

Supporting our Water Customers at this Critical Time

June 17, 2020

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AQUARION
Water Company

Stewards of the Environment™



Special Pandemic Programs and Services

- **Suspended shut-offs** for non-payment
- **Suspended late fees** on past due balances
- **Flexible payment plans** with no down payment for past-due amounts



Please visit
www.aquarionwater.com/assistance
or call **800-732-9678**

COVID-19 Payment Program

Provides flexible, adaptable payment plan for *any* customer who requests it during the pandemic for up to 24 months*

- **Not based on financial need**
- **No initial down payment required**
- **No fees or interest charged from time of pandemic to end of payment plan**
- **Waives any fees or interest in the calculation of the monthly payment amount**
- **Allows deferral of first payment to July 1, 2020 for unemployed residents or businesses shut down**

* Residential customers can enroll through November 1, 2020
Non-residential customers can enroll through August 1, 2020



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Customer Assistance Program

Voucher Program

Provides a benefit to customers who may be unable to pay their bill and struggling with cost of basic needs.

A credit of \$50 (which equates to approximately 1.5 months of water usage) will be applied to a customer's bill if approved.

Note: Income eligibility is determined by Wellspring.

Eligibility Requirements

Homeowner or renter

Recipient of benefits through either:

- Emergency Aid to Elderly, Disabled and Children
- Supplemental Security Income
- Social Security Disability Insurance
- Section 8 (Housing Choice Voucher Program)
- Food stamps
- Fuel/Heating Assistance
- Medicaid
- Veteran's Benefits MGL c.115

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Customer Communications

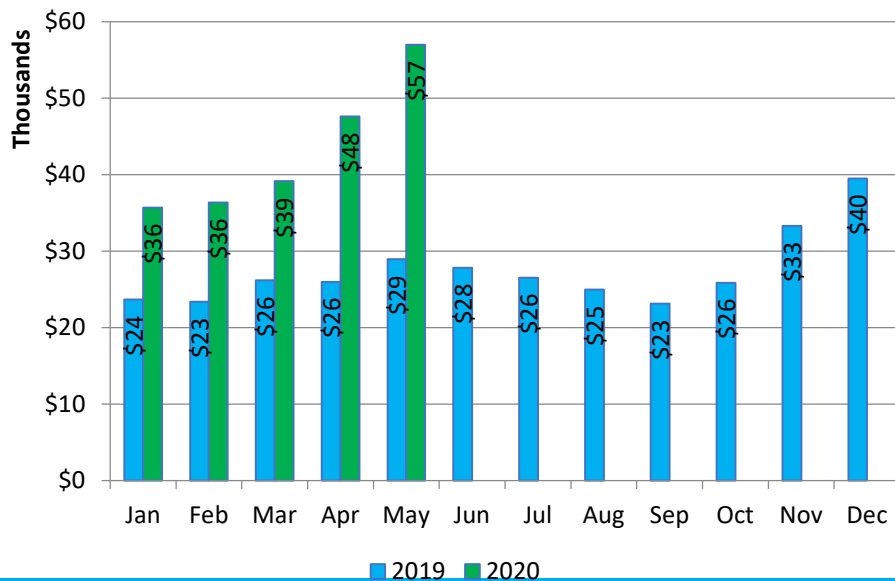
The Company has proactively communicated changes to our policies to assist customers during this critical time in various ways as follows:

- **Email communication to customers (3/16, 3/31, 5/1, 6/5)**
- **Bill inserts during the month of March and April (started 3/18)**
- **Website updates (including a Q &A) & social media posts**
- **Letters from Aquarion's President to Town officials updating them on what we are doing to assist customers, cessation of non-essential work (3/17, 3/27, 4/28)**
- **Issued notice to advise building owners about flushing building plumbing systems to mitigate any stagnant water issues based on the New Hampshire Department of Environmental Services' flushing guidance (5/18)**
- **IVR (phones system) updated to start with our commitment to assist customers with flexible payment arrangements and information on the Customer Assistance Program**

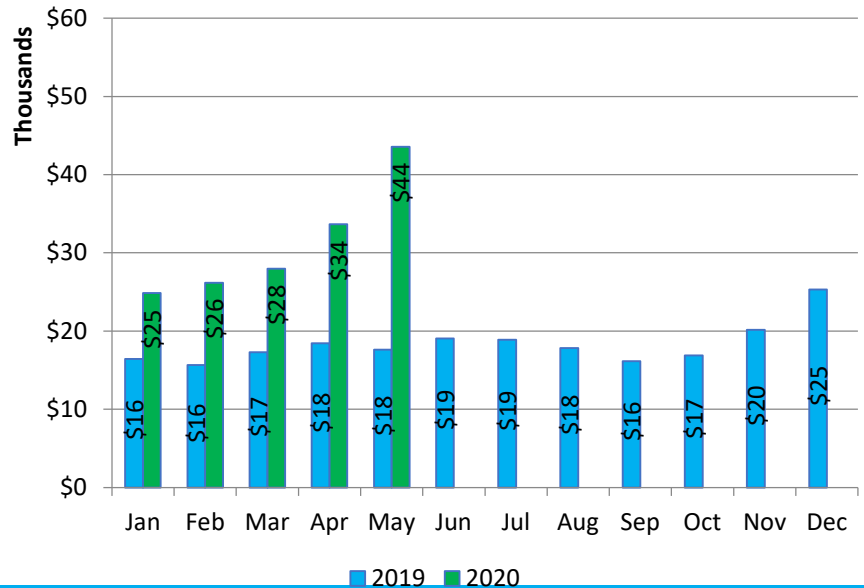
A/R Aging

Steady increase since March in accounts receivables outstanding greater than 60 days and 90 days when compared to prior year.

\$ A/R > 60 days



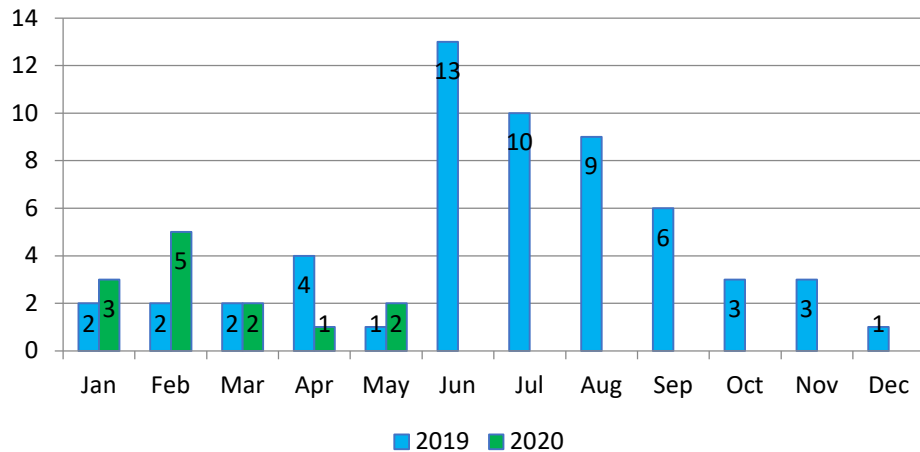
\$ A/R > 90 days



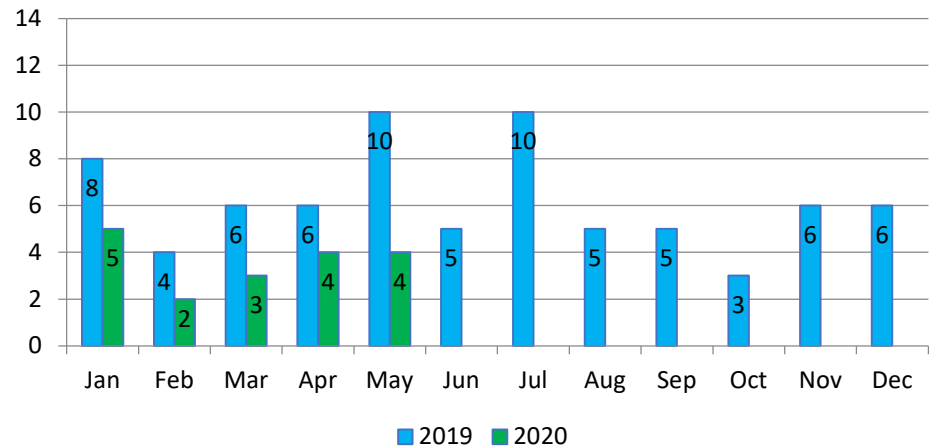
Payment Arrangements

Even with increased customer outreach there has been limited interest from our customers in payment arrangements.

of New Payment Arrangements



of Defaulted Payment Arrangements

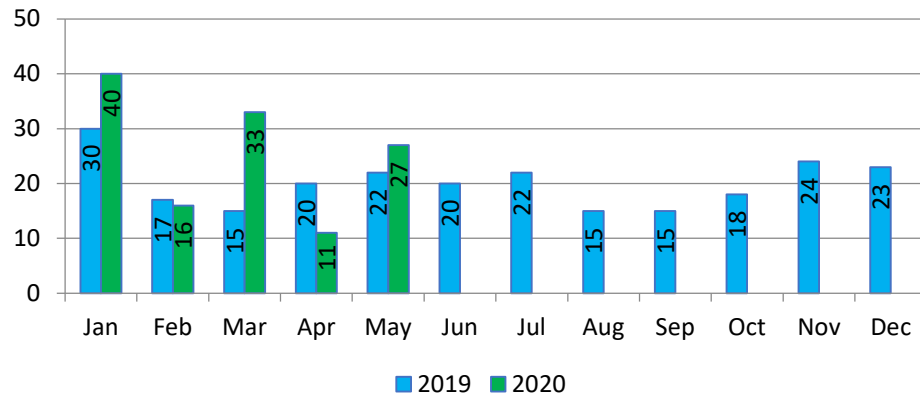


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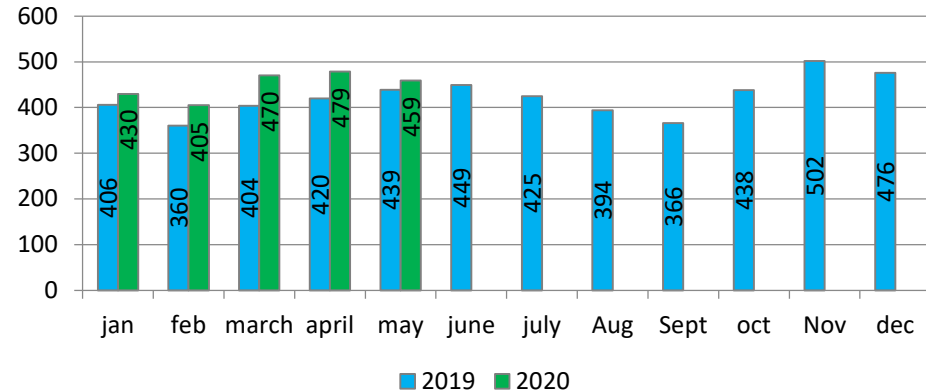
Other Customer Metrics

Experiencing a higher number of customers who are not paying their invoice in full, which may result in higher disconnect notices in future months.

of Customers Eligible for Disconnect Notice



of Customers Making No or Partial Payment



Customer Safeguards

We develop and update business continuity and pandemic plans on an annual basis and are currently operating under our emergency pandemic plan. Among other things, this allows us to focus our resources where they are needed most—ensuring the delivery of high quality water and service to our customers.

- **Curtailing nonessential work (cross connections, non-emergency customer requests)**
- **Making sure all our field resources and support staff continue to be ready in the event of a service disruption not related to COVID-19.**
- **Implementation of work safety plans**
- **Providing enhanced training on proper use of personal protection equipment.**
- **Implementation of contact tracing protocol.**

As always, our water treatment process provides protection that includes disinfection of our ground water sources (wells). This treatment is effective in inactivating viruses.

Employee Safeguards

Measures and guidelines have been put in place for our employees to ensure our workforce remains ready to serve customers and maintain your essential water

- **Postponing employee travel, switching to virtual meetings instead of face-to-face meetings and business gatherings.**
- **Having employees whose job responsibilities allow them to work remotely to do so, reducing the number of employees interacting with each other in person.**
- **Creating new procedures—including work safety plans and cleaning protocols—so that employees who must work at our critical facilities and perform field work can do so safely at increased distances while minimizing risks.**

COVID Impact to Capital Projects

Aquarion remains committed to its capital project plan. No material changes were made as a result of the Pandemic.

- **No cancellation or delay of any capital projects categorized as a "reliability projects" or "asset replacement."**
- **Certain capital projects requiring permitting have been delayed due to the cancelation of ZBA and other town meetings**

COVID Impact to Operations

There has been no material changes to our operations in response to the Pandemic.

- **No employee furloughs, payroll or compensation actions, or changes to any labor agreements in response to the Pandemic**
- **Labor resources have been shifted from suspended work to other maintenance works primarily hydrants and production facilities and enhanced leak detection**
- **No significant disruptions to the supply chain, including Personal Protective Equipment (PPE)**



We're Ready to Help

Our water quality professionals, service technicians, and customer service representatives are available should a customer experience a water-related issue.



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