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:	*Apirl 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. Attleboro 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	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)	-	-	-	-	-	-	-	-

Blackstone 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)	-	-	-	-	-	-	-	-	-	-	-	-

Liberty

	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 Utilities 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												
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
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	Yes (8)	n/a	n/a

Notes:

(1) The Company is unable to provide the bad debt expense information by zipcode. The Company is able to provide it by Fall River and North Attleboro, and Blackstone service areas.
(2) Liberty and Liberty Utilities Co (parent company) did not increase or request an increase in its bank lines of credit.
(3) Liberty and Liberty Utilities Co did not issue or plan to issue dividends during this time period.
(4) Liberty and Liberty Utilities Co did not need to access the capital markets.
(5) Liberty isn't rated by the credit rating agencies. There was no change in the credit rating of Liberty Utilities Co.
(6) Due to implementation of SAP, the Company is unable to report this information at this time.
(7) On December 20, 2021, Liberty Utilities Co. entered into a delayed draw term facility for up to $1.1 billion. No draws were made in December 2021. An initial draw of approx. $610.4 million was made in January 2022 in connection with Liberty Utilities Co.'s acquisition of New York American Water.
(8) On October 28, 2021, S&P revised its outlook on Liberty Utilities Co. from "Stable" to "Negative" as a result of the public announcent made by its parent Algonquin Power & Utilities to purchase Kentucky Power Co. On March 24, 2022, S&P affirmed the BBB rating of Liberty Utilities Co.
(9) On April 27, 2022, Liberty Utilities Co. upsized its existing $500 million revolving credit facility to $1.0 billion with a maturity of April 29, 2027 and also entered into a new $500.0 million revolving credit facility that matures on March 31, 2023
(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

Fall River & N. Attleboro Service 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
-	-	-	-	-	-	-	-	-	-	-	(119,655)

Blackstone Service 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
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)

Liberty

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 Utilities 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 [7]	0	0	Yes [9]	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

Fall River & N. Attleboro Service Area

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	8,257,394
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	373,473
(12,435)	(14,712)	(12,804)	(11,559)	(24,842)	(19,995)	(16,753)	(27,255)	(21,582)	(44,847)	(27,967)	(36,900)

Blackstone Service Area

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	212,968
757,115	646,907	602,733	466,219	242,654	170,371	131,775	108,934	85,160	204,893	409,575	614,881
682	-	-	-	-	2,943	-	-	-	-	-	-
(50)	(783)	(451)	-	-	-	-	-	-	-	-	-

Liberty

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 Utilities Co

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
n/a	n/a	n/a	Yes (9)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Fall River & N. Attleboro Service Area

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
11,634,565	12,822,754	10,765,363									
19,750,801	22,525,367	20,843,792									
412,846	322,412	226,150									
(22,108)	(37,492)	(25,044)									

Blackstone Service Area

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
304,596	319,591	199,574									
669,320	649,043	531,321									
-	-	-									
-	-	-									

Liberty

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
n/a	n/a	n/a									
n/a	n/a	n/a									
0	0	0									
n/a	n/a	n/a									
0	0	0									
n/a	n/a	n/a									
n/a	n/a	n/a									
n/a	n/a	n/a									

Liberty Utilities Co

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
0	0	5,304,000									
n/a	n/a	n/a									
0	0	0									
n/a	n/a	n/a									
n/a	n/a	n/a									
n/a	n/a	n/a									

Quarterly COVID-Related Impacts Tracking Summary

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: *Apirl 26, 2024*

	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
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
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
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	58,035	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]												
All Rate Classes	$ 30.00	$ 10.00	$ 130.00	$ -	$ -	$ 10.00	$ -	$ 140.00	$ 350.00	$ 650.00	$ 290.00	$ 80.00
6 **Number of Credit Card Fees by Customer Class**												
Residential	6,114	6,120	8,005	6,197			5,913	7,144	7,212	29,193	22,114	14,496
Low Income Residential	949	948	1,158	1,028								
Small C&I	110	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	$ -	$ -	$ 10,347.75	$ 12,502.00	$ 12,621.00	$ 51,087.75	$ 38,699.50	$ 25,368.00
Low Income Residential	$ 3,748.55	$ 3,744.60	$ 4,574.10	$ 4,060.60	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Small C&I	$ 1,094.50	$ 1,432.80	$ 1,820.85	$ 1,562.15	$ -	$ -	$ 2,100.25	$ 1,488.00	$ 1,356.25	$ 5,502.50	$ 4,378.75	$ 3,100.00
Medium C&I	$ 27.95	$ 228.85	$ 497.50	$ 308.45	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Large C&I	$ 19.90	$ -	$ 19.90	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
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	$ 8,247.39	$ 5,793.66	$ 10,049.66	$ 9,255.59	$ -	$ -	$ 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			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 Class**												
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 Summary

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:	*Apirl 26, 2024*

		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

Quarterly COVID-Related Impacts Tracking Summary

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: *Apirl 26, 2024*

		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	-	-	-	-	-	-	-	-	-	-	-	-

Notes:

(1) The Company is unable to provide the number of disconnection notices by rate class. However, the Company did not send disconnection notices to the residential rate class during this time frame. Therefore, the number provided represents the C&I rate classes. As of August 2021, the Company was able to provide the number of disconnections by rate class.

(2) The Company is unable to provide the number of reconnects by rate class.

(3) The Company is unable to provide the number and amount of reconnection fees by rate class.

(4) Credit card fees are charged through a third party. Estimated credit card fees were calculated based on the number payments received. For May and June, the Company is unable to estimate the credit card fees since the Company is unable to breakdown the number of fees by rate class due to the implementation of SAP.

(5) Late payment charges were not applied or collected. The number of customers and the amount provided is based on what was assessed. For May and June, due to SAP the Company does not have an accurate way to report what the late payment fees would have been. The Company will be able to provide late fee information moving forward beginning in July.

(6) The Company is unable to provide the number of new deferred payment arrangements by rate class.

(7) The Company is unable to track this information.

(8) The Company is unable to provide the number of Completed AMP Program by rate class.

(9) Due to the implementation of SAP, the Company is unable to report some information by rate class. The Company is working to see if it is something that can be provided in future reporting.

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

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
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	-	4	2	27	1	-	21	3	13	8	0
-	-	1	-	2	-	-	-	-	2	0	0
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	$ 170.50	$ 1,798.00	$ 1,650.75	$ 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
-	-	-	-	-	-	-	-	-	-	-	-
0	0	0	0	0	0	0	0	0	0	0	0

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
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	1,211	1,235	1,164	1,188	1,198	1,204	1,238	1,187	1,200	1,177	1,157
8,881	9,464	9,527	10,125	9,386	8,996	9,922	9,767	9,653	9,099	9,223	9,323
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
1	2	2	26	23	23	31	1	0	8	140	177
39	73	11	1	66	2	1	39	4	7	5	210
-	-	-	-	-	-	-	-	-			
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

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
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	7	-	-	37	31	69
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
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
-	-	-	2	57	322	557	231	201	641	1	-
-	-	-	-	4	-	1	-	-	8	-	-
-	3	53	55	31	4	13	56	13	37	-	2
-	1	19	7	9	2	2	-	10	7	-	-
-	-	-	1	2		-	-	1	1	-	-
-	-	-	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
$ 90.00	$ 100.00	$ 550.00	$ -	$ -	$ -	$ 2,410.00	$ 4,000.00	$ 2,250.00	$ 1,870.00	$ 1,430.00	$ 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
365	410	562	413	370	403	323	323	286	354	344	323
$ 21,264.25	$ 20,268.50	$ 24,172.75	$ 18,308.50	$ 21,213.50	$ 22,274.00	$ 20,520.50	$ 22,041.25	$ 18,774.00	$ 20,835.50	$ 20,434.75	$ 18,758.25
$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
$ 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	$ 16,203.02	$ 18,877.19	$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
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
-	-	-	-	-	-	-	-	-	-	-	-
0	0	0	0	0	0	0	0	0	0	0	0

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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1,130	1,201	5,683	5,629	5,579	5,665	5,522	4,076	3,087	2,759	2,542	2,526
10,139	10,211	10,363	11,117	10,270	10,280	11,135	10,705	10,557	10,713	10,655	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	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	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
-	-	-	-	-	-	-	-	-	-	-	-

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
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
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Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
42,776	42,623	42,500									
12,001	12,064	12,250									
3,832	3,822	3,832									
530	531	533									
19	19	19									
59,158	59,059	59,134	-	-	-	-	-	-	-	-	-
-	-	1									
-	-	-									
41	35	81									
10	6	23									
-	-	1									
3,238	3,284	4,417									
-	-	-									
123	167	200									
9	28	41									
90	280	410									
$ 900.00	$ 2,800.00	$ 4,100.00									
15,045	14,379	15,217									
541	573	592									
$ 26,328.75	$ 25,163.25	$ 26,629.75									
$ -	$ -	$ -									
$ 4,192.75	$ 4,440.75	$ 4,588.00	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
$ -	$ -	$ -									
$ -	$ -	$ -									
1,476	1,840	1,163									
$ 13,740.90	$ 20,746.73	$ 15,062.09									
407	396	482									
128	112	122									
6	6	8									
2	2	1									
-	-	-									
0	0	0									

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
37	52	18									
n/a	n/a	n/a									
1,118	1,037	1,112									
11,028	11,025	11,094									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
10	7	9									
6	1	32									
259	5	499									
n/a	n/a	n/a									
59	23	99									
929	109	5,158									
-	-	-									

Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
5	12	7									
-	-	-									
6	5	1									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
-	-	-									
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