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

Julyl 28, 2023 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.

Fall River & N. Attleboro	Fall River & N. Attlebon

						Service	e Area											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	Apr-23	May-23	Jun-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	5,030,383	3,319,242	3,764,861
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	27,169,423	21,898,550	18,631,390
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	495,035	157,645	161,432
4 Accounts Receivable Recoveries (6)	(29,438)	(40,894)	(40,736)	(50,333)																				(119,655)	(12,435)	(14,712)	(12,804)	(11,559)	(24,842)	(19,995)
						Blacks												Blacks												
						Service												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	Apr-23	May-23	Jun-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	152,610	81,009	70,009
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	466.219	242.654	170.371
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					2.943
4 Accounts Receivable Recoveries (6)													(100)		(244)	(621)	(82)		(382)		(529)	(646)		(50)	(50)	(783)	(451)			
						Libe												Libe												
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	Apr-23	May-23	Jun-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																					
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																					
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	0
Plans to Issue Dividends	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	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																					
3 Capital Markets Access (4)	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																					
																		Liberty Ut												
c. Financial Health Information	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Liberty Ut	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 (2)	Jan-21	PED-21	mar-21	Apr-21	may-21	Jun-21	101-21	AUK-21	3ep-21	000-21	NOV-21	Dec-21	Jan-22	P60-22	Mar-22	Apr-22	May-22	Jun-22	JUI-22	AUK-22	5tp-22	OC1-22	1404-22	Dec-22	Jan-25	PEU-23	WH41-23	Apr-23	May-25	Jun-23
	-											m	/28			100														
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 (*)	0	0	0	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	0	0	0
Dividends (3)		_	_			_	_		_	_							_							_						
2 Issuance of Dividends		0	0			0	U		0	U			0	0		0	0			0	0			0	U.		U	0	U	0
Plans to Issue Dividends	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	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																					
3 Capital Markets Access (4)	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	Yes (II)	n/a	n/a	n/a	n/a	Yes (X)	n/a	n/a	n/a	n/a	n/a	n/a	Yes (10)	n/a	n/a														

4 Credit Rising Agency Actions (1)

Rise

(1)

Rice (1)

Quarteri	y COVID-I	Related	impacts	Tracking	Summary

uarterly COVID-Related Impacts Tracking Summary	Liberty Utilities (New England Natural Gas Company) Corp. (Afrile Liberty																													
Company					a Liberty																									
Contact Information	R.J. Ritchie R.J.	J.Ritchie@liberty	utilities.com /C:	774-320-5801																										
Date:	Julyl 28, 2023																													
	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (1)	Jun-21 (1)	Jul-21 (1)	Aug-21 (16)	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	Apr-23	May-23	Jun-23
d. Customer Specific Data																														
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	42,353	43,211	43,076	42,169	42,175	43,341
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	10.857	10.519	10.677	12.268	11.425	11.653	12.363	12.494	11,222
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	3.792	3.797	3.846	3.743	3.861	3.865	3.860	3.850	3.804	3.766
Medium C&I	539	538	539	541	542	544	543	543	544	544	544	544	548	550	549	548	550	559	546	545	537	543	539	538	514	538	537	537	537	535
Large C&I	19	10	333	19	30	40	19	19		19	18	200	340	330	19	40	30	333	340	343	337	343	333	330	19	19	19	19	19	19
Total Customers			58.029	58.035	20	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	59.058	59.145	58.938	59.029	58.883
	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	59,015	59,058	59,145	58,938	59,029	58,883
2 Number of Disconnects by Customer Class																														
Residential								27	550	197	21					42	414	288	347	280	96	304	194	0				2	57	322
Low Income Residential								6	155	55	5					7	97	96	94	68	23	131	73	0					4	
Small C&I	4		2					6	15	5	6	1	6	12	12	11	33	11	8	34	3	24	18	0		3	53	55	31	4
Medium C&I	2		4						4	1		2	2			2	27	4		21		13				1	19	7	9	2
Large C&I			-									-	-		- 7						,							1		
															1		2					2	U	U				1	- 4	
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				501	3,705	17,286
Low Income Residential								28	178	75	24					127	206	316	273	209	363	254	173	0						
C&I	305	249	497	322				30	27	14	15	51	76	128	123	132	74	112	60	40	84	0	0	0	14	342	731	700	997	1,797
4 Number of Reconnects by Customer Class (2)																														
All Rate Classes	3	4	13			4		14	35	11	285	18	10	24	14	24	40	101	235	33	14	14	13	4		- 1	34	19		9
	,		13					24	33		203	10	10	24	24		40	101	233	33	24	24		-			34			,
5 Number of Reconnection Fees by Customer Class (4)																														
All Rate Classes	3	1	13			1		14	35	65	29	8	7	11	33	16	25	122	164	108	154	140	137	20	9	10	55			
Total Assessed Reconnection Fees by Customer Class (II)																														
All Rate Classes	\$ 30.00	\$ 10.00	\$ 130.00	٠.	ς .	\$ 10.00	s -	S 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	5 1 080 00	\$ 1540.00	5 1 400 00	\$ 1,370.00	5 200.00	\$ 90.00 \$	S 100.00 :	550.00	ς .		s .
6 Number of Credit Card Fees by Customer Class																														
Residential	6.114	6.120	8.005	6.197																										
Low Income Residential	949	948	1.158	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	9,267	10,556	9,052	12,151	11,582	13,813	10,462	12,122	12,728
	949 110				4.847	7,515																								
Small C&i		144	183	157	4,047	7,515													22											
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	365	410	562	413	370	403
Large C&I	2		2																											
Total Assessed Credit Card Fees by Customer Class (4)																														
Residential	\$ 24 150 30	\$ 24,174,00	\$ 31 619 75	5 74 478 15	ς .	ς .	\$ 10 347 75	\$ 12 502 00	\$ 12,621,00	5 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	S 17 269 00	\$ 14.938.00	5 16 217 25	\$ 18473.00	15.841.00	\$ 21,264.25 \$	\$ 20.268.50	24 172 75	\$ 18 308 50	\$ 21 213 50	\$ 22 274 00
Low Income Residential		\$ 3,744.60				\$.							\$ -												s - s					\$
Small C&i		\$ 1,432.80			š .																				\$ 2.828.75 \$					
Smail C&I Medium C&I																														
		\$ 228.85																												s -
Large C&i	\$ 19.90	\$ -	\$ 19.90	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ - !		\$ -	\$ -	s - :	\$ -	\$ -	\$ -	\$ -	\$ - :	\$ - :	5 -	s - :		s - s	5 - :	- :	\$ -	5 - :	\$ -
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	1,539	1,380	1,303	1,382	1,098	1,483
Total Assessed Late Payment Fees by Customer Class [1]																														
All Rate Classes	C 9 747 20	\$ 5,793.66	¢ 10.040.66	\$ 9.255.59	s -	e .	¢ 0.427.07	C 4 579 17	C 4 694 17	¢ 6.022.10	¢ 4000.07 (7.017.70	\$ 14,759.11	¢ 14 702 01	C 16 464 22 1	¢ 11 927 05	s .	e .	c 15 702 50	c 7.65711	¢ 673676	C 7 179 04	c 7 972 79	t ecccen	\$ 13,749.44 \$	16 202 02 1	10 077 10	¢10.750.96	\$15.582.98	\$16.614.00
8 Number of Existing Deferred Payment Arrangements by Customer Cla		3,733.00	2 10,043.00	3 3,233.33			3 3,431-31	3 4,320.22	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	3,031.10	3 4,003.37	7,017.70	2 24,733.22	3 24,703.02	J 10,404.33 .	, 11,037.33	*		3 13,733.30	, ,,,,,,,,,,,	3 0,730.70	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	J 7,073.20 .	, 0,333.00	2 23,143,44 3	, 10,103.01 ,	10,077.13	213,730.00	313,302.30	320,024.00
Residential			164				306	263	393	339		199		280	340	348	343	477	599	466		594	627			241	787	787		241
	126	134		175							254		256								514			611	269				374	
Low Income Residential	20	13	21	34	245		50	47	69	67	43	33	31	29	46	65	76	105	126	86	138	158	181	205	123	114	124	132	117	114
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	3	9	11	12	12	9
Medium C&I	3		2	2			0	0	1						1		2	2	4	4	3	4	5	5	5	5	5	5	4	5
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			1				33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
								-	-	-	-	-	,	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medium C&I																														
Large C&I																														

Quarterly COVID-Related Impacts Tracking Summary

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

Contact Information																														
Date:	Julyl 28, 2023																													
	Jan-21	Feb-21	Mar-21	Apr-21	May 21 (1)	lun 21 (9)	hul. 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)	hun 22 (10)	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 (4)					may-22	2011-22	201-22	Aug-21	Jepan								may-22	2011-22												
All Rate Classes	153	68	117	74	93	138	78	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 Renezotiated Deferred Payment Arrangements by Custome																														
All Rate Classes	n/a	n/a	n/a	n/a	0/2	0/2	0/2	0/2	n/a	0/2	n/a	n/a	n/a	n/a	n/a	n/a	0/2	n/a	n/a	n/a	0/2	n/a	n/a	n/a						
12 Number of Existing Hardship Protections by Customer Class	1174	104	1174	1174	1134	104	1074	1174	104	11/4	1174	1134	11/4	10/4	1174	104	1174	1174	1174	104	10/4	1074	1174	1174	1174	1174	1174	104	1074	1174
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	5,629	5,579	5.665
Low Income Residential	9,284	9,191	9.378	8,452		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	10.139	10.211	10.363	11.117	10,270	10.280
Small C&I			-,		.,	-,	.,	-,		-,	-,	0,000		-,	-,		-,,,,,,	.,,,,,	-,		.,	.,	.,	.,		,	,	,		,
Medium C&I																														
Large C&I																														
13 Number of Completed Hardship Protections by Customer Class																														
Residential		115	,																											
Low Income Residential		93	. *	926																										
Small C&I				310																										
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 (4)																														
All Residential & Low Income Residential Classes	359	63		180		20			20	0.5			30							20		-		210	23		19	63	41	92
16 Number of Customers Enrolling an AMP Program	333	0.5	/*	100	•	30	-		20				33	,,		-	00	-	-	33	-	,	,	110	1.5					
Residential																														
Low Income Residential		58		52	12	967	12	422	27	- 22	150		- 11	536	24	22	661	726	261	170	109	50	60	131	350		339	161	721	194
Small C&I						002					133			330					301	170	200				330		333	101	/44	2.54
Medium C&I																														
Large C&I																														
17 Number of Customers Re-Enrolling an AMP Program (*)																														
All Rate Classes	n/a																													
18 Number of Customers Dropping Off an AMP Program	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residential	376			188			17	84	56	374	281		70			24	100	68		163	206	356	161		151	120	133	163	130	168
Low income Residential	370		2	100	1	-	17	04	30	3/4	201	69	/9	80	39	34	196		38	103	200	330	101	**	151	120	133	103	150	100
Small C&I																														
Medium C&I																														
Large C&I																														
19 Number of Enrolling (New) Low-Income Customers	276	293		156		217	1,477	- 73	21	405			45	652	312	692		642	45	40	20		40	36	250		339	161	721	194
19 Number of Enrolling (New) Low-Income Customers 20 Number of Dropping Off Low-Income Customers	276 193	293 140	104	156		1,727	273	72	31	485 197	169	29	1.132	652	312	692	22	642	45	49	30	19	40	36	350	8	339	161	/21	194
20 Number of Dropping Oil Low-income Customers	193	140	104	132	24	1,/2/	2/3	55	29	197	169	/86	1,132	28	16							0	0							

COVID-Related Impacts		

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Contact Information																														
Date:	Julyl 28, 2023																													
	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (1)	Jun-21 (9)	Jul-21 (9)	Aug-21 (10)	Sep-21 (10)	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	Apr-23	May-23	Jun-23
21 Number of Required Deposits by Customer Class																														
Residential																														
Low Income Residential																														
Small C&I	8	11	11	5	5 -														7			37	31	69	1,478	30	15	9	16	6
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	9	s .			4 2	2	,	- 22	1	17	5	10	7	,	1												
Medium C&I																														
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																-														

Notes:

10 The Company is unable to provide the number of disconnection notices by rate class. However, the Company did not send discolasses. As of August 2021, the Company was able to provide the number of disconnections by rate class.

10 The Company is unable to provide the number of reconnects by rate class.

 $^{(0)}$ The Company is unable to provide the number and amount of reconnection fees by rate class.

¹⁰ 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's unable to breakdown the number of fees by rate class due to the implementation of \$4.9.

"Late payment fees by rate class due to the implementation of \$4.9.

"Late payment fees would be a payment fees would be able to provide late fee information moving forward beginning in July.

 $^{\rm M}$ The Company is unable to provide the number of new deferred payment arrangements by rate class.

 $^{(9)}\!$ The Company is unable to track this information.

 $^{(0)}$ 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.

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