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

R.J. Ritchie | R.J.Ritchie@libertyutilities.com | C: 774-320-5801 Contact Information

July 29, 2022 Date:

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.

		.,	8p																					
	Fall River & N. Attleboro													Fall River & N. Attleboro Service Area										
		Feb-21				Service	Area Jul-21							Feb-22				Jun-22						
b. Bad Debt Expense (1)	Jan-21		Mar-21	Apr-21	May-21	Jun-21		Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22		Mar-22	Apr-22	May-22							
1 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	1,596,082	2,755,356	5,175,689	8,940,500	15,084,058	12,669,093	8,979,486	7,169,253	4,420,186	3,069,174						
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	11,329,300	12,497,377	17,556,990	23,221,254	28,568,241	26,204,504	27,629,866	23,985,634	21,106,180						
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 Service Area														Blackstone									
h	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Service Mar-22	Apr-22	May-22	Jun-22						
b. Bad Debt Expense (1)																								
1 Reported Revenues	381,901	301,570	264,720	116,922	82,986	65,573	64,663	60,661	65,072	101,414	287,299	396,165	707,421	575,021	485,537	259,416	113,606	(28,530)						
2 Accounts Receivable	465,151	616,974	503,152	384,179	236,571	137,622	105,302	66,094	41,572	60,412	305,481	454,700	783,722 701	932,341	714,222	552,169	288,020	184,945						
3 Gross Accounts Receivable Write-offs (6)	-	-	-	7,256	-	-	-	-	-	-	-	12,521		390	625	964	735	600						
4 Accounts Receivable Recoveries (6)	-												(100)		(244)	(621)	(82)	-						
							Liberty																	
c. Financial Health Information	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22						
Bank Lines of Credit (2)																								
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	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	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	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	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	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	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	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a						
						Liberty U	tilities Co						Liberty Utilities Co											
c. Financial Health Information	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22						
Bank Lines of Credit (2)				•	•											•	•							
1 Increase to Bank Lines of Credit	0	0	0	0	0	0	0	0	0	0	0	Yes (7)	Yes (7)	0	0	Yes (9)	0	0						
Requested Increase to Bank Lines of Credit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Dividends (3)	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	Ü	· ·	Ü	Ü	Ü	Ü	Ü						
2 Issuance of Dividends		0	0	0	0	0	0	0	0	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	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	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	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a						
5 Cupital Mainets / tecess (4)	11/0	, a	, a	, a	, a	/ a	, a	, 0	, a	, a	, a	, a	/ a	, a	, a	, a	, a	, a						

4 Credit Rating Agency Actions (5)

(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. (7) On December 20, 2021, Liberty Utilities Co. entered into a delayed draw term facility for up to \$1.1 billion. No draws were made in December 2021. An initial draw of approx. \$610.4

million was made in January 2022 in connection with Liberty Utilities Co.'s acquisition of New York American Water.

(8) On October 28, 2021, S&P revised its outlook on Liberty Utilities Co. from "Stable" to "Negative" as a result of the public announcent made by its parent Algonquin Power & Utilities to

purchase Kentucky Power Co. On March 24, 2022, S&P affirmed the BBB rating of Liberty Utilities Co.

(9) On April 27, 2022, Liberty Utilities Co. upsized its existing \$500 million revolving credit facility to \$1.0 billion with a maturity of April 29, 2027 and also entered into a new \$500.0 million revolving credit facility that matures on March 31, 2023.

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

R.J. Ritchie | R.J. Ritchie@libertyutilities.com | C: 774-320-5801

Date: July 29, 2022

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (9)	Jun-21 ⁽⁹⁾	Jul-21 ⁽⁹⁾	Aug-21 (9)	Sep-21 ⁽⁹⁾	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 (10)	Jun-22 (10)
d. Customer Specific Data																		
1 Number of Customers by Customer Class																		
Residential	43,444	43,351		42,924	43,306	45,112	43,862	43,814	43,831	43,762	43,856	44,062	44,570	43,825	43,799	42,680	42,965	44,133
Low Income Residential	10,098	10,273		10,740	10,716	8,989	10,193	10,210	10,212	10,301	10,333	10,361	9,896	10,607	10,765	11,764	11,469	10,330
Small C&I	3,810			3,811	3,819	3,805	3,802	3,802	3,807	3,805	3,854	3,859	3,868	3,862	3,874	3,859	3,852	3,835
Medium C&I	539	538		541	542	544	543	543	544	544	544	544	548	550	549	548	550	559
Large C&I	19	19		19	20	19	19	19	19	19	18	20	20	21	18	19	20	16
Total Customers	57,910	58,001	58,029	58,035	58,403	58,469	58,419	58,388	58,413	58,431	58,605	58,846	58,902	58,865	59,005	58,870	58,856	58,873
2 Number of Disconnects by Customer Class																		
Residential	-	-	-	-	-	-	-	27	550	197	21	-	-	-	-	42	414	288
Low Income Residential	-	-	-	-	-	-	-	6	155	55	5	-	-	-	-	7	97	96
Small C&I	4	-	2	-	-	-	-	6	15	5	6	1	6	12	12	11	33	11
Medium C&I	2	-	1	-	-	-	-	-	4	1	-	2	2	-	4	2	27	1
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2	-
3 Number of Disconnection Notices by Customer Class (1)																		
Residential	-	-	-	-	-	-	-	167	849	287	238	849	1,243	1,600	1,739	1,796	567	1,277
Low Income Residential	-	-	-	-	-	-	-	28	178	75	24	-				127	206	316
C&I	305	249	497	322	-	-	-	30	27	14	15	51	76	128	123	132	74	112
4 Number of Reconnects by Customer Class (2)																		
All Rate Classes	3	1	. 13			1		14	35	11	285	18	10	24	14	34	40	101
5 Number of Reconnection Fees by Customer Class (3)	,	-				•					203	20	20			34	40	101
All Rate Classes	3	1	. 13			1		14	35	65	29	8	7	11	33	16	25	122
	3		. 15	-	-	1	-	14	33	03	29	٥	,	11	33	10	25	122
Total Assessed Reconnection Fees by Customer Class (3)																		
All Rate Classes	\$ 30.00	\$ 10.00	\$ 130.00	ş -	ş -	\$ 10.00	\$ -	\$ 140.00	\$ 350.00	\$ 650.00	\$ 290.00	\$ 80.00	\$ 70.00	\$ 110.00	\$ 333.00	\$ 160.00	\$ 250.00	\$ 1,220.00
6 Number of Credit Card Fees by Customer Class																		
Residential	6,114	6,120		6,197			5,913	7,144	7,212	29,193	22,114	14,496	8,976	10,117	10,849	9,744	10,202	10,040
Low Income Residential	949	948		1,028														
Small C&I	110			157	4,847	7,515												
Medium C&I	18			31			271	192	175	710	565	400	261	343	396	364	206	186
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	\$ 12,621.00	\$ 51,087.75	\$ 38,699.50	\$ 25,368.00	\$ 15,708.00	\$ 17,704.75	\$ 18,985.75	\$ 17,052.00	\$ 17,853.50	\$ 17,570.00
Low Income Residential	\$ 3,748.55	\$ 3,744.60	\$ 4,574.10	\$ 4,060.60	\$ -	\$ -	\$ -	\$ -	\$ -	\$ - :	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Small C&I	\$ 1,094.50	\$ 1,432.80	\$ 1,820.85	\$ 1,562.15	\$ -	\$ -	\$ 2,100.25	\$ 1,488.00	\$ 1,356.25	\$ 5,502.50	\$ 4,378.75	\$ 3,100.00	\$ 2,022.75	\$ 2,658.25	\$ 3,069.00	\$ 2,821.00	\$ 1,596.50	\$ 1,441.50
Medium C&I	\$ 27.95	\$ 228.85	\$ 497.50	\$ 308.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ - :	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
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	4.232	-	-	32	1.700	1.835	1.712	1.822	1.923	2.330	1.489	1.338	1.089	_	_
Total Assessed Late Payment Fees by Customer Class (5)	.,===	.,	. ,	.,===				-,	2,000	-,	-,	2,020	_,	-,	-,	-,		
All Rate Classes	\$ 8,247,39	\$ 5,793,66	\$ 10.049.66	\$ 9,255,59	c	s -	\$ 9,437,97	\$ 4,528.12	\$ 4.684.17	\$ 5.032.18	\$ 4.885.57	\$ 7.017.70	\$ 14,759,11	\$ 14,703,01	\$ 16,464,33	\$ 11.837.95	s -	s -
8 Number of Existing Deferred Payment Arrangements by		\$ 5,795.00	3 10,049.00	\$ 9,255.59	> -	, -	\$ 9,437.97	\$ 4,326.12	\$ 4,004.17	\$ 5,052.16	\$ 4,000.07	\$ 7,017.70	\$ 14,759.11	\$ 14,703.01	\$ 10,404.33	\$ 11,037.93	> -	ş -
Residential	ustomer class	134	164	175			306	263	393	339	254	199	256	280	340	348	343	477
Low Income Residential	20			34			50	47	69	67	43	33	236 31	200	340 46	65	76	105
Small C&I	20 6			34 9	245	505	30	47	4	2	43	1	51	29 7	10	3	76	105
			13	-	243	303	0	0	4	2	2	1	ь	,	10	3	-	
Medium C&I	3	-	2	2			0	0	0	-	-	-	-	-	1	-	2	2
Large C&I		-	-	0			U	U	U	-	-	-	-	-	-	-	-	-
9 Number of Completed Deferred Payment Arrangements																		
Residential	4	2		-	-	-												
Low Income Residential	1	-	1	-	-	-	22											
Small C&I	-	-	-	-	-	-	33	0	U	0	0	Ü	0	0	0	0	0	0
Medium C&I	-	-	-	-	-	-												
Large C&I	-	-	-	-	-	-												

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

R.J. Ritchie | R.J.Ritchie@libertyutilities.com | C: 774-320-5801

Date: July 29, 2022

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (9)	Jun-21 ⁽⁹⁾	Jul-21 ⁽⁹⁾	Aug-21 (9)	Sep-21 ⁽⁹⁾	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 (10)	Jun-22 ⁽¹⁰⁾
10 Number of New Deferred Payment Arrangements by Customer	r Class ⁽⁶⁾																	
All Rate Classes	153	68	117	24	93	138	28	39	154	46	21	15	26	32	49	4	30	15
11 Number of Renegotiated Deferred Payment Arrangements by	Customer Class	(7)																
All Rate Classes	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
12 Number of Existing Hardship Protections by Customer Class																		
Residential	1,249	1,134	1,132	1,220	1,295	1,302	1,287	1,276	1,265	1,260	1,247	1,231	1,220	1,211	1,235	1,164	1,188	1,198
Low Income Residential	9,284	9,191	9,378	8,452	8,387	8,387	9,825	9,726	9,277	9,565	9,418	8,661	8,881	9,464	9,527	10,125	9,386	8,996
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	-	926	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14 Number of New Hardship Protections by Customer Class																		
Residential	228	-	-	88														
Low Income Residential	514	-	187	-														
Small C&I	-	-	-	-	32	7	0	8	11	18	11	6	1	2	2	26	23	23
Medium C&I	-	-	-	-														
Large C&I	-	-	-	-														
15 Number of Customers Completing an AMP Program (8)																		
All Residential & Low Income Residential Classes	359	63	72	180	1	30	2	80	20	95	0	84	39	73	11	1	66	2
16 Number of Customers Enrolling an AMP Program																		
Residential	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	58	-	52	13	862	13	432	37	33	159	4	11	536	24	32	661	235
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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18 Number of Customers Dropping Off an AMP Program																		
Residential	376	6	2	188	1	4	17	84	56	374	281	89	79	86	39	34	196	68
Low Income Residential Small C&I																		
Medium C&I																		
Large C&I																		
19 Number of Enrolling (New) Low-Income Customers	276	293	93	156	32	217	1,477	72	31	485	22	29	45	652	312	692	22	642
20 Number of Dropping Off Low-Income Customers	193	140	104	132	24	1,727	273	55	29	197	169	786	1,132	28	16	-	-	-

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

Contact Information R.J. Ritchie | R.J. Ritchie@libertyutilities.com | C: 774-320-5801

Date: July 29, 2022

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 ⁽⁹⁾	Jun-21 ⁽⁹⁾	Jul-21 ⁽⁹⁾	Aug-21 (9)	Sep-21 ⁽⁹⁾	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 (10)	Jun-22 (10)
21 Number of Required Deposits by Customer Class																		
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
22 Number of Required New or Increased Deposits by Customer Cla	ISS																	
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	5	-	-	4	2	2	2	22	1	17	5	10	7	2	1
Medium C&I	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	1	-	-	-		-		-	-	-	-	-	-	-	-	-	-	-
23 Number of Required Reduced/Foregone Deposits by Customer C	lass																	
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. As of August 2021, the Company was able to provide the number of disconnections 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.

 $[\]ensuremath{^{\text{(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.

 $^{^{(6)}}$ The Company is unable to provide the number of new deferred payment arrangements by rate class.

 $[\]ensuremath{^{(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.

 $^{^{(10)}}$ Due to an implementation of SAP, the Company stopped charging late payment fees in May and June but resumed in July.