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

October 27, 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 & 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
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
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
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)		-		-	-		-	-
						Blacks	stone					
						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
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
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
3 Gross Accounts Receivable Write-offs (6)	-	-	-	7,256	-	-	-	-	-	-	-	12,521
4 Accounts Receivable Recoveries (6)		-	-	-	-	-	-	-	-	-	-	-
						Libe	erty					
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
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
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
Dividends (3)												
2 Issuance of Dividends	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
Increase in Dividend Amounts	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
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
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
						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
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)
Requested Increase to Bank Lines of Credit	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
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
Increase in Dividend Amounts	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
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
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

Notes:

(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.

(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 affirmed 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.

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Company

Contact Information

Date

A Lost Revenues

C Data Collection

a. Continue Monthly Arrearage

Fall River & N. Attlebor

						Fall River & I	I. Attleboro					
						Service	Area					
b. Bad Debt Expense (1)	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	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	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)		-	-	-	-		-	-	-	-	430,786	940,035
4 Accounts Receivable Recoveries (6)	-	-	-	-	-	-	-	-	-	-	-	(119,655)
						Blacks	tone					
						Service						
b. Bad Debt Expense (1)	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	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	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)	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	rtv					
c. Financial Health Information	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
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
Dividends (3)	**				, .	,	•	,	,		, .	
2 Issuance of Dividends	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
Increase in Dividend Amounts	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
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
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
						Liberty Ut						
c. Financial Health Information	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)												
 Increase to Bank Lines of Credit 	Yes (7)	0	0	Yes (9)	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
Dividends (3)												
2 Issuance of Dividends	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
Increase in Dividend Amounts	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
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
4 Credit Rating Agency Actions (5)	n/a	n/a	Yes (8)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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Company

Contact Information

A Lost Revenues

C Data Collection a. Continue Monthly Arrearage

						ver & N. Attleboro)		
b. Bad Debt Expense (1)	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Service Area Jun-23	Jul-23	Aug-23	Sep-23
1 Reported Revenues	11.673.121	12.770.767	10.015.910	5.030.383	3,319,242	3.764.861	3.593.674	4.425.567	3.272.501
2 Accounts Receivable	24,433,071	27,306,334	27,441,372	27,169,423	21,898,550	18,631,390	16,388,192	14,235,016	13,600,091
3 Gross Accounts Receivable Write-offs (6)	306.720	372.622	246.272	495.035	157.645	161.432	218.123	251.163	161,166
4 Accounts Receivable Recoveries (6)	(12,435)	(14,712)	(12,804)	(11,559)	(24,842)	(19,995)	(16,753)	(27,255)	(21,582)
Accounts necessable necoveries (o)	(12,433)	(14,712)	(12,004)	(11,555)	(24,042)	(15,555)	(10,755)	(27,233)	(21,302)
						Blackstone			
						Service Area			
b. Bad Debt Expense (1)	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
1 Reported Revenues	497,707	426,489	326,107	152,610	81,009	70,009	53,620	55,840	61,935
2 Accounts Receivable	757,115	646,907	602,733	466,219	242,654	170,371	131,775	108,934	85,160
3 Gross Accounts Receivable Write-offs (6)	682	-	-	-	-	2,943	-	-	-
4 Accounts Receivable Recoveries (6)	(50)	(783)	(451)	-	-	-	-	-	-
						Liberty			
c. Financial Health Information	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-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
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
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
					Lib	erty Utilities Co			
c. Financial Health Information	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Bank Lines of Credit (2)									
1 Increase to Bank Lines of Credit	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
Dividends (3)									
2 Issuance of Dividends	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
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	Yes (10)	n/a	n/a	n/a	n/a	n/a
- Creating recipity recipits (3)	.,, a	.,, .	.,, .	(20)	.,, u	.,,	.,, 0	.,, .	.,, a

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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

Date: October 27, 2023

	Jan-21		Feb-21		Mar-21		Apr-21		May-21 ⁽⁹⁾		Jun-21 ⁽⁹⁾	Jul-21 ⁽⁹⁾	,	lug-21 ⁽⁹⁾		Sep-21 ⁽⁹⁾		Oct-21	Nov-2	91		Dec-21
d. Customer Specific Data	7011-21		160-21		Widi-ZI		Apr-21		vidy-ZI		Juli-21	Jui-21	,	ug-21	•	seh-51		000-21	1404-2			60-21
1 Number of Customers by Customer Class																						
Residential	43,4	44	43,351		43,359		42,924		43,306		45,112	43,862		43,814		43,831		43,762	42	,856		44,062
Low Income Residential	10,0		10,273		10,296		10,740		10,716		8,989	10,193		10,210		10,212		10,301		,333		10,361
Small C&I	3,8		3,820		3,815		3,811		3,819		3,805	3,802		3,802		3,807		3,805		,854		3,859
Medium C&I		39	538		539		541		542		544	543		543		544		544		544		544
Large C&I		19	19		20		19		20		19	19		19		19		19		18		20
Total Customers	57,9		58,001		58,029		58,035		58,403		58,469	58,419		58,388		58,413		58,431	EO	,605		58,846
2 Number of Disconnects by Customer Class	37,3	10	30,001		36,023		30,033		30,403		30,403	30,413		30,300		30,413		30,431	30,	,003		30,040
Residential														27		550		197		21		
Low Income Residential			-								-	-		6		155		55		5		- :
Small C&I		4	-		2						-			6		155		5		6		1
Medium C&I		2			1						-					4		1		0		2
Large C&I		2	-		1						-	-						1				2
			-									-		-				-				-
3 Number of Disconnection Notices by Customer Class (1)														467		040						
Residential			-		-				-		-	-		167		849		287		238		849
Low Income Residential					-				-		-	-		28		178		75		24		-
C&I	3	05	249		497		322		-		-	-		30		27		14		15		51
4 Number of Reconnects by Customer Class ⁽²⁾																						
All Rate Classes		3	1		13		-		-		1	-		14		35		11		285		18
5 Number of Reconnection Fees by Customer Class (3)																						
All Rate Classes		3	1		13		-		-		1	-		14		35		65		29		8
Total Assessed Reconnection Fees by Customer Class (3)																						
All Rate Classes	\$ 30	00 :	\$ 10.00	Ś	130.00	Ś		Ś	-	Ś	10.00	Ś -	Ś	140.00	Ś	350.00	Ś	650.00	\$ 290	0.00	Ś	80.00
6 Number of Credit Card Fees by Customer Class																						
Residential	6.1	14	6.120		8.005		6,197									7.040		20.402				
Low Income Residential	9	49	948		1,158		1,028					5,913		7,144		7,212		29,193	22,	,114		14,496
Small C&I	1	10	144		183		157		4,847		7,515											
Medium C&I		18	23		50		31					271		192		175		710		565		400
Large C&I		2			2																	
Total Assessed Credit Card Fees by Customer Class (4)																						
Residential	\$ 24,150	30	\$ 24,174.00	\$	31,619.75	\$	24,478,15	Ś		Ś		\$ 10,347.75	\$	12,502.00	\$	12.621.00	\$ 5	51,087.75	\$ 38,699	9 50	\$ 2	5,368.00
Low Income Residential	\$ 3,748		\$ 3,744.60	Ś		\$	4.060.60			Ś		\$ -	Ś	12,502.00	Ś	-	Ś		\$ 50,05.		\$	-
Small C&I	\$ 1,094		\$ 1,432.80			\$	1,562.15			\$		\$ 2,100.25	\$	1,488.00		1,356.25			\$ 4,378			3,100.00
Medium C&I	\$ 27		\$ 228.85	\$		\$	308.45			\$		\$ -	Ś	1,400.00	Ś	2,550.25	Ś		\$ 4,570		\$	5,100.00
Large C&I	\$ 19		\$ 220.03	Ś			300.43	Ś		Ś		\$ -	Ś		Ś		Ś		Ś		Ś	
7 Number of Late Payment Fees by Customer Class (5)	y 13	50 .	-	,	15.50	,		٠		,		,	,		٠		,		Ÿ		J	
All Rate Classes	4,2	05	4,238		4,240		4,232					32		1,700		1,835		1,712		,822		1,923
	4,2	US	4,238		4,240		4,232		-		-	32		1,700		1,835		1,/12	1,	,822		1,923
Total Assessed Late Payment Fees by Customer Class ⁽⁵⁾																						
All Rate Classes	\$ 8,247	39	\$ 5,793.66	\$	10,049.66	\$	9,255.59	Ş	-	\$	-	\$ 9,437.97	Ş	4,528.12	\$	4,684.17	Ş	5,032.18	\$ 4,885	5.57	Ş	7,017.70
8 Number of Existing Deferred Payment Arrangements by Customer Class																						
Residential		26	134		164		175					306		263		393		339		254		199
Low Income Residential		20	13		21		34					50		47		69		67		43		33
Small C&I		6	12		13		9		245		505	3		3		4		2		2		1
Medium C&I		3	-		2		2					0		0		1		-		-		-
Large C&I			-		-		0)				0		0		0		-		-		-
9 Number of Completed Deferred Payment Arrangements by Customer Cla	SS																					
Residential		4	2		5		-		-		-											
Low Income Residential		1	-		1		-		-		-			_				_				
Small C&I			-		-		-		-		-	33		0		0		0	0			0
Medium C&I			-		-		-		-		-											
Large C&I					-		-		-		-											

Company Liberty Utilities (New E

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

Date: October 27, 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
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
11 Number of Renegotiated Deferred Payment Arrangements by Customer	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
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
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
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
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
16 Number of Customers Enrolling an AMP Program												
Residential	-	6	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	58	-	52	13	862	13	432	37	33	159	4
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
18 Number of Customers Dropping Off an AMP Program												
Residential	376	6	2	188	1	4	17	84	56	374	281	89
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
20 Number of Dropping Off Low-Income Customers	193	140	104	132	24	1,727	273	55	29	197	169	786

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: October 27, 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
21 Number of Required Deposits by Customer Class												
Residential	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	8	11	11	5	-	-	-	-	-	-	-	-
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	5	-	-	4	2	2	2	22	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	-	-	-	-	-	-	-	-	-	-	-	-

Notoci

⁽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.

 $[\]ensuremath{^{\text{(2)}}}$ The Company is unable to provide the number of reconnects by rate class.

 $^{^{\}mbox{\scriptsize (3)}}$ 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.

Company

Contact Information

Date:

	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
d. Customer Specific Data												
1 Number of Customers by Customer Class												
Residential	44,570			42,680	42,965	44,133	43,515	43,334	43,305	43,426	43,956	43,917
Low Income Residential	9,896	10,607	10,765	11,764	11,469	10,330	10,906	10,856	10,838	10,857	10,519	10,677
Small C&I	3,868						3,819	3,811	3,792	3,797	3,846	3,743
Medium C&I	548			548			546	545	537	543	539	538
Large C&I	20						20	20	15	20		19
Total Customers	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	-	-	-	42			347	280	96	304	194	0
Low Income Residential				7			94	68	23	131	73	
Small C&I	6						8	34	3	24		
Medium C&I	2	-	4	2			-	21	3	13	8	
Large C&I	-	-	1	-	2	-	-	-	-	2	0	0
3 Number of Disconnection Notices by Customer Class (1)												
Residential	1,243	1,600	,	,		,	1,149	955	1,036	774	380	0
Low Income Residential	-	-	-	127			273	209	363	254	173	0
C&I	76	128	123	132	74	112	60	40	84	0	0	0
4 Number of Reconnects by Customer Class (2)												
All Rate Classes	10	24	14	34	40	101	235	33	14	14	13	1
5 Number of Reconnection Fees by Customer Class (3)												
All Rate Classes	7	11	33	16	25	122	164	108	154	140	137	20
Total Assessed Reconnection Fees by Customer Class (3)												
All Rate Classes	\$ 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
6 Number of Credit Card Fees by Customer Class												
Residential	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	0,570	10,117	10,645	3,744	10,202	10,040	0,575	5,000	0,550	5,207	10,550	5,032
Small C&I												
Medium C&I	261	343	396	364	206	186	22	232	213	238	290	258
Large C&I												
Total Assessed Credit Card Fees by Customer Class (4)												
Residential	\$ 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Small C&I	\$ 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	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Large C&I	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
7 Number of Late Payment Fees by Customer Class (5)												
All Rate Classes	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	\$ 14,759,11	\$ 14,703,01	\$ 16,464.33	\$ 11.837.95	Ś -	Ś -	\$ 15,793,50	\$ 7,452.11	\$ 6,736.76	\$ 7.178.94	\$ 7.873.28	\$ 8,555,80
8 Number of Existing Deferred Payment Arrangements by Customer Class							,		, ,,			
Residential	256	280	340	348	343	477	599	466	514	594	627	611
Low Income Residential	31			65	76	105	126	86	138	158	181	205
Small C&I	6						8	5	5	5	7	7
Medium C&I	-	-	1	-	2	. 2	4	4	3	4	5	5
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-
9 Number of Completed Deferred Payment Arrangements by Customer Cla	S!											
Residential												
Low Income Residential												
Small C&I	0	0	0	0	0	0	0	0	0	0	0	0
Medium C&I												
Large C&I												

Company

Contact Information

Date:

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	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
10 Number of New Deferred Payment Arrangements by Customer Class (6)												
All Rate Classes	26	32	49	4	30	15	95	119	1,096	565	1453	194
11 Number of Renegotiated Deferred Payment Arrangements by Customer Cl												
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
12 Number of Existing Hardship Protections by Customer Class												
Residential	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	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	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-
14 Number of New Hardship Protections by Customer Class												
Residential												
Low Income Residential												
Small C&I	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	39	73	11	1	66	2	1	39	4	7	5	210
16 Number of Customers Enrolling an AMP Program												
Residential	-	-	-	-	-	-	-	-	-			
Low Income Residential	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
18 Number of Customers Dropping Off an AMP Program												
Residential	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	45	652	312	692	22	642	45	49	30	19	40	36
20 Number of Dropping Off Low-Income Customers	1,132	28	16	-	-	-	- 1			0	0	0
•												

Company

Contact Information

Date:

	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
21 Number of Required Deposits by Customer Class												
Residential	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	7	-	-	37	31	69
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-
22 Number of Required New or Increased Deposits by Customer Class												
Residential	-	-	-	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-	-	-	-
Small C&I	17	5	10	7	2	1	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-	-	-	-
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:

 $^{(1)}$ The Company is unable to provide the number of disconnection notices b classes. As of August 2021, the Company was able to provide the number of

 $\ensuremath{^{\text{(2)}}}$ The Company is unable to provide the number of reconnects by rate class

 $^{\mbox{\scriptsize (3)}}$ The Company is unable to provide the number and amount of reconnecti

⁽⁴⁾ Credit card fees are charged through a third party. Estimated credit card number of fees by rate class due to the implementation of SAP.

(5) Late payment charges were not applied or collected. The number of custo have been. The Company will be able to provide late fee information movin

(6) The Company is unable to provide the number of new deferred payment

 $^{\mbox{\scriptsize (8)}}$ The Company is unable to provide the number of Completed AMP Progra

 $^{(9)}$ Due to the implementation of SAP, the Company is unable to report some

 $^{^{\}mbox{\scriptsize (7)}}$ The Company is unable to track this information.

 $^{^{\}left(10\right) }$ Due to an implementation of SAP, the Company stopped charging late p

Company

Contact Information

Date:

	J	an-23		Feb-23		Mar-23	Apr-23	May	-23		Jun-23	Jul-23	Aug-23	Sep-23
d. Customer Specific Data														
1 Number of Customers by Customer Class														
Residential		42,353		43,211		43,076	42,169	4	2,175		43,341	43,087	42,556	42,509
Low Income Residential		12,268		11,425		11,653	12,363	1	2,494		11,222	11,270	11,740	11,696
Small C&I		3,861		3,865		3,860	3,850		3,804		3,766	3,748	3,733	3,723
Medium C&I		514		538		537	537		537		535	536	534	537
Large C&I		19		19		19	19		19		19	19	19	19
Total Customers		59,015		59,058		59,145	58,938	5	9,029		58,883	58,660	58,582	58,484
2 Number of Disconnects by Customer Class														
Residential		-		-		-	2		57		322	557	231	201
Low Income Residential		-		-		-			4		-	1	-	-
Small C&I		-		3		53	55		31		4	13	56	13
Medium C&I		-		1		19	7		9		2	2	-	10
Large C&I		-		-		-	1		2			-	-	1
3 Number of Disconnection Notices by Customer Class (1)														
Residential		-		-			501		3.705		17,286	2.643	1.337	741
Low Income Residential						-	-		-					
C&I		14		342		731	700		997		1.797	135	72	51
4 Number of Reconnects by Customer Class (2)											-,			
All Rate Classes				1		34	19		8		9	222	337	206
5 Number of Reconnection Fees by Customer Class (3)				1		34	15		۰		,	222	337	200
													400	225
All Rate Classes		9		10		55			-		-	241	400	225
Total Assessed Reconnection Fees by Customer Class (3)														
All Rate Classes	\$	90.00	\$	100.00	\$	550.00	\$ -	\$	-	\$	-	\$ 2,410.00	\$ 4,000.00	\$ 2,250.00
6 Number of Credit Card Fees by Customer Class														
Residential		12.151		11.582		13.813	10.462	1	2.122		12.728	11.726	12.595	10.728
Low Income Residential														
Small C&I														
Medium C&I		365		410		562	413		370		403	323	323	286
Large C&I														
Total Assessed Credit Card Fees by Customer Class (4)														
Residential	\$ 2	1,264.25	\$	20,268.50	\$	24,172.75	\$ 18,308.50	\$ 21,2	13.50	\$	22,274.00	\$ 20,520.50	\$ 22,041.25	\$ 18,774.00
Low Income Residential	\$	-	\$	-	\$	-	\$	\$	-	\$	-	\$ -	\$ -	\$ -
Small C&I	\$	2,828.75	\$	3,177.50	\$	4,355.50	\$ 3,200.75	\$ 2,8	67.50	\$	3,123.25	\$ 2,503.25	\$ 2,503.25	\$ 2,216.50
Medium C&I	\$	-	\$	-	\$	-	\$	\$	-	\$	-	\$ -	\$ -	\$ -
Large C&I	\$	-	\$	-	\$	-	\$	\$	-	\$	-	\$ -	\$ -	\$ -
7 Number of Late Payment Fees by Customer Class (5)														
All Rate Classes		1,539		1,380		1,303	1,382		1,098		1,483	1,249	1,188	997
Total Assessed Late Payment Fees by Customer Class (5)														
All Rate Classes	\$ 1	3.749.44	Ś	16.203.02	Ś	18,877.19	\$19,750.86	\$15,5	82.98		16.614.00	\$9,765.68	\$8,969.69	\$7.845.71
8 Number of Existing Deferred Payment Arrangements by Customer Class	7 -	.5,7 45.44	~	10,203.02	~	10,077.13	Ç13,730.00	713,3	J2.J0	*	10,014.00	\$5,705.00	20,505.05	Ç7,043.71
Residential		269		241		282	287		374		241	597	1.049	861
Low Income Residential		123		114		124	132		117		114	115	196	204
Small C&I		3		9		11	12		12		9	4	11	8
Medium C&I		5		5		5	5		4		5	2	4	4
Large C&I									. "				. "	. "
9 Number of Completed Deferred Payment Arrangements by Customer Clas														
Residential	э.													
Low Income Residential														
Small C&I		0		0		0	0	0			0	0	0	0
Medium C&I						•		U				•		Ü
Large C&I														
Large Co.														

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Company

Contact Information

Date:

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
10 Number of New Deferred Payment Arrangements by Customer Class (6)									
All Rate Classes	347	485	562	783	2,014	1,655	174	312	158
11 Number of Renegotiated Deferred Payment Arrangements by Customer Cl									
All Rate Classes	n/a								
12 Number of Existing Hardship Protections by Customer Class									
Residential	1,130	1,201	5,683	5,629	5,579	5,665	5,522	4,076	3,087
Low Income Residential	10,139	10,211	10,363	11,117	10,270	10,280	11,135	10,705	10,557
Small C&I				-					
Medium C&I	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-
13 Number of Completed Hardship Protections by Customer Class									
Residential	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-
14 Number of New Hardship Protections by Customer Class									
Residential									
Low Income Residential									
Small C&I	6	4	2	7	7	11	17	36	21
Medium C&I									
Large C&I									
15 Number of Customers Completing an AMP Program (8)									
All Residential & Low Income Residential Classes	23	-	19	63	41	92	92	53	252
16 Number of Customers Enrolling an AMP Program									
Residential									
Low Income Residential	350	8	339	161	721	194	169	135	66
Small C&I									
Medium C&I									
Large C&I									
17 Number of Customers Re-Enrolling an AMP Program (7)									
All Rate Classes	n/a								
18 Number of Customers Dropping Off an AMP Program	.,.	.,,=		.,,=	.,-	.,.	.,-	.,-	.,.
Residential	151	120	133	163	130	168	114	313	288
Low Income Residential									
Small C&I									
Medium C&I									
Large C&I									
19 Number of Enrolling (New) Low-Income Customers	350	8	339	161	721	194	31	37	19
20 Number of Dropping Off Low-Income Customers	-	-	-	-	-	-		-	
···									

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Company

Contact Information

Date:

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
21 Number of Required Deposits by Customer Class									
Residential	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-
Small C&I	1,478	30	15	9	16	6	4	3	1
Medium C&I	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-
22 Number of Required New or Increased Deposits by Customer Class	-	-	-	-	-	-	-	-	-
Residential	-	-	-	-	-	-	-	-	-
Low Income Residential	-	-	-	-	-	-	-	-	-
Small C&I	-	-	-	-	-	-	-	-	-
Medium C&I	-	-	-	-	-	-	-	-	-
Large C&I	-	-	-	-	-	-	-	-	-
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:

 $^{(1)}$ The Company is unable to provide the number of disconnection notices b classes. As of August 2021, the Company was able to provide the number of

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 $[\]ensuremath{^{\text{(2)}}}$ The Company is unable to provide the number of reconnects by rate class

 $^{^{\}mbox{\scriptsize (3)}}$ The Company is unable to provide the number and amount of reconnecti

⁽⁴⁾ Credit card fees are charged through a third party. Estimated credit card number of fees by rate class due to the implementation of SAP.

 $^{^{(5)}}$ Late payment charges were not applied or collected. The number of custon have been. The Company will be able to provide late fee information movin

⁽⁶⁾ The Company is unable to provide the number of new deferred payment

 $^{^{\}mbox{\scriptsize (7)}}$ The Company is unable to track this information.

 $^{^{\}mbox{\scriptsize (8)}}$ The Company is unable to provide the number of Completed AMP Progra

 $^{^{(9)}}$ Due to the implementation of SAP, the Company is unable to report some

 $^{^{\}left(10\right) }$ Due to an implementation of SAP, the Company stopped charging late p