## **Quarterly COVID-Related Impacts Tracking Summary**

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** 

January 25, 2023

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												Fall River & N						
1 2 12 1 2		- 1 04				Service								- 1 00				Service						
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	Oct-22	Nov-22	Dec-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	2,948,537	5,524,509	11,237,305
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	16,084,146	9,672,315	20,170,609
3 Gross Accounts Receivable Write-offs (6)	1,250	161,765	52,766	75,093	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	430,786	940,035
4 Accounts Receivable Recoveries (6)	(29,438)	(40,894)	(40,736)	(50,333)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(119,655)
						Blacks												Blacks						
h Dad Daha Emana (4)		F-1- 24	D4 24	A 24	NA 24	Service		A 24	C 24	0-+ 24	N 24	D 24		F-1- 22	NA- :: 22	A 22	N4 22	Service		A 22	C 22	0-+ 22	N 22	
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	Oct-22	Nov-22	Dec-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	124,590	212,180	595,380
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	72,891	398,717	739,317
3 Gross Accounts Receivable Write-offs (6)	-	-	-	7,256	-	-	-	-	-	-	-	12,521	701	390	625	964	735	600	298	5,574	51	-	212	2,342
4 Accounts Receivable Recoveries (6)	-	-	-	-	-	-	-	-	-	-	-	-	(100)	-	(244)	(621)	(82)	-	(382)	-	(529)	(646)	-	(50)
						Libe	rty											Libe	rty					
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	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-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	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	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	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	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	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	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	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	n/a	n/a	n/a
						Liberty Ut	ilities Co											Liberty Ut	ilities 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	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-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 <sup>(7)</sup>	Yes <sup>(7)</sup>	0	0	Yes <sup>(9)</sup>	0	0	0	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	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	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	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	0	0	0

n/a

n/a

n/a

n/a

n/a

n/a

n/a

n/a

3 Capital Markets Access (4)

4 Credit Rating Agency Actions (5)

Plans to Increase in Dividend Amounts

(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.

n/a

<b>Quarterly COVID-Related Impacts Tracking Summary</b>	

Company	Liberty Utilities (I	New England No	atural Gas Comp	pany) Corp. d/b <sub>/</sub>	/a Liberty																														
Contact Information	R.J. Ritchie   R.J.	Ritchie@libertyı	utilities.com  C:	774-320-5801																		43,305													
Date:	January 25, 2023	3																																	
	Jan-21	Feb-21	Mar-21	Apr-21	May-21 <sup>(9)</sup>	Jun-21 <sup>(9)</sup>	Jul-21 <sup>(9)</sup>	Aug-21 <sup>(9)</sup>	Sep-21 <sup>(9)</sup>	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 <sup>(10)</sup>	Jun-22 <sup>(10)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22											
d. Customer Specific Data				7 <b>4</b> 07 ==	way 22	7411 ZZ	34. 22	7.05 LI	36 <b>6</b> 21	000 ==		200 ==				- <b>-</b>	way 22	Juli 22	20.1 ==	7.0.8 ==	оор <u>-</u> -	551 ==		200 ==											
1 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	43,426	43,956	43,917											
Low Income Residential	10,098	10,273	10,296	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	3,815	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															
Medium C&I	539	538	539	541	542	544	543	543	544	544	544	544	548	550	549	548	550	559	546	545			539												
Large C&I	19	19	20	19	20	19	19	19	19	19	18	20	20	21	18	19	20	16	20	20	15	20	20	19											
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	58,806	58,566	58,487	58,643	58,880	58,894											
2 Number of Disconnects by Customer Class																																			
Residential	-	-	-	-	-	-	-	27	550	197	21	-	-	-	-	42	414	288	347	280	96	304	194	0											
Low Income Residential	-	-	-	-	-	-	-	6	155	55	5	-	-	-	-	7	97	96	94	68	23	131	73	0											
Small C&I	4	-	2	-	-	-	-	6	15	5	6	1	6	12	12	11	33	11	8	34	3	24	18	0											
Medium C&I	2	-	1	-	-	-	-	-	4	1	-	2	2	-	4	2	27	1	-	21	3	13	8	0											
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-	2	0	0											
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	774	380	0											
Low Income Residential	_	_	_	-	_	_	-	28	178	75	24	-	-,	-	-	127	206	316	273	209				0											
C&I	305	249	497	322	_	-	-	30	27	14	15	51	76	128	123	132	74	112	60	40		0	0	0											
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	1/1	1/1	13	1											
	3	1	15			-		14	33		203	10	10	24	14	34	40	101	233	33	14	14	13	•											
5 Number of Reconnection Fees by Customer Class (3)	2	1	12			1		1.4	25	65	29	0	7	11	22	16	25	122	164	100	154	140	127	20											
All Rate Classes	3	1	13	-	-	1	-	14	35	65	29	8	/	11	33	16	25	122	164	108	154	140	137	20											
Total Assessed Reconnection Fees by Customer Class (3)																																			
All Rate Classes	\$ 30.00 \$	\$ 10.00 \$	130.00	5 - 5	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	\$ 1,640.00	\$ 1,080.00	\$ 1,540.00	\$ 1,400.00	5 1,370.00	\$ 200.00											
6 Number of Credit Card Fees by Customer Class			2 225	c=																															
Residential	6,114	6,120	8,005	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	8,979	9,868	8,536	9,267	10,556	9,052											
Low Income Residential	949	948	1,158	1,028																															
Small C&I	110	144	183	157	4,847	7,515	274	400	475	740		400	254	242	200	254	200	106	22	222	242	222	200	250											
Medium C&I	18	23	50	31			271	192	175	710	565	400	261	343	396	364	206	186	22	232	213	238	290	258											
Large C&I	2	-	2	-																															
Total Assessed Credit Card Fees by Customer Class (4)																																			
Residential	. ,	. ,		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	\$ 15,713.25	\$ 17,269.00	\$ 14,938.00	\$ 16,217.25	\$ 18,473.00	\$ 15,841.00											
Low Income Residential	\$ 3,748.55	\$ 3,744.60 \$	4,574.10	.,	\$ -	\$ -	\$ - \$	- \$	- :	\$ - :	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ - !	\$ -	\$ -	,	T											
Small C&I	\$ 1,094.50 \$	\$ 1,432.80 \$	1,820.85	,	\$ -	\$ -	\$ 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	\$ 170.50	\$ 1,798.00	\$ 1,650.75	\$ 1,844.50	\$ 2,247.50	\$ 1,999.50											
Medium C&I	\$ 27.95	\$ 228.85 \$	497.50	308.45	\$ -	\$ -	\$ - \$	- \$	- :	\$ - :	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ - !	\$ -	\$ -	\$ - 9	\$ -											
Large C&I	\$ 19.90 \$	\$ - \$	19.90	5 - 9	\$ -	\$ -	\$ - \$	- \$	- :	\$ - :	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ - 9	\$ -											
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	1,222	1,423	1,385											
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	\$ 7,178.94	5 7,873.28	\$ 8,555.80											
8 Number of Existing Deferred Payment Arrangements by Customer Class																																			
Residential	126	134	164	175			306	263	393	339	254	199	256	280	340	348	343	477	599	466	514	594	627	611											
Low Income Residential	20	13	21	34			50	47	69	67	43	33	31	29	46	65	76	105	126	86	138	158	181	205											
Small C&I	6	12	13	9	245	505	3	3	4	2	2	1	6	7	10	3	9	8	8	5	5	5	7	7											
Medium C&I	3	-	2	2			0	0	1	-	-	-	-	-	1	-	2	2	4	4	3	4	5	5											
Large C&I	-	-	-	0			0	0	0	-	-	-	-	-	-	-	-	-	-	-	-	0	0	0											
9 Number of Completed Deferred Payment Arrangements by Customer Cl	ass																																		
Residential	4	2	5	-	-	-																0	0	0											
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	-	-	-	-	-	-																													
- <b>U</b>																																			

Quarterly COVID-Related Impacts Tracking Summary

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: January 25, 2023

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 <sup>(9)</sup>	Jun-21 <sup>(9)</sup>	Jul-21 <sup>(9)</sup>	Aug-21 <sup>(9)</sup>	Sep- <b>21</b> <sup>(9)</sup>	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 <sup>(10)</sup>	Jun-22 <sup>(10)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-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	565	1453	194
11 Number of Renegotiated Deferred Payment Arrangements by Customer C	lass <sup>(7)</sup>																							
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	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	1,200	1,177	1,157
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	9,099	9,223	9,323
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	8	140	177
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	1	39	4	7	5	210
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	59	68	131
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	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	356	161	44
Low Income Residential																								
Small C&I																								
Medium C&I																								
Large C&I																								
19 Number of Enrolling (New) Low-Income Customers	276	293	93	156		217	1,477				22	29	45	652	312	692	22	642	45	49	30	19	40	36
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	-	-	-	-	-	-	0	0	0

Quarterly COVID Balatad Immasta Tracking	~ C
Quarterly COVID-Related Impacts Tracking	g Summary
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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

January 25, 2023

Date:	January 25, 20	)23																						
	Jan-21	Feb-21	Mar-21	Apr-21	May-21 <sup>(9)</sup>	Jun-21 <sup>(9)</sup>	Jul-21 <sup>(9)</sup>	Aug-21 <sup>(9)</sup>	Sep-21 <sup>(9)</sup>	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 <sup>(10)</sup>	Jun-22 <sup>(10)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
21 Number of Required Deposits by Customer Class									-															
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	į	5 -	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-	37	31	L
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	í	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 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	_	-	-	-	-

## Notos

(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.

<sup>(6)</sup> The Company is unable to provide the number of new deferred payment arrangements by rate class.

<sup>(7)</sup> The Company is unable to track this information.

<sup>(8)</sup> 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.