collected. The number of customers and the amount provided is based on what was assessed.
- (6) The Company is unable to provide the number of new deferred payment arrangements by rate class.
- (7) The Company is unable to track this information.
- (8) The Company is unable to provide the number of Completed AMP Program by rate class.