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:

Company

Contact Information

ls

A Lost Revenues

C Data Collection

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

April 28, 2023

a. Continue Monthly Arrearage

						Fall River & I Service												Fall River & I 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	Jan-23	Feb-23	Mar-23
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	11,673,121	12,770,767	10,015,910
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	24,433,071	27,306,334	27,441,372
3 Gross Accounts Receivable Write-offs (6)	1,250	161,765	52,766	75,093	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	430,786	940,035	306,720	372,622	246,272
4 Accounts Receivable Recoveries (6)	(29,438)	(40,894)	(40,736)	(50,333)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(119,655)	(12,435)	(14,712)	(12,804
						Black: Service												Blacks									
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	Jan-23	Feb-23	Mar-23
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	497,707	426,489	326,107
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	757,115	646,907	602,733
3 Gross Accounts Receivable Write-offs (6)	-	-	-	7,256	-	-	-	-	-	-	-	12,521	701	390	625	964	735	600	298	5,574	51	-	212	2,342	682	-	-
4 Accounts Receivable Recoveries (6)	-	-	-	-	-	-	-	-	-	-	-	-	(100)	-	(244)	(621)	(82)	-	(382)	-	(529)	(646)	-	(50)	(50)	(783)	(451
						Libe	ortv											Libe	arty								
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	Jan-23	Feb-23	Mar-23
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	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	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	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	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	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	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	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	n/a	n/a	n/a
						Liberty U	tilities Co											Liberty Ut	tilities 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	Jan-23	Feb-23	Mar-23
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	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	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	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	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	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	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	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	(8)	n/a		n/a	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.

(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. The \$500.0 million revolving facility was amended to further extended the maturity to February 28, 2024.

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** April 28, 2023 Date: Apr-21 May-21 Jan-21 Feb-21 Mar-21 d. Customer Specific Data 1 Number of Customers by Customer Class Residential 43,444 43,351 43,359 42,924 43,3 Low Income Residential 10,098 10,273 10,296 10,740 3,810 3,820 Small C&I 3,815 3,811 539 538 539 Medium C&I 541 Large C&I 19 19 20 19 Total Customers 57,910 58,001 58,029 58,035 - 58 2 Number of Disconnects by Customer Class Residential ---Low Income Residential ---Small C&I 4 --2 Medium C&I --Large C&I ---**3** Number of Disconnection Notices by Customer Class⁽¹⁾ Residential ----Low Income Residential ----305 322 C&I 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 13 1 3 -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 6,114 6,197 Residential 6,120 8,005 1,028 949 948 1,158 Low Income Residential 110 144 157 Small C&I 183 18 23 Medium C&I 50 31 Large C&I 2 -2 -Total Assessed Credit Card Fees by Customer Class ⁽⁴⁾ \$ 24,150.30 \$ 24,174.00 \$ 31,619.75 \$ 24,478.15 \$ Residential \$ 3,748.55 \$ 3,744.60 \$ 4,574.10 \$ 4,060.60 \$ Low Income Residential \$ 1,094.50 \$ 1,432.80 \$ 1,820.85 \$ 1,562.15 \$ Small C&I \$ 27.95 \$ 228.85 \$ 497.50 \$ 308.45 \$ Medium C&I Large C&I \$ 19.90 \$ - \$ 19.90 \$ - \$ 7 Number of Late Payment Fees by Customer Class (5) 4,240 4,232 All Rate Classes 4,205 4,238 Total Assessed Late Payment Fees by Customer Class ⁽⁵⁾ \$ 8,247.39 \$ 5,793.66 \$ 10,049.66 \$ 9,255.59 \$ All Rate Classes 8 Number of Existing Deferred Payment Arrangements by Customer Class Residential 126 134 164 175 13 21 34 Low Income Residential 20 Small C&I 12 13 9 245 6 Medium C&I 3 -2 2 Large C&I - -0 -9 Number of Completed Deferred Payment Arrangements by Customer Class Residential 4 2 5 -1 -Low Income Residential 1 -Small C&I Medium C&I Large C&I

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⁾	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
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	42,353	43,211	43,076
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	10,857	10,519	10,677	12,268	11,425	11,653
3,819 542	3,805 544	3,802 543	3,802 543	3,807 544	3,805 544	3,854 544	3,859 544	3,868 548	3,862 550	3,874 549	3,859 548	3,852 550	3,835 559	3,819 546	3,811 545	3,792 537	3,797 543	3,846 539	3,743 538	3,861 514	3,865 538	3,860 537
20	19	19	19	19	19	18	20	20	21	18	19	20	16	20	20	15	20	20	19	19	19	19
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	59,015	59 <i>,</i> 058	59,145
-	-	-	27	550	197	21	-	-	-	-	42	414	288	347	280	96	304	194	0	-	-	-
-	-	-	6	155	55	5	-	-	-	-	7	97	96	94	68	23	131	73	0	-	-	-
-	-	-	6	15	5	6	1	6	12	12 4	11	33 27	11	8	34 21	3	24 13	18	0	-	3	53 19
-	-	-	-	-	-	-	-	-	-	4	-	27	-	-	-	-	2	8	0	-	-	-
-	-	-	167	849 178	287	238 24	849	1,243	1,600	1,739	1,796	567	1,277	1,149	955	1,036	774	380	0	-	-	-
-	-	-	28 30	27	75 14	24 15	- 51	- 76	- 128	- 123	127 132	206 74	316 112	273 60	209 40	363 84	254 0	173 0	0	- 14	- 342	- 731
-	1	-	14	35	11	285	18	10	24	14	34	40	101	235	33	14	14	13	1	-	1	34
-	1	-	14	35	65	29	8	7	11	33	16	25	122	164	108	154	140	137	20	9	10	55
\$-	\$ 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	\$ 1,370.00	\$ 200.00	\$ 90.00	\$ 100.00	\$ 550.00
		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	12,151	11,582	13,813
4,847	7,515	271	192	175	710	565	400	261	343	396	364	206	186	22	232	213	238	290	258	365	410	562
		2/2	191	1,0	710	505	100	201	0.10	000	501	200	200		202	210	200	250	200	505	120	502
ć	ć	ć 10 247 75	ć 12 502 00	¢ 12 621 00	¢ F1 007 7F	ć 28.600 F0, ć		\$ 15,708.00	17 704 7F	¢ 10.00F 7F	÷ 17.052.00	¢ 17.952.50	ć 17 F70 00	¢ 15 712 25	ć 17.260.00	ć 14.029.00	ć 16 217 25	ć 19.472.00	¢ 15 941 00	¢ 21.264.25		ć 04 170 75
								\$ 15,708.00														
								\$ 2,022.75														
								\$ - \$														
\$ -	\$-	\$-	\$-	\$ -	\$-	\$ - \$	-	\$ - \$	-	\$ - 9	\$ -	\$-	\$-	\$-	\$ -	\$-	\$ -	\$ -	\$-	\$-	\$ -	\$-
-	-	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	1,539	1,380	1,303
\$-	\$-	\$ 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	\$ 7,873.28	\$ 8,555.80	\$ 13,749.44	\$ 16,203.02	\$ 18,877.19
		206	263	202	339	2 ⊑ 4	100	256	200	240	348	343	A77	E00	166	E11	594	677	611	269	241	282
		306 50			339 67	254 43	199 33	256 31	280 29	340 46	348 65	343 76	477 105	599 126	466 86	514 138	594 158	627 181	611 205	269 123	241 114	282 124
245	505	3	3	4	2	2	1	6	29 7	10	3	9	8	8	5	5	5	7	7	3	9	11
		0	0	1	-	-	-	-	-	1	-	2	2	4	4	3	4	5	5	5	5	5
		0	0	0	-	-	-	-	-	-	-	-	-	-	-	-	0	0	0	-	-	-
-	-																					
-	-	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
-	-	33	U	0	0	U	0	U	0	0	0	0	U	0	0	U	U	U	0	0	0	0

Quarterly COVID-Related Impacts Tracking Summary

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

Contact Information	R.J. Ritchie R.J.	.Ritchie@libert	yutilities.com C	: 774-320-580	1																						
Date:	April 28, 2023																										
	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⁾	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
10 Number of New Deferred Payment Arrangements by Customer Class ⁽⁶⁾	i)																										
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	347	485	562
11 Number of Renegotiated Deferred Payment Arrangements by Custome	er 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	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	1,130	1,201	5,683
Low Income Residential	9,284	9,191	9,378	8,452		8,387		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	10,139	10,211	10,363
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	6	4	2
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	23	-	19
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	350	8	339
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	n/a	n/a	n/a
18 Number of Customers Dropping Off an AMP Program																											
Residential Low Income Residential Small C&I Medium C&I	376	6	2	188	1	4	17	84	56	374	281	89	79	86	39	34	196	68	58	163	206	356	161	44	151	120	133
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	19	40	36	350	8	339
20 Number of Dropping Off Low-Income Customers	193	140	104	130				55	29	197	169		1,132	28	16	-	-	-	-	-	-	0	0	0	-	-	-

Quarterly COVID-Related Impacts Tracking Summary

Anstantiane Anstantanatate Anstantis Anstantiane Anstantiane Anstantian	Company	Liberty Utilities	(New England I	Natural Gas Con	npany) Corp. d/	/b/a Liberty													
nere series of the series of	Contact Information	R.J. Ritchie R.J	I.Ritchie@libert	yutilities.com 0	C: 774-320-580	1													
21 Nuber of Residential of a series of series	Date:	April 28, 2023																	
Residential Low income Residential Autome R		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⁾	Ju
in low noome Residential in the second of	21 Number of Required Deposits by Customer Class																		
Small CAI 1 1 1 5 -	Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medium CâlAAA	Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Large CAL on Lorenzes Universe Mericanse Me 24 Mericanse Mericans	Small C&I	8	11	11	5	-	-	-	-	-	-	-	-	-	-	-	-	-	
22 Number of Required Neuroses Description -<	Medium C&I	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ResidentialResidentialIII	Large C&I	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
in low noome Residential in the second of th	22 Number of Required New or Increased Deposits by Customer Class																		
Small CA 11 11 5 - - 4 2 2 2 2 1 17 5 10 7 2 Medium CA - 2 2 2 2 2 1 17 5 10 7 2 Large CA - 2 2 -	Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Medium CâlII		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Large CA 1<		8	11	11	5	-	-	4	2	2	2	22	1	17	5	10	7	2	
23 Number of Required Reduced/Foregone Deposits by Customer Class -		-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Residential		1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
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	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. ⁽¹⁰⁾ Due to an implementation of SAP, the Company stopped charging late payment fees in May and June but resumed in July.

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Jun-22 ⁽¹⁰⁾	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
-	-	-	-	-	-	-			
-	-	-	-	-	-	-			
-	7	-	-	37	31	69	1,478	30	15
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
							-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	-	-
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