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

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January 26, 2024

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. Attlehoro

						raii kivei &						
						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)	-	-	-		-	-		
						Black	stone					
						Service	e 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	ertv					
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												
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 (3)	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 (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
						Liberty U	tilities Co					
c. Financial Health Information Bank Lines of Credit (2)	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 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	-	-	-	-	-	-	-	-	-	-	-	-
2 Issuance of Dividends	_ 0	0	21.699.000	0	0	28.612.000	0	0	9.428.000	0	0	29.159.000
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
rians to merease in bividend Amounts	.1/4	.,, a	, a	.,, a	, a	, a	.,, a	/ a	/ 0	.,, a	, a	, a

3 Capital Markets Access (3)

4 Credit Rating Agency Actions (4)

(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.

n/a

- (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, 2022 (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. ("Corp

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# Fall River & N. Attleboro

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					Service	e Area					
Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
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
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
	-	-	-	-	-	-	-	-	-	430,786	940,035
											(440 655)

					Blacks Service						
Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
707,421	575,021	485,537	259,416	113,606	(28,530)	65,633	69,245	90,394	124,590	212,180	595,380
783,722	932,341	714,222	552,169	288,020	184,945	124,823	67,550	52,200	72,891	398,717	739,317
701	390	625	964	735	600	298	5,574	51	-	212	2,342
(100)	-	(244)	(621)	(82)	-	(382)	-	(529)	(646)	-	(50)
					Liber	ty					
Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	,						,		,		•
0	0	0	0	0	0	0	0	0	0	0	0
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
0	0	0	0	0	0	0	0	0	0	0	0
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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 Uti	lities Co					
Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Yes <sup>(7)</sup>	0	0	Yes <sup>(9)</sup>	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	0	60,100,000	0	0	33,457,000	0	0	17.256.000	0	0	35,003,000
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
0	0	0	0	0	0	0	0	0	0	0	0
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	Yes (7)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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<sup>3.</sup> The \$500.0 million revolving facility was amended to further extended the maturity to February 28, 2024.
IORATION") 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

					Fall River & N. Service						
Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
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	4,071,671	8,344,969	8,257,39
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	12,838,934	13,920,960	17,263,050
306,720	372,622	246,272	495,035	157,645	161,432	218,123	251,163	161,166	406,155	313,328	373,47
(12,435)	(14,712)	(12,804)	(11,559)	(24,842)	(19,995)	(16,753)	(27,255)	(21,582)	(44,847)	(27,967)	(36,90
					Blackst Service						
Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
497,707	426,489	326,107	152.610	81.009	70.009	53.620	55.840	61.935	70,460	199.311	212,96
757,115	646,907	602,733	466,219	242,654	170,371	131,775	108,934	85,160	204,893	409,575	614,88
682	,		,		2.943	,	,	-	,	-	
(50)	(783)	(451)	-	-	-,	-	-		-	-	-
					Liber	ty					
Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
0	0	0	0	0	0	0	0	0	0	0	0
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
0	0	0	0	0	0	0	0	0	0	0	0
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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 Util						
Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
0	0	0	0	0	0	0	0	0			
0	0	0	0	0	0	0	0	0			
0	0	31,652,000	0	0	34,561,000	0	0	25,728,000	0	177,576,000	47,929,000
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
0	0	0	0	0	0	0	0	0	0	0	0
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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n 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 Summa

Company

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

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

January 26, 2024

Date:																					
	Jan-2	1	Feb-21		Mar-21	Apr	-21	M	ay-21 <sup>(9)</sup>	J	un-21 <sup>(9)</sup>	Jul-21 <sup>(9)</sup>		Aug-21 <sup>(9)</sup>	Sep	-21 <sup>(9)</sup>	0	ct-21	Nov-21		Dec-21
d. Customer Specific Data																					
1 Number of Customers by Customer Class																					
Residential	43	,444	43,351		43,359	4	12,924		43,306		45,112	43,862		43,814		43,831		43,762	43,856		44,062
Low Income Residential	10	,098	10,273		10,296	1	0,740		10,716		8,989	10,193		10,210		10,212		10,301	10,333		10,361
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
Medium C&I		539	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	,910	58,001		58,029	5	8,035		58,403		58,469	58,419		58,388		58,413		58,431	58,605		58,846
2 Number of Disconnects by Customer Class																					
Residential		-	-		-		-		-					27		550		197	21		
Low Income Residential		-	-		-		-		-		-	-		6		155		55	5		-
Small C&I		4	-		2		-		-		-	-		6		15		5	6		1
Medium C&I		2	-		1		-		-		-	-		-		4		1	-		2
Large C&I		-	-		-		-		-					-		-		-	-		
3 Number of Disconnection Notices by Customer Class (1)																					
Residential		-	-		-		-		-		-	-		167		849		287	238		849
Low Income Residential		-	-		-		-		-		-	-		28		178		75	24		-
C&I		305	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)		-	-		13						-							05	23		
All Rate Classes	\$ 3	0.00	\$ 10.00	Ś	130.00			Ś		Ś	10.00		Ś	140.00	Ś	350.00	Ś	650.00	290.00		80.00
	> 3	0.00	\$ 10.00	Þ	130.00	5	-	Þ	-	Þ	10.00	> -	Þ	140.00	Ş	350.00	Þ	550.00	290.00	Þ	80.00
6 Number of Credit Card Fees by Customer Class Residential	,	,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
Small C&I		110	948 144		1,158		1,028		4,847		7,515										
Medium C&I		18	23		183 50		31		4,047		7,515	271		192		175		710	565		400
Large C&I		2	. 23		2		31					2/1		132		1/5		710	303		400
		2	-		2		-														
Total Assessed Credit Card Fees by Customer Class (4)																					
Residential	\$ 24,15		\$ 24,174.00					\$	-	\$	-	\$ 10,347.75		12,502.00		,621.00			38,699.50		25,368.00
Low Income Residential			\$ 3,744.60	\$				\$	-	\$		\$ -	\$	-	\$	-	\$	- 5		\$	-
Small C&I			\$ 1,432.80					\$	-	\$	-	\$ 2,100.25		1,488.00		,356.25		,502.50			3,100.00
Medium C&I				\$				\$	-	\$		\$ -	\$	-	\$	-	\$	- 5		\$	-
Large C&I	\$ 1	9.90	\$ -	\$	19.90	\$	-	\$	-	\$	-	\$ -	\$	-	\$	-	\$	- 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
Total Assessed Late Payment Fees by Customer Class (5)																					
All Rate Classes	\$ 8,24	7.39	\$ 5,793.66	\$ :	10,049.66	\$ 9,2	55.59	\$	-	\$		\$ 9,437.97	\$	4,528.12	\$ 4	,684.17	\$ 5	,032.18	4,885.57	\$	7,017.70
8 Number of Existing Deferred Payment Arrangements by Customer Class																					
Residential		126	134		164		175					30	ŝ	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		1		-	-		
Large C&I		-	-		-		0						)	0		0			-		
9 Number of Completed Deferred Payment Arrangements by Customer Clas	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			-				-														

## Quarterly COVID-Related Impacts Tracking Summa

Company

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Date: January 26, 2024

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 <sup>(9)</sup>	Jun-21 <sup>(9)</sup>	Jul-21 <sup>(9)</sup>	Aug-21 <sup>(9)</sup>	Sep-21 <sup>(9)</sup>	Oct-21	Nov-21	Dec-21
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 C	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

## Quarterly COVID-Related Impacts Tracking Summar

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

January 26, 2024

	Jan-21	Feb-21	Mar-21	Apr-21	May-21 (9)	Jun-21 <sup>(9)</sup>	Jul-21 <sup>(9)</sup>	Aug-21 (9)	Sep-21 <sup>(9)</sup>	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	-	-	-	-	-	-	-	-	-	-	-	-

#### 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.

 $<sup>\</sup>ensuremath{^{\text{(2)}}}$  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.

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

 $<sup>\</sup>ensuremath{^{\text{(8)}}}$  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.

	Jan-22	Feb-22	Mar-22	Apr-22	1	May-22 <sup>(10)</sup>	Jun-22 <sup>(10)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
	44,570	43,825	43,799	42,680		42,965	44,133	43,515	43,334	43,305	43,426	43,956	43,917
	9,896	10,607	10,765	11,764		11,469	10,330	10,906	10,856	10,838	10,857	10,519	10,677
	3,868	3,862	3,874	3,859		3,852	3,835	3,819	3,811	3,792	3,797	3,846	3,743
	548	550	549	548		550	559	546	545	537	543	539	538
_	20	21	18	19		20	16	20	20	15	20	20	19
	58,902	58,865	59,005	58,870		58,856	58,873	58,806	58,566	58,487	58,643	58,880	58,894
				42		414	288	347	280	96	304	194	0
				7		97	96	94	68	23	131	73	0
	6	12	12	11		33	11	8	34	3	24	18	0
	2	- 12	4	2		27	1		21	3	13	8	0
		- 1	1			2/			- 21		2	0	0
		-	1			2	-	-			2	U	U
	1,243	1,600	1,739	1,796		567	1,277	1,149	955	1,036	774	380	0
	-	-	-	127		206	316	273	209	363	254	173	0
	76	128	123	132		74	112	60	40	84	0	0	0
	10	24	14	34		40	101	235	33	14	14	13	1
	7	11	33	16		25	122	164	108	154	140	137	20
\$	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
	8,976	10,117	10,849	9,744		10,202	10,040	8,979	9,868	8,536	9,267	10,556	9,052
	261	343	396	364		206	186	22	232	213	238	290	258
\$	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
\$		\$ 	\$ 	\$ 	\$		\$ 	\$	\$	\$	\$ 	\$ 	\$ 
\$	2,022.75	\$ 2,658.25	\$ 3,069.00	\$ 2,821.00	\$	1,596.50	\$ 1,441.50	\$	\$	\$	\$ 1,844.50	\$ 2,247.50	\$ 1,999.50
\$	-	\$ -	\$	\$ -	\$	-	\$ -	\$	\$	\$	\$ -	\$ -	\$ -
\$	-	\$	\$	\$ -	\$	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	2,330	1,489	1,338	1,089		-	-	2,356	799	1,317	1,222	1,423	1,385
\$	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
	256	280	340	348		343	477	599	466	514	594	627	611
	31	29	46	65		76	105	126	86	138	158	181	205
	6	7	10	3		9	8	8	5	5	5	7	7
			1			2	2	4	4	3	4	5	5
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	0	0	0	0		0	0	0	0	0	0	0	0

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Jan-22	Feb-22	Mar-22	Apr-22	May-22 (10)	Jun-22 <sup>(10)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
26	32	49	4	30	15	95	119	1,096	565	1453	194
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1,220 8,881	1,211 9,464	1,235 9,527	1,164 10,125	1,188 9,386	1,198 8,996	1,204 9,922	1,238 9,767	1,187 9,653	1,200 9,099	1,177 9,223	1,157 9,323
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-		-	-	-	-	-	-	-	-
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1	2	2	26	23	23	31	1	0	8	140	177
39	73	11	1	66	2	1	39	4	7	5	210
	-	-	٠	-		-	-	-			
11	536	24	32	661	235	361	170	108	59	68	131
					-						
-	-		-	-		-	-	-	-	-	-
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
79	86	39	34	196	68	58	163	206	356	161	44
45	652	312	692	22	642	45	49	30	19	40	36
1,132	28	16	-		-	-	-	-	0	0	0

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Jan-22	Feb-22	Mar-22	Apr-22	May-22 (10)	Jun-22 <sup>(10)</sup>	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
-		-	-					-		-	-
-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	7	-	-	37	31	6
-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	
17	5	10	7	2	1	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	
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	Jan-23		Feb-23		Mar-23		Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23		Dec-23	
	42,353		43,211		43,076		42,169	42,175	43,341	43,087	42,556	42,509	42,798	42,875		42,890	
	12,268		11.425		11.653		12,363	12,494	11,222	11,270	11,740	11,696	11,568	11,743		11,760	
	3,861		3,865		3,860		3,850	3,804	3,766	3,748	3,733	3,723	3,726	3,787		3,814	
	514		538		537		537	537	535	536	534	537	534	530		532	
	19		19		19		19	19	19	19	19	19	19	19		19	
-	59,015		59,058		59,145		58,938	59,029	58,883	58,660	58,582	58,484	58,645	58,954	_	59,015	
	33,013		33,030		33,143		30,330	33,023	30,003	30,000	30,302	30,404	30,043	30,334		33,013	
							2	57	322	557	231	201	641	1			
								4	322	1	231	202	8				
			3		53		55	31	4	13	56	13	37			2	
	-		1		19		7	9	2	2		10	7	-			
	-							2	2					-			
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							501	3,705	17,286	2,643	1,337	741	633	1,849		1,655	
	-		-					-	-	-	-	-				-	
	14		342		731		700	997	1,797	135	72	51	38	49		58	
			1		34		19	8	9	222	337	206	171	143		10	
			_					_	_								
	9		10		55					241	400	225	187	143		3	
	9		10		33			-	-	241	400	223	10/	143		3	
													4 070 00				
Ş	90.00	Ş	100.00	Ş	550.00	Ş		\$ -	\$ -	\$ 2,410.00	\$ 4,000.00	\$ 2,250.00	\$ 1,870.00	\$ 1,430.00	Ş	30.00	
	12,151		11,582		13,813		10,462	12,122	12,728	11,726	12,595	10,728	11,906	11,677		10,719	
	205		410		F.C.2		413	370	403	323	323	286	254	244		222	
	365		410		562		413	370	403	323	323	286	354	344		323	
	21,264.25		20,268.50	\$	24,172.75		18,308.50	\$	\$ 22,274.00	\$ 20,520.50	\$ 22,041.25	\$	\$ 20,835.50	\$ 20,434.75		18,758.25	
\$	-	\$	-	\$	-	\$	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$	-	
5	2,828.75	\$	3,177.50	\$	4,355.50	\$	3,200.75	\$ 2,867.50	\$ 3,123.25	\$ 2,503.25	\$ 2,503.25	\$ 2,216.50	\$ 2,743.50	\$ 2,666.00	\$	2,503.25	
\$	-	\$		\$	-	\$	-	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$	-	
\$		\$		\$		\$		\$ -	\$ -	\$ -	\$ -	\$	\$	\$	\$	-	
	1,539		1,380		1,303		1,382	1,098	1,483	1,249	1,188	997	924	1,560		1,652	
	-,		-,		-,		-,	-,	-,	-,	-,			-,		-,	
	13,749.44	é	16 202 02	é	19 977 10		\$19,750.86	\$15,582.98	\$16,614.00	\$9,765.68	\$8,969.69	\$7,845.71	\$7,158.82	\$8,810.19		\$10,786.50	
,	13,743.44	٠	10,203.02	,	10,077.13	,	,13,730.00	J13,302.30	J10,014.00	\$3,703.00	20,505.05	\$7,043.7I	J7,130.02	30,010.13		J10,760.30	
	269		241		282		287	374	241	597	1,049	861	793	801		621	
	123		114		124		132	117	114	115	196	204	169	164		134	
	3		9		11		12	12	9	4	11	8	8	11		10	
	5		5		5		5	4	5	2	4	4	4	3		2	
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Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
347	485	562	783	2,014	1,655	174	312	158	101	99	7
n/a											
1,130 10,139	1,201 10,211	5,683 10,363	5,629 11,117	5,579 10,270	5,665 10,280	5,522 11,135	4,076 10,705	3,087 10,557	2,759 10,713	2,542 10,655	2,526 10,623
	-		-	-	-		-	-			-
	-					-			-	-	
-				-	-		-	-		-	-
6	4	2	7	7	11	17	36	21	9	26	5
23	-	19	63	41	92	92	53	252	306	189	27
350	8	339	161	721	194	169	135	66	48	119	26
n/a											
151	120	133	163	130	168	114	313	288	153	87	53
350	8	339	161	721	194	31	37	19	579	1808	495
350		339	101	- 721	194	- 31					495

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Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
											-
- 1,478	- 30	- 15	- 9	- 16	- 6	- 4	- 3	1	- 18	- 7	- 9
-,470	-	-		-					- 10		
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