

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

Contact Information R.J. Ritchie | R.J.Ritchie@libertyutilities.com | C: 774.220.5801

Date: July 28, 2023

A. List Revenues Please see Liberty Utilities Amortage Spreadsheet for billed usage and revenues.

C. Data Collection Please see Liberty Utilities Amortage Spreadsheet.

c. Continue Monthly Amortage

Fall River & N. Attleboro Service Area													Fall River & N. Attleboro Service Area																		
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	Apr-23	May-23	Jun-23		
Bad Debt Expense (1)																															
1	9,882,999	9,887,869	7,984,127	4,653,848	4,871,700	1,022,054	1,754,269	2,369,661	1,596,082	2,753,356	1,175,689	8,960,500	15,084,058	12,469,093	8,979,486	7,169,253	4,430,186	3,089,174	2,454,032	2,380,702	4,082,541	2,948,537	5,524,509	11,237,305	11,673,121	12,770,767	10,015,910	6,030,383	8,318,242	3,764,861	
Accounts Receivable																															
2	16,834,770	19,684,022	16,990,276	15,542,149	16,741,809	11,885,134	12,694,029	11,464,368	11,260,539	11,379,300	12,497,377	17,566,990	23,221,254	28,568,241	26,204,504	27,629,866	23,985,634	21,109,180	19,974,478	18,039,540	18,424,802	16,084,146	9,672,315	20,170,609	24,433,071	27,369,334	27,441,372	27,169,423	21,898,550	18,631,390	
Gross Accounts Receivable Write-offs (6)																															
3	2,250	161,765	52,766	75,093	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	430,786	940,035	306,720	373,622	346,372	495,035	157,645	161,432	
Accounts Receivable Recoveries (8)																															
	(29,438)	(40,894)	(40,738)	(50,333)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	(119,655)	(12,435)	(12,435)	(14,712)	(12,804)	(31,559)	(24,842)	(19,995)	

Blackstone Service Area													Blackstone Service Area																		
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	Apr-23	May-23	Jun-23		
Bad Debt Expense (1)																															
1	381,901	301,570	264,720	116,922	82,986	65,573	64,663	65,061	65,072	101,414	287,299	396,165	707,421	575,021	485,537	259,416	113,606	(28,530)	65,533	69,245	90,394	124,590	212,180	595,380	497,707	426,489	336,107	152,610	81,009	70,009	
Accounts Receivable																															
2	465,151	616,974	509,152	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	67,500	52,200	72,891	398,717	739,317	757,115	646,907	602,733	466,219	242,654	170,371	
Gross Accounts Receivable Write-offs (6)																															
3	-	-	-	7,256	-	-	-	-	-	-	-	123,221	702	390	625	964	725	600	298	5,534	51	2,342	682	802	682	682	682	682	682	682	
Accounts Receivable Recoveries (8)																															
	-	-	-	-	-	-	-	-	-	-	-	-	(100)	-	(244)	(623)	(82)	-	(582)	-	(529)	(646)	(50)	(50)	(50)	(783)	(451)	-	-	2,342	

c. Financial Health Information

Liberty													Liberty																		
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	Apr-23	May-23	Jun-23		
Bank Lines of Credit (3)																															
Requested Increase to Bank Lines of Credit																															
1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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 (1)																															
Requested Increase to Bank Lines of Credit																															
2	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	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	n/a	n/a	n/a	
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	n/a	n/a	n/a	
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	n/a	n/a	n/a	
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	n/a	n/a	n/a	
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	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) 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 S&P, the Company is unable to report this information at this time.

(7) On December 30, 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. \$630.4 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 announcement 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. uprated its existing \$500 million revolving credit facility to \$1.1 billion with a maturity of April 29, 2027 and also entered into a new \$500 million revolving credit facility that matures on February 28, 2024.

(10) In April 2023, following the announcement of the cancellation of the Kentucky Power Co. acquisition, each of DBRS, Fitch, S&P and Moody's made announcements regarding the credit ratings of the Algonquin Power & Utilities Corp. ("Corporation") and its subsidiaries. DBRS and Fitch both furthered their ratings and stable outlook on the Corporation and its subsidiaries. S&P affirmed its ratings and revised its outlooks to stable from negative on the Corporation and its subsidiaries and Moody's affirmed its rating and stable outlook on Liberty Utilities Co.

Quarterly COVID-Related Impacts Tracking Summary

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

Company

Contact Information

Date:

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

July 26, 2023

Customer Specific Data

1 Number of Customers by Customer Class

Table with 28 columns (months) and 6 rows (Residential, Low Income Residential, Small C&I, Medium C&I, Large C&I, Total Customers)

2 Number of Disconnections by Customer Class

Table with 28 columns (months) and 5 rows (Residential, Low Income Residential, Small C&I, Medium C&I, Large C&I)

3 Number of Disconnection Notices by Customer Class

Table with 28 columns (months) and 5 rows (Residential, Low Income Residential, C&I)

4 Number of Reconnections by Customer Class

Table with 28 columns (months) and 2 rows (All Rate Classes)

5 Number of Reconnection Fees by Customer Class

Table with 28 columns (months) and 2 rows (All Rate Classes)

6 Number of Credit Card Fees by Customer Class

Table with 28 columns (months) and 5 rows (Residential, Low Income Residential, Small C&I, Medium C&I, Large C&I)

7 Number of Late Payment Fees by Customer Class

Table with 28 columns (months) and 5 rows (Residential, Low Income Residential, Small C&I, Medium C&I, Large C&I)

8 Number of Existing Deferred Payment Arrangements by Customer Class

Table with 28 columns (months) and 5 rows (Residential, Low Income Residential, Small C&I, Medium C&I, Large C&I)

9 Number of Completed Deferred Payment Arrangements by Customer Class

Table with 28 columns (months) and 5 rows (Residential, Low Income Residential, Small C&I, Medium C&I, Large C&I)

Summary table with 28 columns (months) and 2 rows (All Rate Classes)

Quarterly COVID-Related Impacts Tracking Summary

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Company

Contact Information

Date:

July 26, 2023

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 <sup>(1)</sup>	Jun-21 <sup>(1)</sup>	Jul-21 <sup>(1)</sup>	Aug-21 <sup>(1)</sup>	Sep-21 <sup>(1)</sup>	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 <sup>(1)</sup>	Jun-22 <sup>(1)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	
10 Number of New Deferred Payment Arrangements by Customer Class <sup>(1)</sup>																															
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	783	2,014	1,655	
11 Number of Renegotiated Deferred Payment Arrangements by Customer Class <sup>(1)</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	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	1,205	1,164	1,188	1,188	1,204	1,238	1,187	1,200	1,177	1,157	1,130	1,201	1,463	1,629	1,579	1,665	
Low Income Residential	9,384	9,191	9,378	8,421	8,387	8,387	8,225	8,126	8,277	8,365	8,418	8,661	8,881	9,464	9,527	10,125	9,386	8,996	9,322	9,767	9,683	9,099	9,223	9,323	10,119	10,211	10,361	11,117	10,370	10,260	
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	7	7	11	
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
15 Number of Customers Completing an AMP Program <sup>(1)</sup>																															
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	63	41	92	
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	161	721	194	
Small C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
17 Number of Customers Re-Enrolling an AMP Program <sup>(1)</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	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	151	120	133	163	130	168	
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	19	40	36	350	8	339	161	721	194	
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-Related Impacts Tracking Summary

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	Jan-21	Feb-21	Mar-21	Apr-21	May-21 <sup>(1)</sup>	Jun-21 <sup>(1)</sup>	Jul-21 <sup>(1)</sup>	Aug-21 <sup>(1)</sup>	Sep-21 <sup>(1)</sup>	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22 <sup>(1)(2)</sup>	Jun-22 <sup>(1)(2)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
<b>21 Number of Required Deposits by Customer Class</b>																														
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-	37	31	69	1,478	30	15	9	16	6
Medium C&I	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>22 Number of Required New or Increased Deposits by Customer Class</b>																														
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>23 Number of Required Reduced/Foregone Deposits by Customer Class</b>																														
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>24 Number of Deposits Returned by Customer Class</b>																														
Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Notes:**  
<sup>(1)</sup> 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.  
<sup>(2)</sup> The Company is unable to provide the number of reconnects by rate class.  
<sup>(3)</sup> The Company is unable to provide the number and amount of reconnection fees by rate class.  
<sup>(4)</sup> 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.  
<sup>(5)</sup> 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.  
<sup>(9)</sup> 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.  
<sup>(10)</sup> Due to an implementation of SAP, the Company stopped charging late payment fees in May and June but resumed in July.