



IR 20-089 Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers

Monthly Report as of October 31, 2020

- 1) Provide information regarding changes in payment behavior or patterns and account receivables levels since the declaration of the State of Emergency on March 13 and the Governor’s Emergency Order #3 issued on March 17. Such information should be provided for each utility rate class.

Please see the tables below.

Month	Customer Class	A/R over 60 Days		Month	Customer Class	A/R over 90 Days	
		2020	2019			2020	2019
January	Residential	\$12,115,061	\$ 12,986,506	January	Residential	\$ 9,733,479	\$ 9,956,213
	Commercial	202,219	167,870		Commercial	120,209	85,578
	Industrial	1,433,987	1,604,843		Industrial	1,299,414	1,373,611
	Street Lighting	4,688	21,619		Street Lighting	1,167	9,267
	Total	\$13,755,955	\$ 14,780,838		Total	\$11,154,269	\$11,424,669
February	Residential	\$12,858,103	\$ 13,493,014	February	Residential	\$ 9,799,765	\$ 9,929,936
	Commercial	156,316	178,819		Commercial	89,559	73,791
	Industrial	1,529,510	1,637,154		Industrial	1,277,644	1,360,679
	Street Lighting	2,611	24,496		Street Lighting	913	5,200
	Total	\$14,546,540	\$ 15,333,483		Total	\$11,167,881	\$11,369,606
March	Residential	\$14,740,519	\$ 13,792,434	March	Residential	\$10,742,732	\$10,097,093
	Commercial	259,107	203,627		Commercial	110,855	81,153
	Industrial	1,553,599	1,660,524		Industrial	1,297,393	1,422,474
	Street Lighting	12,302	2,556		Street Lighting	1,965	842
	Total	\$16,565,527	\$ 15,659,141		Total	\$12,152,945	\$11,601,562
April	Residential	\$16,451,824	\$ 13,183,007	April	Residential	\$12,339,405	\$ 9,665,734
	Commercial	645,196	166,894		Commercial	209,401	76,798
	Industrial	1,819,140	1,759,402		Industrial	1,418,559	1,425,583
	Street Lighting	6,749	7,108		Street Lighting	2,043	1,491
	Total	\$18,922,909	\$ 15,116,411		Total	\$13,969,408	\$11,169,606
May	Residential	\$17,627,385	\$ 13,265,383	May	Residential	\$13,917,382	\$10,007,967
	Commercial	968,427	126,929		Commercial	407,064	51,044
	Industrial	2,113,684	1,813,671		Industrial	1,620,161	1,548,760
	Street Lighting	2,713	10,354		Street Lighting	1,011	2,822
	Total	\$20,712,209	\$ 15,216,337		Total	\$15,945,618	\$11,610,593
June	Residential	\$18,491,039	\$ 12,568,236	June	Residential	\$15,180,839	\$ 9,920,081
	Commercial	1,041,825	185,069		Commercial	658,489	78,713
	Industrial	2,036,242	1,764,828		Industrial	1,710,083	1,555,895
	Street Lighting	12,823	5,005		Street Lighting	5,516	868
	Total	\$21,581,929	\$ 14,523,138		Total	\$17,554,927	\$11,555,557
July	Residential	\$19,087,451	\$ 12,223,505	July	Residential	\$16,001,999	\$ 9,810,400
	Commercial	1,026,793	196,458		Commercial	720,039	80,005
	Industrial	1,964,443	1,755,757		Industrial	1,708,863	1,587,326
	Street Lighting	12,217	13,549		Street Lighting	6,454	5,682
	Total	\$22,090,904	\$ 14,189,269		Total	\$18,437,355	\$11,483,413
August	Residential	\$20,640,497	\$ 11,347,695	August	Residential	\$16,976,713	\$ 9,340,512
	Commercial	1,231,205	184,766.00		Commercial	805,601	77,991
	Industrial	2,067,618	1,649,285.00		Industrial	1,655,554	1,507,402
	Street Lighting	47,387	6,974.00		Street Lighting	7,111	2,170
	Total	\$23,986,707	\$ 13,188,720		Total	\$19,444,979	\$10,928,075
September	Residential	\$22,281,347	\$ 10,661,525	September	Residential	\$17,998,940	\$ 8,542,378
	Commercial	1,310,918	224,989.00		Commercial	881,786	92,723
	Industrial	1,866,364	1,730,046.00		Industrial	1,458,547	1,483,806
	Street Lighting	75,756	28,353.00		Street Lighting	8,615	11,924
	Total	\$25,534,385	\$ 12,644,913		Total	\$20,347,888	\$10,130,831
October	Residential	24,064,108	10,310,388.00	October	Residential	19,113,573	8,230,883
	Commercial	1,118,727	230,867.00		Commercial	793,748	107,707
	Industrial	710,858	1,492,759.00		Industrial	496,155	1,409,095
	Street Lighting	1,993	14,141.00		Street Lighting	887	8,122
	Total	25,895,686	12,048,155.00		Total	20,404,363	9,755,807

Liberty Utilities (Granite State Electric) d/b/a Liberty Utilities
 Aging Percent Summary August 2020 through October 2020

GSE Residential			Change over Prior Year Increase / (Decrease)
8/31/2020	8/31/2019		
Customer Count	34,266	34,691	(425)
A/R Balance	6,961,028	6,530,907	430,120
Current	4,728,884	4,595,716	133,168
1 - 30 Days	834,375	768,365	66,010
31 - 60 Days	278,758	193,230	85,529
61 - 90 Days	176,253	127,824	48,429
91 - 120	151,298	115,419	35,880
121 - 150	132,960	120,249	12,711
151+	951,867	832,637	119,230
Unapplied	(293,368)	(222,532)	(70,837)
GSE Commerical			Change over Prior Year Increase / (Decrease)
8/31/2020	8/31/2019		
Customer Count	6,719	6,883	(164)
Balance	4,675,961	4,789,584	(113,623)
Current	3,830,907	4,226,603	(395,695)
1 - 30 Days	632,566	608,165	24,401
31 - 60 Days	99,904	57,798	42,106
61 - 90 Days	67,213	15,031	52,182
91 - 120	59,815	8,284	51,530
121 - 150	44,496	2,722	41,774
151+	97,847	16,514	81,332
Unapplied	(156,787)	(145,533)	(11,254)
GSE Industrial			Change over Prior Year Increase / (Decrease)
8/31/2020	8/31/2019		
Customer Count	170	177	(7)
Balance	949,818	1,104,114	(154,296)
Current	885,391	931,139	(45,748)
1 - 30 Days	64,799	174,405	(109,606)
31 - 60 Days	1,276	1,202	74
61 - 90 Days	252	3	249
91 - 120	79	14	65
121 - 150	129	14	115
151+	55	14	41
Unapplied	(2,164)	(2,678)	513
GSE Total AR			Change over Prior Year Increase / (Decrease)
8/31/2020	8/31/2019		
Customer Count	41,155	41,751	(596)
A/R Balance	12,586,806	12,424,605	162,201
Current	9,445,182	9,753,457	(308,275)
1 - 30 Days	1,531,740	1,550,935	(19,195)
31 - 60 Days	379,938	252,230	127,709
61 - 90 Days	243,718	142,858	100,860
91 - 120	211,192	123,717	87,475
121 - 150	177,586	122,986	54,600
151+	1,049,770	849,166	200,604
Unapplied	(452,320)	(370,743)	(81,577)

GSE Residential			Change over Prior Year Increase / (Decrease)
9/30/2020	9/30/2019		
Customer Cou	35,347	35,158	189
A/R Balance	6,210,966	5,466,201	744,765
Current	3,762,352	3,466,687	295,666
1 - 30 Days	915,512	874,887	40,625
31 - 60 Days	371,793	234,585	137,208
61 - 90 Days	183,647	117,389	66,258
91 - 120	141,136	86,387	54,749
121 - 150	133,270	83,211	50,059
151+	1,017,585	839,539	178,046
Unapplied	(314,329)	(236,483)	(77,845)
GSE Commerical			Change over Prior Year Increase / (Decrease)
9/30/2020	9/30/2019		
Customer Cou	6,869	7,073	(204)
Balance	4,465,751	4,498,168	(32,418)
Current	3,695,536	3,889,642	(194,106)
1 - 30 Days	591,884	609,540	(17,656)
31 - 60 Days	130,540	71,604	58,936
61 - 90 Days	61,506	30,323	31,183
91 - 120	58,100	10,521	47,579
121 - 150	47,620	6,438	41,182
151+	118,207	26,698	91,509
Unapplied	(237,642)	(146,597)	(91,045)
GSE Industrial			Change over Prior Year Increase / (Decrease)
9/30/2020	9/30/2019		
Customer Cou	168	179	(11)
Balance	885,000	1,011,983	(126,983)
Current	825,111	858,711	(33,599)
1 - 30 Days	49,582	155,605	(106,023)
31 - 60 Days	12,101	449	11,652
61 - 90 Days	296	212	84
91 - 120	75	3	71
121 - 150	79	14	65
151+	86	28	58
Unapplied	(2,329)	(3,038)	709
GSE Total AR			Change over Prior Year Increase / (Decrease)
9/30/2020	9/30/2019		
Customer Cou	42,384	42,410	(26)
A/R Balance	11,561,717	10,976,352	585,365
Current	8,283,000	8,215,039	67,960
1 - 30 Days	1,556,978	1,640,032	(83,054)
31 - 60 Days	514,434	306,638	207,797
61 - 90 Days	245,448	147,923	97,525
91 - 120	199,310	96,911	102,399
121 - 150	180,969	89,664	91,305
151+	1,135,878	866,264	269,614
Unapplied	(554,300)	(386,119)	(168,181)

GSE Residential			Change over Prior Year Increase / (Decrease)
10/31/2020	10/31/2019		
Customer Count	33,559	33,420	139
A/R Balance	5,194,092	4,425,669	768,423
Current	2,855,673	2,830,918	24,755
1 - 30 Days	712,941	598,183	114,758
31 - 60 Days	428,924	233,230	195,695
61 - 90 Days	240,862	125,954	114,908
91 - 120	138,698	76,371	62,327
121 - 150	113,075	56,987	56,088
151+	1,063,268	783,656	279,612
Unapplied	(359,349)	(279,629)	(79,720)
GSE Commerical			Change over Prior Year Increase / (Decrease)
10/31/2020	10/31/2019		
Customer Count	6,490	6,672	(182)
Balance	4,097,767	3,777,540	320,228
Current	3,153,109	3,279,907	(126,798)
1 - 30 Days	786,044	563,795	222,249
31 - 60 Days	98,610	59,586	39,024
61 - 90 Days	68,986	17,471	51,514
91 - 120	33,508	8,939	24,569
121 - 150	34,901	4,971	29,929
151+	120,883	24,056	96,827
Unapplied	(198,273)	(181,185)	(17,088)
GSE Industrial			Change over Prior Year Increase / (Decrease)
10/31/2020	10/31/2019		
Customer Count	162	165	(3)
Balance	899,759	813,797	85,962
Current	800,570	784,942	15,628
1 - 30 Days	99,550	34,249	65,301
31 - 60 Days	1,169	376	792
61 - 90 Days	96	110	(14)
91 - 120	82	-	82
121 - 150	75	-	75
151+	164	-	164
Unapplied	(1,946)	(5,880)	3,934
GSE Total AR			Change over Prior Year Increase / (Decrease)
10/31/2020	10/31/2019		
Customer Count	40,211	40,257	(46)
A/R Balance	10,191,619	9,017,006	1,174,613
Current	6,809,353	6,895,767	(86,414)
1 - 30 Days	1,598,535	1,196,226	402,309
31 - 60 Days	528,703	293,192	235,511
61 - 90 Days	309,943	143,535	166,408
91 - 120	172,288	85,310	86,978
121 - 150	148,050	61,958	86,092
151+	1,184,315	807,712	376,603
Unapplied	(559,568)	(466,694)	(92,874)



IR 20-089 - Investigation into the Effects of the COVID-19 Emergency on Utilities and Utility Customers

1. Provide information regarding changes in payment behavior or patterns and account receivables levels since the declaration of the State of Emergency on March 13 and the Governor’s Emergency Order #3 issued on March 17. Such information should be provided for each utility rate class.

As shown in Figure 1, New Hampshire Electric Cooperative (NHEC) members’ arrearages continue to age in excess of historic norms. Figure 2 shows arrearage by member class – residential and non-residential. The non-residential member group is comprised of commercial, industrial, primary, large primary, and ski areas. Figure 3 shows the number of NHEC members in arrears in each of the aging groups – 30, 60, and 90 days. Of note, the total number of NHEC members currently in arrears remains less than historic averages, so while fewer members are in arrears, their balances are much higher compared to historic norms.

Figure 1.

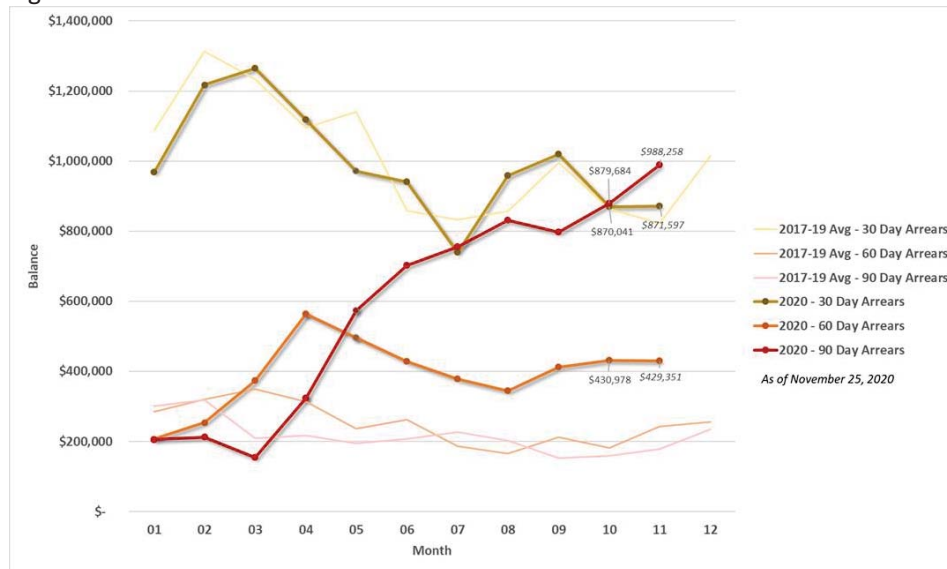
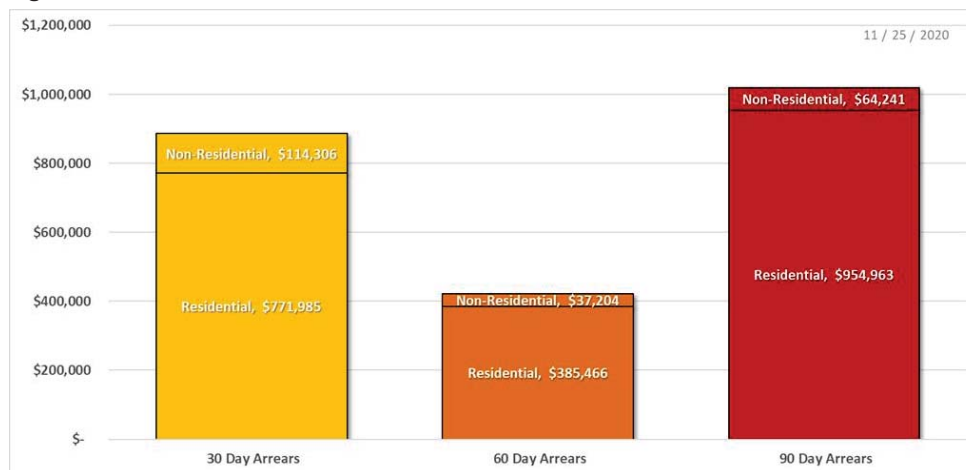


Figure 2.



November 30, 2020

Arrearage Tracking Summary

Company Unitil - UES
 Contact Information _____
 Date: _____

		2019													
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
6	\$ Arrears 30-60 (Created Pivot Table from CF102 files)														
	Residential														
	Low Income Residential														
	Medium C&I														
	Large C&I														
	Total	\$2,036,913	\$2,662,798	\$2,490,758	\$2,158,181	\$1,961,631	\$1,746,224	\$1,302,370	\$1,877,178	\$2,121,810	\$1,244,213	\$1,380,228	\$1,364,832	\$1,517,317	\$1,962,325
7	\$ Arrears 60-90 (Created Pivot Table from CF102 files)														
	Residential														
	Low Income Residential														
	Medium C&I														
	Large C&I														
	Total	\$806,851	\$954,965	\$1,139,172	\$1,078,119	\$912,139	\$784,607	\$613,605	\$473,000	\$607,973	\$597,673	\$497,988	\$563,762	\$492,829	\$618,799
8	\$ Arrears 90+ (Created Pivot Table from CF102 files)														
	Residential														
	Low Income Residential														
	Medium C&I														
	Large C&I														
	Total	\$3,630,899	\$3,379,492	\$3,437,753	\$3,554,916	\$3,632,864	\$3,632,888	\$3,551,012	\$3,452,061	\$3,251,652	\$3,123,054	\$3,182,080	\$3,125,773	\$3,097,777	\$2,904,534
9	\$ Total Arrears (Formula - do not touch)														
	Residential														
	Low Income Residential														
	Medium C&I														
	Large C&I														
	Total	\$6,474,664	\$6,997,255	\$7,067,684	\$6,791,216	\$6,506,635	\$6,163,718	\$5,466,986	\$5,802,239	\$5,981,435	\$4,964,939	\$5,060,296	\$5,054,367	\$5,107,924	\$5,485,658

		2020									
Company		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
6	\$ Arrears 30-60 (Created Pivot Table from CF102 files)										
	Residential	\$1,449,516	\$1,356,612	\$1,186,689	\$1,013,517	\$1,073,735	\$1,253,819	\$1,420,352	\$1,226,176		
	Low Income Residential	\$124,783	\$121,280	\$88,209	\$77,199	\$78,758	\$90,992	\$107,676	\$92,020		
	Medium C&I	\$441,252	\$573,985	\$383,724	\$282,064	\$279,761	\$323,374	\$472,873	\$290,977		
	Large C&I	\$145,846	\$203,759	\$126,508	\$77,607	\$255,895	\$283,925	\$406,364	\$258,291		
	Total	\$2,161,397	\$2,255,635	\$1,785,130	\$1,450,387	\$1,688,148	\$1,952,109	\$2,407,265	\$1,867,463		
7	\$ Arrears 60-90 (Created Pivot Table from CF102 files)										
	Residential	\$726,621	\$791,196	\$796,839	\$627,128	\$567,839	\$611,707	\$677,162	\$808,309		
	Low Income Residential	\$95,354	\$95,377	\$94,815	\$66,523	\$59,975	\$62,561	\$70,661	\$86,870		
	Medium C&I	\$55,131	\$199,463	\$251,068	\$141,743	\$108,397	\$107,418	\$123,228	\$84,589		
	Large C&I	\$24,856	\$84,774	\$85,785	\$34,133	\$28,038	\$44,641	\$55,304	\$43,558		
	Total	\$901,962	\$1,170,810	\$1,228,507	\$869,528	\$764,249	\$826,327	\$926,356	\$1,023,324		
8	\$ Arrears 90+ (Created Pivot Table from CF102 files)										
	Residential	\$2,200,522	\$2,506,984	\$2,794,404	\$3,012,756	\$3,133,687	\$3,279,984	\$3,419,690	\$3,621,348		
	Low Income Residential	\$690,601	\$746,210	\$805,758	\$851,027	\$871,238	\$888,146	\$908,611	\$941,967		
	Medium C&I	\$79,829	\$113,599	\$202,249	\$258,607	\$279,149	\$285,432	\$267,490	\$203,804		
	Large C&I	\$4,850	\$1,422	\$51,364	\$85,992	\$80,118	\$96,258	\$93,883	\$103,003		
	Total	\$2,975,802	\$3,366,215	\$3,853,776	\$4,208,383	\$4,364,253	\$4,549,820	\$4,689,674	\$4,870,122		
9	\$ Total Arrears (Formula - do not touch)										
	Residential	\$4,376,659	\$4,654,792	\$4,777,932	\$4,653,402	\$4,775,261	\$5,145,510	\$5,517,204	\$5,655,833		
	Low Income Residential	\$910,738	\$962,866	\$988,782	\$994,749	\$1,010,031	\$1,041,699	\$1,086,948	\$1,120,857		
	Medium C&I	\$576,212	\$885,048	\$887,041	\$682,414	\$667,307	\$716,223	\$863,591	\$579,369		
	Large C&I	\$175,553	\$289,955	\$263,658	\$197,732	\$364,051	\$424,823	\$555,551	\$404,852		
	Total	\$6,039,161	\$6,792,661	\$6,867,414	\$6,528,297	\$6,816,650	\$7,328,255	\$8,023,294	\$7,760,910		