

Liberty Utilities – IR 20-089



Effects of COVID-19 on the Utilities and Their Customers

June 17, 2020

Customer and Employee Safeguards

- Employees who can work from home must work from home
- Employees must wear masks in buildings
- Field crews are kept together and isolated from others
- Have followed Governor's orders re daily employee temperature checks and screening questions
- Extra facility and vehicle cleaning
- Employees use additional PPE when entering customer homes
- Customers are asked scripted questions prior to tech visits
- Weekly Crisis Team calls
- Provided employees with sanitizer, wipes, masks, gloves, face shields, and other PPE
- Employees perform only essential work inside customer homes to minimize exposure
- Closed walk in centers

Customer Initiatives

Customer Service Initiatives:

- Temporary Adjustments to Payment Arrangements Offered
 - Offering Commercial Customers up to 6 months, residential customers up to 12 months, and allow for \$0 down payments if necessary
- Customer Outreach
 - A series of social media posts, Radio PSA, Website updates, IVR upfront message, Outbound customer emails
- Outbound Calls
 - Geared specifically to setting up payment arrangements and notifying customers of potential assistance

Collections Initiatives (in accordance with Order No. 26,343 and Governor's orders):

- Discontinued disconnects for non-pay, per Governor's orders
- Discontinued assessment of late charges

Customer Initiatives (cont.)

- **Company Assistance**
 - Donated \$30,000 to Neighbor Helping Neighbor, local agency that provides utility bill assistance
 - Donated \$22,500 to employee-chosen local charities (NH Food Banks and Meals on Wheels)
 - Allocated \$8,000 to Customer Service Reps (\$250 each) as Goodwill Credits to be distributed in their discretion based on the customer's circumstances

Estimated Impact of COVID-19 on Wholesale Demand

- Table provides the difference between actual and expected sales excluding weather impacts.
- The Company's annual update of its long term sales forecast (2020-2026) will be completed by July 30.
- The updated forecast will reflect the expected impact on sales at a more granular level, and the anticipated longer-term impact of COVID-19.

Company	March	April	May
Energy North	-4.8%	-5.0%	-6.0%
Keene	-5.6%	-7.3%	-7.3%
Granite State	-4.0%	-6.7%	-3.9%

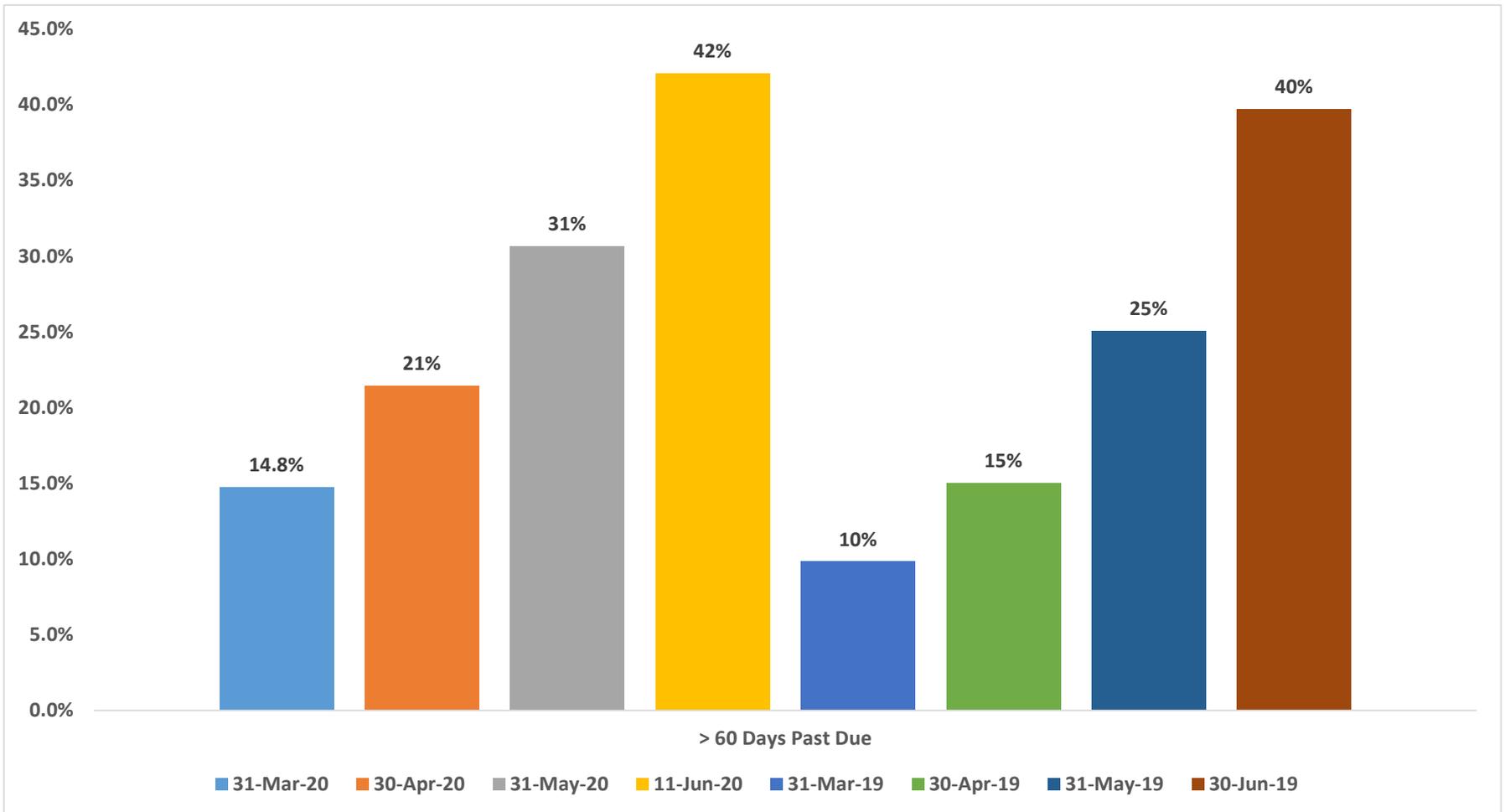
EnergyNorth Revenue Impacts

- Monthly payments (\$) down as much as 29% as compared to 2019
- # of monthly payments down as much as 9.7% as compared to 2019

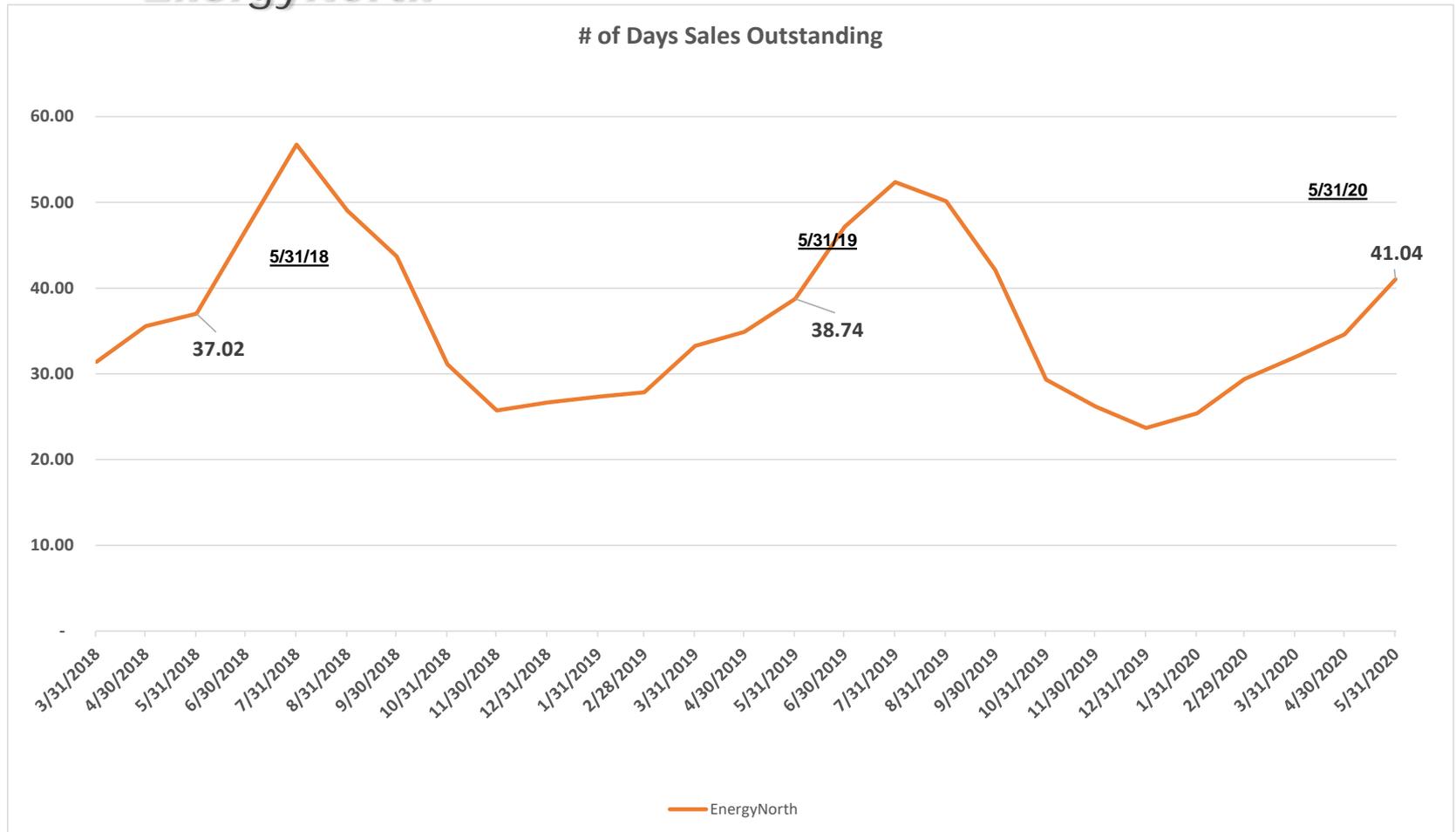
\$ Revenue (Payments) Received Energy North Gas									
	2019			2020			2020/2019 Variance		
	Mar	Apr	May	Mar	Apr	May	Mar	Apr	May
Residential	\$13,738,596	\$12,139,239	\$ 8,923,356	\$11,423,508	\$ 9,330,807	\$ 6,615,463	\$(2,315,088)	\$(2,808,432)	\$(2,307,893)
Commercial	\$11,939,690	\$10,391,738	\$ 7,692,443	\$10,020,518	\$ 6,936,459	\$ 5,204,405	\$(1,919,172)	\$(3,455,279)	\$(2,488,038)
Industrial									
Total	\$25,678,285	\$22,530,977	\$16,615,798	\$21,444,026	\$16,267,266	\$11,819,868	\$(4,234,260)	\$(6,263,711)	\$(4,795,930)

# Revenue (Payments) Received Energy North Gas									
	2019			2020			2020/2019 Variance		
	Mar	Apr	May	Mar	Apr	May	Mar	Apr	May
Residential	75,870	76,134	75,405	73,654	74,689	67,654	(2,216)	(1,445)	(7,751)
Commercial	12,245	13,147	12,230	12,037	11,159	11,445	(208)	(1,988)	(785)
Total	88,115	89,281	87,635	85,691	85,848	79,099	(2,424)	(3,433)	(8,536)

Accounts Receivable Tracking - EnergyNorth (% of accounts >60 Days Past Due)



Number of Days Sales Outstanding - EnergyNorth



Granite State Revenue Impacts

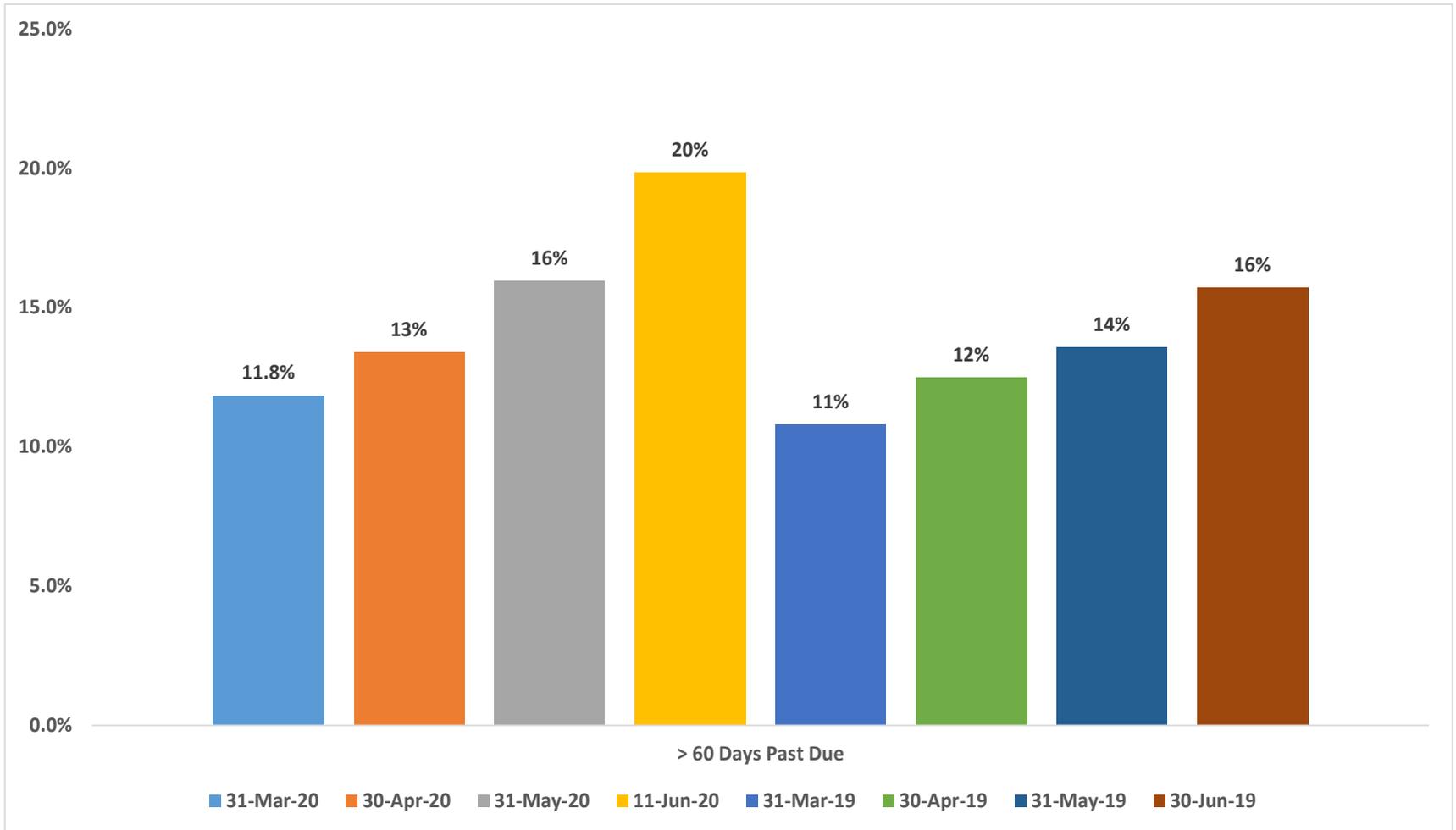
- Monthly payments (\$) down as much as 16% as compared to 2019
- # of monthly payments down as much as 5.3% as compared to 2019

\$ Revenue (Payments) Received Granite State Electric									
	2019			2020			2020/2019 Variance		
	Mar	Apr	May	Mar	Apr	May	Mar	Apr	May
Residential	\$ 5,010,953	\$ 4,879,918	\$ 4,197,831	\$ 4,684,369	\$ 4,341,296	\$ 4,066,875	\$ (326,584)	\$ (538,622)	\$ (130,956)
Commercial	\$ 5,127,401	\$ 5,137,631	\$ 4,187,312	\$ 4,532,489	\$ 3,852,903	\$ 3,547,897	\$ (594,912)	\$ (1,284,728)	\$ (639,415)
Industrial	\$ 964,006	\$ 988,018	\$ 1,173,885	\$ 845,004	\$ 1,014,243	\$ 1,064,723	\$ (119,002)	\$ 26,225	\$ (109,162)
Total	\$ 11,102,360	\$ 11,005,567	\$ 9,559,028	\$ 10,061,862	\$ 9,208,442	\$ 8,679,495	\$ (1,040,498)	\$ (1,797,125)	\$ (879,533)

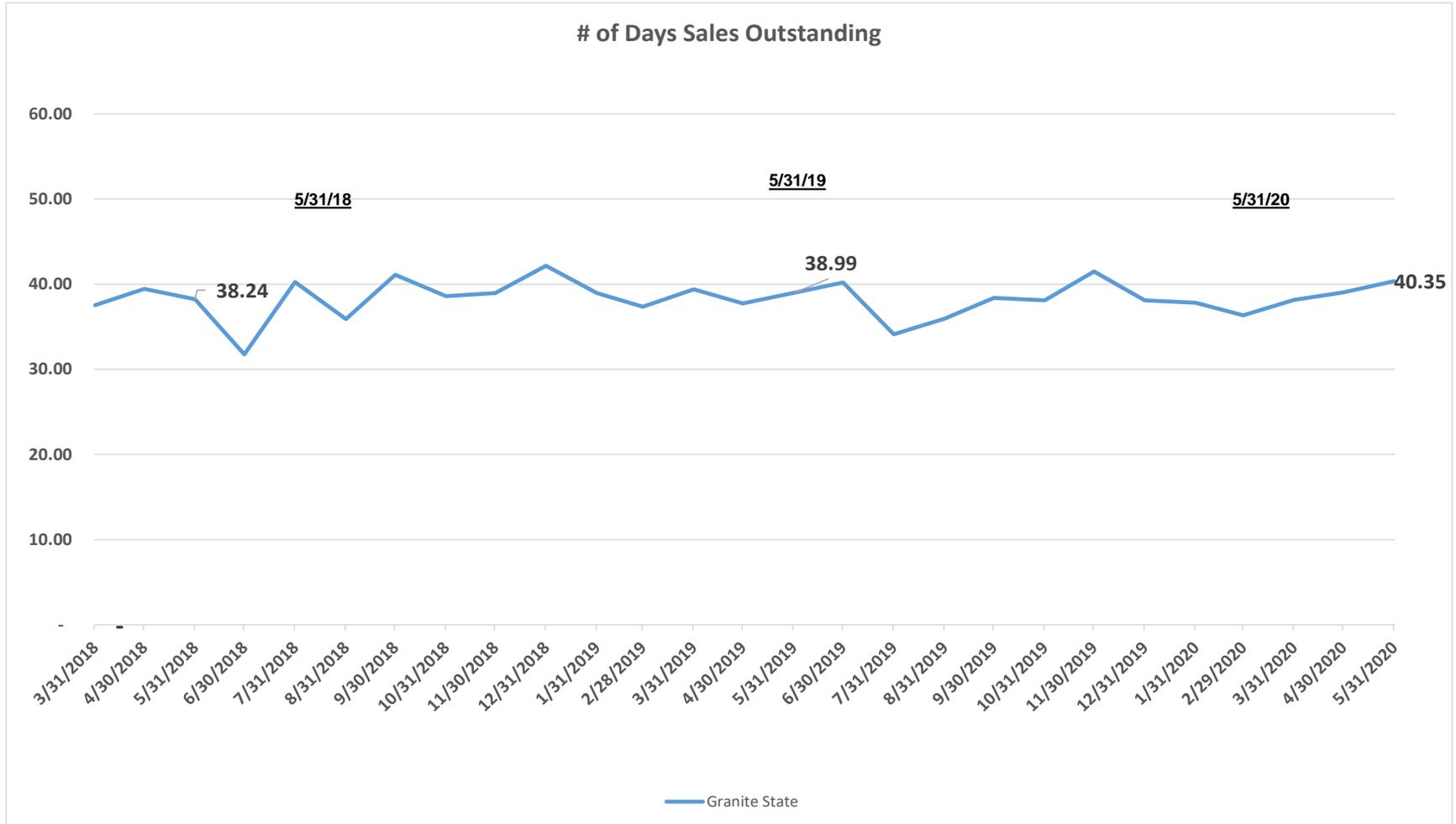
# Revenue (Payments) Received Granite State Electric									
	2019			2020			2020/2019 Variance		
	Mar	Apr	May	Mar	Apr	May	Mar	Apr	May
Residential	34,539	35,336	33,785	35,622	33,734	32,580	1,083	(1,602)	(1,205)
Commercial	6,841	7,270	6,606	7,248	6,608	6,387	407	(662)	(219)
Industrial	187	200	189	198	193	185	11	(7)	(4)
Total	41,567	42,806	40,580	43,068	40,535	39,152	1,501	(2,271)	(1,428)

Accounts Receivable Tracking – Granite State Electric

(% of accounts >60 Days Past Due)



Number of Days Sales Outstanding – Granite State Electric



COVID-19 Expenses

Year to Date May 31, 2020

	EnergyNorth	GSE	Total
Labor ¹	100,284	29,280	129,564
Non-labor ²	215,577	78,867	294,443
Waived fees ³	158,095	20,353	178,449
Total	473,956	128,500	602,456

¹ Non-productive time for quarantined employees

² Principally personal protection equipment, which includes masks, gloves and hand sanitizer

³ Waived customer late fees

Lessons Learned/Current Activities

We need to establish and rotate a pandemic inventory of PPE to keep employees safe.

Updated pandemic/business continuity plans by department with weekly updates as to any changes in status by department

Attend weekly and monthly NGA calls for best practices

Regular communication both with other large NH Utilities and other Liberty Utilities companies nationwide

Ideas shared for tracking of impact, customer outreach

As the pandemic situation is still ongoing, it is a continued learning experience