Quarterly COVID-Related Impacts Tracking Summary

Company

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

Contact Information

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Date: October 29, 2021

A Lost Revenues Please see Liberty Utilities Arrearage Spreadsheet for billed usage and revenues.

C Data Collection

a. **Continue Monthly Arrearage** Please see Liberty Utilities Arrearage Spreadsheet.

	Fall River & N. Attleboro											
b. Bad Debt Expense (1)	Service Area Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Se											
Reported Revenues	8,982,999	9,867,869	7,594,127	4,653,848	4,871,700	1,022,054	1,754,269	2,369,661	Sep-21 1,596,082			
2 Accounts Receivable	16,634,770	19,684,022	16,990,276	15,542,149	16,741,809	13,885,134	12,694,029	11,464,368	11,260,539			
3 Gross Accounts Receivable Write-offs (6)	1,250	161,765	52,766	75,093	-	-	-	-	-			
4 Accounts Receivable Recoveries (6)	(29,438)	(40,894)	(40,736)	(50,333)	-	-	-	-	-			
					Blackstone							
1 2 12 1 2					Service Area							
b. Bad Debt Expense (1)	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21			
1 Reported Revenues	381,901	301,570	264,720	116,922	82,986	65,573	64,663	60,661	65,072			
2 Accounts Receivable	465,151	616,974	503,152	384,179	236,571	137,622	105,302	66,094	41,572			
3 Gross Accounts Receivable Write-offs (6)4 Accounts Receivable Recoveries (6)	-	-	-	7,256 -	-	-	-	-	-			
(2)					1 th autor							
c. Financial Health Information	 Jan-21	Feb-21	Mar-21	Apr-21	Liberty May-21	Jun-21	Jul-21	Aug-21	Sep-21			
Bank Lines of Credit (2)	Jan-21	100-21	14101-21	Api-21	Way-21	Juli-21	Jui-21	Aug-21	3cp-21			
1 Increase to Bank Lines of Credit	_ n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
Requested Increase to Bank Lines of Credit	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
Dividends (3)	,	•	,	,	•	,	,	,	•			
2 Issuance of Dividends	0	0	0	0	0	0	0	0	0			
Plans to Issue Dividends	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
Increase in Dividend Amounts	0	0	0	0	0	0	0	0	0			
Plans to Increase in Dividend Amounts	n/a	n/a	n/a	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	n/a	n/a	n/a			
4 Credit Rating Agency Actions (5)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
				Lib	erty Utilities Co)						
c. Financial Health Information	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21			
Bank Lines of Credit (2)	_											
1 Increase to Bank Lines of Credit	0	0	0	0	0	0	0	0	0			
Requested Increase to Bank Lines of Credit	0	0	0	0	0	0	0	0	0			
Dividends (3)	_											
2 Issuance of Dividends	0	0	0	0	0	0	0	0	0			
Plans to Issue Dividends	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
Increase in Dividend Amounts	0	0	0	0	0	0	0	0	0			
Plans to Increase in Dividend Amounts	n/a	n/a	n/a	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	n/a	n/a	n/a			
4 Credit Rating Agency Actions (5)	n/a	n/a	n/a	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.
- (6) Due to implementation of SAP, the Company is unable to report this information at this time.

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Contact Information

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Date:

October 29, 2021

d. Customer Specific Data		Jan-21		Feb-21		Mar-21		Apr-21	N	⁄Iay-21 ⁽⁹⁾	J	lun-21 ⁽⁹⁾		Jul-21 ⁽⁹⁾	A	Aug- 21 ⁽⁹⁾	Sep-21	1 (9)
1 Number of Customers by Customer Class		40.444		42.254		40.050		42.024		42.226		45 440						
Residential		43,444		43,351		43,359		42,924		43,306		45,112		43,862		43,814		13,83
Low Income Residential		10,098		10,273		10,296		10,740		10,716		8,989		10,193		10,210		10,21
Small C&I		3,810		3,820		3,815		3,811		3,819		3,805		3,802		3,802	3	3,80
Medium C&I		539		538		539		541		542		544		543		543		54
Large C&I		19		19		20		19		20		19		19		19		1
Total Customers		57,910		58,001		58,029		58,035		58,403		58,469		58,419		58,388	58	58,41
2 Number of Disconnects by Customer Class																		
Residential		-		-		-		-		-		-		-		27		55
Low Income Residential		-		-		-		-		-		-		-		6		15.
Small C&I		4		-		2		-		-		-		-		6		1
Medium C&I		2		-		1		-		-		-		-		-		
Large C&I		-		-		-		-		-		-		-		-		-
3 Number of Disconnection Notices by Customer Class (1)																		
Residential		_		_		_		_		_		_		_		167		84
Low Income Residential		_		_		_		_		_		_		_				1
		-		-		-		-		-		-		-		28		
C&I		305		249		497		322		-		-		-		30		7
Number of Reconnects by Customer Class ⁽²⁾																		
All Rate Classes		3		1		13		-		-		1		-		14		
Number of Reconnection Fees by Customer Class (3)																		
6 All Rate Classes		3		1		13		_		-		1		_		14		
Total Assessed Reconnection Fees by Customer Class (3)																		
All Rate Classes	\$	30.00	¢	10.00	¢	130.00	¢	_	\$	_	\$	10.00	¢	_	\$	140.00	¢ 3 1	350.0
	۲	30.00	Ą	10.00	Ą	130.00	Ą	_	٦	_	۲	10.00	۲	_	Ą	140.00	, ک	,50.C
Number of Credit Card Fees by Customer Class		C 444		6.420		0.005		6.407										
Residential		6,114		6,120		8,005		6,197						5,913		7,144	-	7,21
Low Income Residential		949		948		1,158		1,028						ŕ		•		•
Small C&I		110		144		183		157		4,847		7,515						
Medium C&I		18		23		50		31						271		192		17
Large C&I		2		-		2		-										
Total Assessed Credit Card Fees by Customer Class (4)																		
Residential	\$	24,150.30	\$	24,174.00	\$	31,619.75	\$	24,478.15	\$	_	\$	-	\$	10,347.75	\$	12,502.00	\$ 12,62	521.0
Low Income Residential	\$	3,748.55		3,744.60		4,574.10		4,060.60		_	\$	-	\$	-	\$		\$	_
7 Small C&I	\$	1,094.50	-	1,432.80	•	1,820.85	•	1,562.15		_	\$	_	\$	2,100.25	\$	1,488.00	\$ 1.3	356.2
Medium C&I	\$	27.95	-	228.85		497.50		308.45		_	ς .	_	ς .	_,	\$		\$ \$	_
Large C&I	¢	19.90	-	-	\$	19.90		-	\$	_	\$	_	¢	_	\$	_ (ر د	_
(-)	Ą	13.30	۲	_	Ą	15.50	۲	_	٦	_	٦	_	Ţ	_	Ţ	_ ,	,	
Number of Late Payment Fees by Customer Class (5)																		
8 All Rate Classes		4,205		4,238		4,240		4,232		-		-		32		1,700		1,83
Total Assessed Late Payment Fees by Customer Class (5)																		
All Rate Classes	\$	8,247.39	\$	5,793.66	\$	10,049.66	\$	9,255.59	\$	-	\$	-	\$	9,437.97	\$	4,528.12	\$ 4,68	584.1
Number of Existing Deferred Payment Arrangements by Cu	stome	er Class																
Residential		126		134		164		175						306		263		3
Low Income Residential		20		13		21		34						50		47		
9 Small C&I		6		12		13		9		245		505		3		3		
Medium C&I		3		-		2		2		2.0		303		0		0		
Large C&I		_		_		_		0						0		0		
	. C	- 		-		-		U						U		U		
Number of Completed Deferred Payment Arrangements by	Custo	mer Class		2		-												
Residential		4		2		5		-		-		-						
Low Income Residential		1		-		1		-		-		-						
.0 Small C&I		-		-		-		-		-		-		33		0	0	
Medium C&I		-		-		-		-		-		-						
.1 Large C&I		-		-		-		-		-		-						
Number of New Deferred Payment Arrangements by Custo	mer Cl	lass ⁽⁶⁾																
.2 All Rate Classes		153		68		117		24		93		138		28		39		1
Number of Renegotiated Deferred Payment Arrangements	hy Cus		c (7)															
All Rate Classes	by cu.		3	n /n		- /-		/-		n /n		n /n		n /n		/a	- /-	_
		n/a		n/a		n/a		n/a		n/a		n/a		n/a		n/a	n/a	į,
Number of Existing Hardship Protections by Customer Class	6																	
Residential		1,249		1,134		1,132		1,220		1,295		1,302		1,287		1,276		1,26
Low Income Residential		9,284		9,191		9,378		8,452		8,387		8,387		9,825		9,726		9,27
.3 Small C&I		-		-		-		-		-								
Medium C&I		-		-		-		-		-		-		-		-		-

	Number of Completed Hardship Protections by Customer Class									
	Residential	_	115	2	_	_	_	_	_	_
	Low Income Residential	_	93	-	926	_	_	_	_	_
14	Small C&I	_	-	_	-	_	_	_	_	_
17	Medium C&I	_	_	_	_	_	_	_	_	_
	Large C&I		_	_	_	_	_	_	_	_
	-	-	-	-	-	-	-	-	-	-
	Number of New Hardship Protections by Customer Class	220			00					
	Residential	228	-	-	88					
	Low Income Residential	514	-	187	-		_	•		
15	Small C&I	-	-	-	-	32	7	0	8	11
	Medium C&I	-	-	-	-					
16	Large C&I	-	-	-	-					
	Number of Customers Completing an AMP Program ⁽⁸⁾									
	All Residential & Low Income Residential Classes	359	63	72	180	1	30	2	80	20
	Number of Customers Enrolling an AMP Program									
	Residential	-	6	-	-	-	-	-	-	-
	Low Income Residential	-	58	-	52	13	862	13	432	37
17	Small C&I	-	-	-	-	-	-	-	-	-
	Medium C&I	-	-	-	-	-	-	-	-	-
18	Large C&I	-	_	-	-	-	-	-	_	_
	Number of Customers Re-Enrolling an AMP Program (7)									
	All Rate Classes n/	a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Number of Customers Dropping Off an AMP Program	u	riy a	ii) a	11/ 4	ii) a	TI) a	11/ 4	11/ 0	ii) a
	Residential	376	6	2	188	1	4	17	84	56
	Low Income Residential	370	O	۷	100	1	4	17	04	30
10	Small C&I									
19										
20	Medium C&I									
21	Large C&I	276	202	22	456	22	247	4.477	70	24
	Number of Enrolling (New) Low-Income Customers	276	293	93	156	32	217	1477	72	31
	Number of Dropping Off Low-Income Customers	193	140	104	132	24	1,727	273	55	29
	Number of Required Deposits by Customer Class									
	Residential	-	-	-	-	-	-	-	-	-
	Low Income Residential	-	-	-	-	-	-	-	-	-
22	Small C&I	8	11	11	5	-	-	-	-	-
	Medium C&I	-	-	2	-	-	-	-	-	-
	Large C&I	1	-	-	-	-	-	-	-	-
	Number of Required New or Increased Deposits by Customer Class									
	Residential	-	-	-	-	-	-	-	-	-
	Low Income Residential	-	-	-	-	-	-	-	-	-
23	Small C&I	8	11	11	5	-	-	4	2	2
	Medium C&I	-	-	2	-	-	-	-	-	-
	Large C&I	1	-	-	-	-	-	-	-	-
	Number of Required Reduced/Foregone Deposits by Customer Class									
	Residential	-	-	-	-	-	-	-	-	-
	Low Income Residential	-	-	-	-	-	-	-	-	-
24	Small C&I	-	-	-	-	-	-	-	-	-
	Medium C&I	-	_	-	-	-	-	-	-	_
	Large C&I	_	_	-	-	-	-	-	_	_
	Number of Deposits Returned by Customer Class									
	Residential	_	_	_	_	_	_	_	_	_
	Low Income Residential	_	_	_	_	_	_	_	_	_
	Small C&I	_	_	_	_	· -	· -	_	_	-
	Medium C&I	_	_	-	_	_	_	_	_	-
	MEGIGITI COL	-	-	-	-	-	-	-	-	-
	Jarga CSI									
	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. As of August 2021, the Company was able to provide the number of disconnections by rate class.

⁽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 number payments received. For May and June, the Company is unable to estimate the credit card fees since the Company is unable to breakdown the number of fees by rate class due to the implementation of SAP.

⁽⁵⁾ Late payment charges were not applied or collected. The number of customers and the amount provided is based on what was assessed. For May and June, due to SAP the Company does not have an accurate way to report what the late payment fees would have been. The Company will be able to provide late fee information moving forward beginning in July.

⁽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.

⁽⁹⁾ Due to the implementation of SAP, the Company is unable to report some information by rate class. The Company is working to see if it is something that can be provided in future reporting.