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

September 28, 2022

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													Fall River & N. Attleboro											
		Service Area														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	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-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	2,454,012	2,586,702	4,082,541					
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	19,974,478	18,639,540	18,424,802					
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															Riackstone										

	Didustoric												District										
	Service Area												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	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22		
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)	65,633	69,245	90,394		
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	932,341	714,222	552,169	288,020	184,945	124,823	67,550	52,200		
3 Gross Accounts Receivable Write-offs (6)	-	-	-	7,256	-	-	-	-	-	-	-	12,521	701	390	625	964	735	600	298	5,574	51		
4 Accounts Receivable Recoveries (6)	-	-	-	-	-	-	-	-	-	-	-	-	(100)	-	(244)	(621)	(82)	-	(382)	-	(529)		
	Liberty												Liberty										
c. Financial Health Information Bank Lines of Credit (2)	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	Jul-22	Aug-22	Sep-22		
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	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	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	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	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	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	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	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	n/a	n/a	n/a		
						Liberty Ut	lities Co						Liberty Utilities Co										
c. Financial Health Information Bank Lines of Credit (2)	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	Jul-22	Aug-22	Sep-22		
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	0	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	0	0	0		
Dividends (3)	_																						
2 Issuance of Dividends	0	0	0	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	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	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	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	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	Yes (8)	n/a	n/a	n/a	n/a	Yes (8)	n/a	n/a	n/a	n/a	n/a	n/a		

(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) Uberly and Liberly Utilities Co graent company) did not increase or request an increase in its bank lines of credit.
(3) Uberly and Liberly Utilities Co did not issue or plan to suse unifolded not suse or plan to suse unifolded not suse unifolded

(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.

(3) Duet by in it area dry in or Celeti raing agencies. Intel was in Unabliget in the Cleat a raing of Duetry Dumies Cu. (6) Due to implementation of SAI, 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 inamany 2021 in connection with Liberty Utilities Co. Sacquidition of New York American Water.

(8) On October 28, 2021, 5&P revised its outlood on Debry 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, 5&P affirmed the BBR rating of Liberty Utilities Co.

(9) On April 29, 2022 sherty Utilities Co. Outputed the suiting 5500 million revolving rectoff facility to \$1.0 million 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.

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

September 28, 2022

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (9)	lun-21 ⁽⁹⁾	Jul-21 (1)	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⁾	Jul-22	Aug-22	Sep-22
d. Customer Specific Data					,												,				
Number of Customers by Customer Class																					
Residential	43,444	43.351	43.359	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	43,515	43.334	43,305
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	10,906	10.856	10.838
Small C&I	3,810	3.820		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	3,819	3.811	3,792
Medium C&I	539	538		541	542	544	543	543	544	544	544	544	3,808 548	3,802 550	3,874 549	548	3,852 550	559	546	545	537
Large C&I	19	19		19	20	19	19	19	19	19	18	20	20	21	18	19	20	16	20	20	15
Total Customers	57.910	58.001		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	58.806	58.566	58.487
2 Number of Disconnects by Customer Class	57,910	58,001	58,029	58,035	38,403	58,469	58,419	38,388	58,413	38,431	38,003	38,840	58,902	38,803	59,005	38,870	38,830	38,873	58,800	38,300	38,487
Residential								27	550	197	21					42	414	288	347	280	96
						-	-	21	155	55	5	-			-	7	97	200 96	94	68	
Low Income Residential	· .	-		-	-	-	-	ь		55	5				-						23
Small C&I	4	-	2	-	-	-	-	ь	15	5	ь	1	ь	12	12	11	33	11	8	34	3
Medium C&I	2	-	1	-	-	-	-	-	4	1	-	2	2	-	4	2	27	1	-	21	3
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	1,149	955	1,036
Low Income Residential	-	-	-	-	-	-	-	28	178	75	24	-	-	-	-	127	206	316	273	209	363
C&I	305	249	497	322	-	-	-	30	27	14	15	51	76	128	123	132	74	112	60	40	84
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	235	33	14
5 Number of Reconnection Fees by Customer Class (3)																					
All Rate Classes	3	1	13	-	-	1	_	14	35	65	29	8	7	11	33	16	25	122	164	108	154
Total Assessed Reconnection Fees by Customer Class (1)																					
All Rate Classes	\$ 30.00	\$ 10.00	\$ 130.00	٠.	¢ .	\$ 10.00	٠.	\$ 140.00	\$ 350.00	\$ 650.00 \$	\$ 290.00	\$ 80.00	\$ 70.00	\$ 110.00	\$ 333.00	\$ 160.00	\$ 250.00	\$ 1.220.00	\$ 1.640.00	\$ 1.080.00	\$ 1.540.00
6 Number of Credit Card Fees by Customer Class	2 30.00	2 10.00	2 130.00	7	7	2 10.00	7	2 140.00	2 330.00	, 030.00 ,	250.00	2 00.00	7 70.00	7 110.00	2 333.00	2 100.00	2 230.00	7 1,220.00	2 1,040.00	2,000.00	7 1,540.00
Residential	6,114	6,120	8.005	6.197																	
Low Income Residential	949	948		1.028			5,913	7,144	7,212	29,193	22,114	14,496	8,976	10,117	10,849	9,744	10,202	10,040	8,979	9,868	8,536
Small C&I	110	144		1,028	4.847	7,515															
Medium C&I	110	23		31	,,	.,	271	192	175	710	565	400	261	343	396	364	206	186	22	232	213
Large C&I	2	23	30	31																	
	2		2																		
Total Assessed Credit Card Fees by Customer Class (4)																					
Residential					ş -	ş -			\$ 12,621.00			\$ 25,368.00		\$ 17,704.75					\$ 15,713.25		\$ 14,938.00
Low Income Residential		\$ 3,744.60		\$ 4,060.60	\$ -	\$ -			\$ -			\$ -	\$ -							\$ -	\$ -
Small C&I	\$ 1,094.50			\$ 1,562.15	5 -	\$ -	\$ 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		\$ 1,798.00	\$ 1,650.75
Medium C&I				\$ 308.45	\$ -	\$ -	\$ -	\$ -	\$ - :	ş - ;	5 -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	*	\$ -	\$ -
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	-	-	2,356	799	1,317
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	\$ 4,684.17	\$ 5,032.18 \$	\$ 4,885.57	\$ 7,017.70	\$ 14,759.11	\$ 14,703.01	\$ 16,464.33	\$ 11,837.95	\$ -	\$ -	\$ 15,793.50	\$ 7,452.11	\$ 6,736.76
8 Number of Existing Deferred Payment Arrangements by Cus	tomer Class																				
Residential	126	134	164	175			306	263	393	339	254	199	256	280	340	348	343	477	599	466	514
Low Income Residential	20	13	21	34			50	47	69	67	43	33	31	29	46	65	76	105	126	86	138
Small C&I	6	12	13	9	245	505	3	3	4	2	2	1	6	7	10	3	9	8	8	5	5
Medium C&I	3	-	2	2			0	0	1		-			-	1		2	2	4	4	3
Large C&I				0			0	0	0			_								_	
9 Number of Completed Deferred Payment Arrangements by	Customer Class			-																	
Residential	4	2	5	-	-	-															
Low Income Residential	1		1	_	-	_															
Small C&I		_		_	-	_	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medium C&I																					
Large C&I		- :		- :		- :															

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

September 28, 2022

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (1)	Jun-21 (9)	Jul-21 ⁽⁹⁾	Aug-21 (9)	Sep-21 ⁽¹⁾	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 (10)	Jun-22 (10)	Jul-22	Aug-22	Sep-22
10 Number of New Deferred Payment Arrangements by Customer	Class (6)																				
All Rate Classes	153	68	117	24	93	138	28	39	154	46	21	15	26	32	49	4	30	15	95	119	1,096
11 Number of Renegotiated Deferred Payment Arrangements by C																					
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	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	1,204	1,238	1,187
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	9,922	9,767	9,653
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	31	1	0
Medium C&I	-	-	-	-																	
Large C&i	-	-	-	-																	
15 Number of Customers Completing an AMP Program (II)																					
All Residential & Low Income Residential Classes	359	63	72	180	1	30	2	80	20	95	0	84	39	73	11	1	66	2	1	39	4
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	361	170	108
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	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	58	163	206
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	45	49	30
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	-	-	-	-	-	-

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

September 28, 2022

Date.																					
	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (9)	Jun-21 ⁽⁹⁾	Jul-21 ⁽³⁾	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)	Jul-22	Aug-22	Sep-22
21 Number of Required Deposits by Customer Class																					
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-
Medium C&I	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
22 Number of Required New or Increased Deposits by Customer Cla	ss																				
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	5	-	-	4	4 2	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 Cl	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

10 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.

(b) 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.

(B) 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.

(II) The Company is unable to provide the number of Completed AMP Program by rate class.

(P) 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.